

# 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.

**face masks and social distancing** – to protect yourself and others around you, face masks must be worn in all indoor spaces. Please maintain a distance of 1.5 meters from each other and our staff.

**visitors** – yes, visitors are welcome at our hotel. Come join us for a coffee, meal or coworking. Please observe the local social distancing rules while they are still in place, and wear a mask in all public areas of the hotel.

**friends, family, colleagues** – they may be staying at the hotel with you. Please maintain a distance of 1.5 meters from each other. There can be a maximum of 50 people in the living room, in groups up to 4 (not counting children under 13).

**food and drinks** – up to 50 guests (maximum 4 per table) can dine and drink at our canteenM and living room daily from 6.00 AM to 10.00 PM. There is no alcohol service after 10.00 PM. Please do not sit at the bar.

**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.

**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

**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.

