

# 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 some house rules.

**photo ID** – all staying guests must present a valid, physical (no photocopies) photo 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.

**social distancing & face masks** – social distancing is no longer required, but encouraged in the public areas of the hotel to keep yourself and others around you safe. Face masks must be worn in accordance with the requirements of the District of Columbia (please ask an ambassador for the latest information).

**food and beverage** – our canteenM is open as usual, but there is no alcohol service between 12.00 midnight (last call 11.30 PM) and 11.00 AM. Between midnight and 6.00 AM, please take all food and drinks to your room. Please do not sit at the bar.

**food delivery** – 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.

**cloudM rooftop bar** – please ask an ambassador for the current cloudM opening hours

**friends, family, colleagues** – if they are staying at the hotel with you, please observe our social distancing and face mask guidelines

**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 minimize the risk of coronavirus by following these rules together. Thank you for your understanding.

