

# 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** – we ask you to maintain a distance of 2 meters (6.5 feet) from other persons in the hotel

**face masks** – since 8 August, wearing face masks is mandatory in all indoor public spaces in England

**food and drinks** – due to the latest health regulations, our canteenM is open only for collecting food and drink orders. Between 5.00 AM and 10.00 PM, you can place your order in person, then take the food and drinks to your room. Between 10.00 PM and 5.00 AM, please place your order by dialling 0 from your room, then pick-up at canteenM. You'll find our menus on our free app and on the MoodPad in your room.

**breakfast** – we have temporarily switched to a grab-and-go breakfast. Please take it to your room to consume.

**visitors** – sorry, we are unable to welcome visitors to our London hotels at this time. Only registered guests may stay at the hotel until further notice. Please do not invite visitors to the hotel.

**track and trace** – you must download the NHS App via the QR code displayed at the hotel to register your details

**friends, family, colleagues** – they may be staying at the hotel with you. The health guidelines restrict meetings to people from your own household or your support bubble only, while keeping a distance of 2 meters (6.5 feet) from each other.

**stairs and elevators** – if you are fit and healthy, please use the stairs so the elevators may be kept free for those who cannot use the stairs

**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 / DKK / CHF. 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.

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

**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.

