

citizenM house rules

Welcome, world citizen! You are traveling 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 – if you are not wearing a mask, we recommend keeping a distance of 1 meter from others

MySejahtera app – the app is no longer required, and entry into hotel is allowed regardless of vaccination status except for those with ‘High Risk’ status or under Home Surveillance Order

face masks – wearing a mask is mandatory in all public areas of the hotel

friends, family, colleagues – they may be visiting you in the hotel. Please observe the social distancing rules and wear face masks as required in our public areas.

feeling unwell – if you have any flu symptoms (cough, fever, breathing difficulties etc), please let the hotel team know as soon as you can so we can give you our best support. If you are tested positive or receive a Home Surveillance Order (written or digital), please contact hotel staff immediately so we can support you for the next steps to be taken.

cash and payments – we accept cash and all of the following cards: Visa, MasterCard, and American Express. 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 RM 200. 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.

stairs and elevators – please keep social distance when you use the elevators. If you are feeling fit and healthy, please use the stairs so the elevators may be kept free for those who cannot use the stairs.

smoking – our hotels have always been smoke free (including vaping) and we continue to observe this policy. Please smoke outside in the designated area. A penalty of RM 500 applies for smoking inside the hotel.

luggage storing - we provide storage of luggage during check-in or after check-out for up to 24 hours, please ask an ambassador for details

We put our and your health and safety to the top during this challenging time. If you have any questions, please don't hesitate to reach out to our hotel team. Thank you for your understanding and enjoy your stay!

