

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 – our canteenM is open as usual, but with some restrictions. Please take all food and drinks to your room. We only sell alcohol between noon and 11.00 PM (last call 10.50 PM) daily.

food deliveries – we accept food deliveries to the hotel, but with some conditions for health and safety. Please pick up your food order from the front desk once it arrives and consume in your room only.

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).

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.

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 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.

