

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 – out of respect for others, we require all guests to wear face masks inside the hotel

food and beverage – we follow the official DC guidelines at canteenM – 25% occupancy limit, no sitting at the bar, one food item must be purchased with alcohol per table. There is no alcohol service between 12.00 midnight (last call 11.30 PM) and 6.00 AM. Between midnight and 6.00 AM, please take all food and drinks to your room.

food delivery – you may order food delivery to the hotel, but for everyone's health and safety please ask the courier to wait for you outside. Please consume the food in your room.

living room – please ask an ambassador about the latest rules regarding the use of our living room

cloudM – our rooftop bar is open Friday - Sunday, 4.00 PM - 10.00 PM, to 25% capacity

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 – visitors are welcome at our hotel. They will need to register with their full name, phone number and email, and confirm they are free of Covid-19 symptoms. For health and safety, visitors cannot go up to your room. Please ask an ambassador for the latest rules regarding the use of our living room and cloudM rooftop bar.

gym – in accordance with the social distancing guidelines, there can be a maximum of 6 people at the gym at any time

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.

For your health and safety, and ours, **we reserve the right to:**

- ask for your full name, phone number, email and any Covid-19 symptoms at check-in – we will keep this information for contact tracing purposes for 30 days in accordance with the state requirement
- 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

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.

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

