



citizenM waiver and liability release

Welcome, mobile citizen! You are checking into a hotel which is operating under special lockdown rules implemented by the UK government on 5 November 2020. These rules permit the operation of this hotel for the accommodation of business travellers only (no leisure travellers allowed), and travellers by exceptions permitted by the UK law. We ask you to read this document carefully and agree to its terms.

citizenM are closely monitoring the Centers for Disease Control and Prevention (CDC), World Health Organization's (WHO) and other relevant national health authorities' statements regarding the novel coronavirus (COVID-19) cases and following such guidelines where applicable to our business. The wellbeing of our guests is of paramount importance.

As a guest of citizenM Tower of London, citizenM London Bankside or citizenM London Shoreditch hotel (the **Hotel**) during the current global COVID-19 virus outbreak (the COVID-19 Outbreak) and as consideration of citizenM permitting the guest access to the Hotel during the COVID-19 Outbreak, the guest acknowledges and agrees with the below.

Acknowledgement of Risks: The Hotel guest is fully aware of the current COVID-19 Outbreak and understands inherent risks involved in not observing self-isolation or social distancing guidelines by staying in locations such as the Hotel and by using the Hotel facilities. The Hotel guest acknowledges that it is his / her responsibility to ensure that he / she takes all reasonable precautions to avoid infection and has adequate access to immediate medical care should that be required. The Hotel guest further acknowledges that the above also applies to any minors in the guest's care and the Hotel guest takes responsibility for such minors.

Waiver: The Hotel guest expressly agrees that the guest's stay at the Hotel and use of all Hotel facilities shall be undertaken at the guest's sole risk in relation to COVID-19. The Hotel, [citizenM Holding B.V.], its subsidiary companies and any of their directors, employees and contractors (together **citizenM**) shall, to the extent permitted by law, not be liable for any claims, demands, damages, expenses, actions or causes of action whatsoever, for any loss (including, but not limited to, travel restrictions, illness, cancellations, financial loss, personal injury, infection, death and medical expenses) in connection with the COVID-19 Outbreak (**C-19 Claims**). The Hotel guest expressly waives any and all C-19 Claims, on their own behalf and, as applicable, on behalf of a minor in the guest's care, that they have or may have against citizenM and releases citizenM from any and all liability whatsoever in connection with any C-19 Claims. Notwithstanding the above citizenM's liability for personal injury arising from its negligence shall not be excluded or limited in any way.

Medical Condition: The Hotel guest acknowledges that the monitoring and treatment of any medical condition he / she or a minor in his / her care may have, including COVID-19, is the Hotel guest's responsibility and the Hotel guest releases citizenM from any obligation to treat and monitor any such medical condition.

Business and Exemption Travellers – the Hotel guest confirms that he / she is travelling for business purposes or approved exemption purposes only – not for leisure or tourism. The Hotel requires each guest to present photo ID to confirm their identity, as well as proof of business travel purpose (letter on company letterhead which includes travel dates) or proof of exemption. Please refer to gov.uk/coronavirus for the latest rules and regulations.

guest name:

guest signature:

date: