

citizenM house rules

Welcome, world citizen! You are travelling during a challenging time, when your health and safety takes precedence over adventure. To make sure your wellbeing – and ours – is protected, we have put some new house rules in place.

social distancing – is no longer mandatory, but still highly recommended in all public areas of the hotel for protecting yourself and others around you

face masks – face masks must be worn while moving around all public areas of the hotel. Masks are not needed while seated.

track and trace – for tracing purposes, we encourage everyone to download the Protect Scotland App

food and drinks – in line with the latest rules, we serve our registered guests 24/7, and visitors (non-registered guests) between 7.00 AM and 11.00 PM daily. Table service only (no ordering at the bar or standing around).

visitors – we welcome visitors (non-registered guests) between 7.00 AM and 11.00 PM daily. All visitors must register their details via the Protect Scotland App. Visitors cannot go upstairs to guest bedrooms.

smoking – our hotels have always been smoke free and we continue to observe this policy. Please smoke outside. A penalty applies for smoking inside.

cash and payments – we are now cashless and we accept all of the following cards: Visa, MasterCard, American Express, Maestro, Discover and JCB. A credit card is required to guarantee any extra spending while at the hotel. For your convenience, you may charge your spending to your room. We will ask you to settle any balances over the value of 250 EUR / GBP / USD / CHF / 1500 DKK. All room nights must be paid for in advance. If you need to extend your stay, we will ask you to pay for the additional nights at the time of reservation extension.

if you feel ill – if you have the symptoms of coronavirus (cough, fever, breathing difficulties), please dial 0 from your room and let the hotel team know immediately so we can give you our best support while you're in isolation, and/or arrange medical care. The team will let you know about the self-quarantine procedures of the hotel.

For your health and safety – and ours – **we reserve the right to:**

- close the hotel if circumstances demand it and shorten your booking
- adapt the daily services of the hotel as needed – food, beverages, housekeeping and other
- ask anyone not complying with the house rules to leave the hotel
- check your temperature if required by the authorities

During this challenging time, we can all minimise the risk of coronavirus by following these rules together. Thank you for your understanding.

