

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 & face masks – for your own protection, we recommend keeping a distance of 6 feet from others in all public areas of the hotel. Face masks must be worn in all indoor spaces in accordance with the requirements of [San Francisco County](#) (ask an ambassador for more details).

food and beverage – our canteenM serves food and non-alcoholic beverages 24/7. We sell alcohol between noon and midnight (last call 11.30 PM) daily. If you order food delivery to the hotel, please take it to your room – the food cannot be consumed in the public areas of the hotel.

visitors – we welcome visitors to the public areas of our hotel. All visitors must wear face masks. Visitors cannot go up to the guest bedrooms.

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 / 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.

smoking – our hotels have always been smoke free, including vapes and e-cigarettes, 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

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

