

# 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.

**photo ID** – all staying guests must present a valid, physical (no photocopies) ID upon check-in – this includes the second guest in the room (we allow a maximum of 2 people per room). We gladly accept all nationally recognized government-issued ID, such as: passport, driver's license, non-driver ID, active duty military ID, Department of Defense (DoD) card, global entry card, tax exemption ID. The name on the credit card used to check-in must match the photo ID shown.

**room occupancy** – all rooms in the hotel are the same and designed for maximum 2 people: the primary booker and the additional guest (one per booking, per stay). The additional guest cannot change for a different guest during your stay.

**social distancing and face masks** – we ask you to maintain a distance of 2 meters (6.5 feet) from other persons in the hotel. Out of respect for others, we require all guests to wear face masks in all public areas of the hotel.

**food and beverage** – we follow the official NYC guidelines at canteenM:

- 50% occupancy in canteenM and living room (sorry, no seating at the bar), table service only
- no alcohol sales between 11.00 PM and noon, all alcohol orders must be accompanied by a food order
- after 11.00 PM, please take all food and non-alcoholic beverages to your room
- you may order food delivery to the hotel, but please ask the courier to wait for you outside, and consume the food in your room

**living room and cloudM** – in accordance with the latest health regulations, our cloudM rooftop bars are temporarily closed. Please ask an ambassador for the latest guidelines regarding the use of living room.

**gym** – our gym is open by reservation only – please book your solo fitness hour at the front desk. We clean and sanitize the gym after every use.

**friends, family, colleagues** – if they are staying at the hotel with you, please observe our social distancing and group size guidelines (ask an ambassador for details).

**visitors** – to minimise the risk of coronavirus, we are open to registered guests only. Please do not invite visitors to the hotel.

**if you feel ill** – if you have the symptoms of coronavirus (cough, fever, breathing difficulties), please 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.

**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.

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 at canteenM – if your temperature is above 100F (37.77C), we will ask you to stay in your room and avoid all public areas of the hotel as a precaution

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

