

Dear citizen, welcome!

We're thrilled to have you with us. To help everyone enjoy their stay, we kindly ask that you treat our hotel, team, and fellow guests with care and respect.

If you need anything at all - questions, extra towels, or just a local tip - our team is here 24/7. Don't hesitate to reach out.

To keep everything running smoothly and ensure a great experience for everyone, here are a few terms and conditions. Thanks for taking a moment to read them. We wish you a fantastic stay!

Assistance

Our hotel is always open! Our team is available 24/7 to help with anything you need - just come say hello. If you have a question or might need a helping hand during an emergency evacuation, just let us know - we're here to support you.

ID verification

CH Hotels

All staying guests - *except Swiss citizens* - must present a valid, physical ID (no photocopies) at check-in. We accept all global passports, as well as Schengen Area driving licenses and national ID cards. The name on the credit card used at check-in must match the ID.

FR Hotels

All staying guests - *except French citizens* - must present a valid, physical ID (no photocopies) at check-in. We accept all global passports, as well as Schengen Area driving licenses and national ID cards. The name on the credit card used at check-in must match the ID.

IT Hotels

All staying guests must present a valid, physical ID (no photocopies) at check-in. We accept all global passports, as well as Schengen Area driving licenses and national ID cards. The name on the credit card used at check-in must match the ID.

US Hotels

All staying guests must present a valid, physical ID (no photocopies) upon check-in. The name on the credit card used at check-in must match the ID. We accept all national government-issued ID: passport, driver's license, non-driver ID, active duty military ID, Department of Defense (DoD) card, global entry card, and tax exemption ID.

Check-out

check-out

Before 11.00 AM. We can store your luggage on the day you leave. Late check-out fees apply after 11.00 AM. After 4.00 PM, an extra night may be charged. Any open charges will be billed to the card on file.

late check-out

Late check-out may be available upon request and subject to availability at some hotels. An extra fee may apply - just ask us at reception and we'll do our best to accommodate you!

Room occupancy and children

Each room has a maximum occupancy of 2 guests. An exception: 1 child aged 10 or under may stay with 2 adults in the same room.

Age

Guests under 18 years old must be accompanied by an adult.

Child supervision

For the safety and well-being of all guests, children aged 10 and under must be accompanied and supervised by an adult at all times while on hotel premises, including guest rooms, pools, common areas, and recreational areas. We reserve the right to take appropriate action if this policy is not followed.

Pets

Only service animals are allowed. Emotional support animals do not qualify under this policy.

Visitors

After 11.00 PM, only registered guests may stay in the hotel to ensure a safe and relaxing environment for all.

Noise

We love a good time - but please keep it quiet after 11.00 PM. That means no loud music or parties in rooms, to ensure everyone gets a good night's rest.

Food & beverage

Feel free to enjoy outside food and drinks in your room. However, outside food and drinks are not allowed in our public areas or societyM (unless agreed in advance).

Right to refuse service

We reserve the right to refuse service or ask guests to leave (without refund) if they:

- Are under the influence and disruptive.
- Disturb other guests.
- Use the hotel for unlawful purposes.
- Damage property or threaten safety.
- Exceed the room's maximum occupancy.

We may also choose not to serve alcohol at our discretion.

Firearms and weapons

No firearms, ammunition, knives, or weapons of any kind are allowed in our hotels. Guests who fail to follow this rule may be asked to leave immediately, without refund. *This rule does not apply to on-duty law enforcement or military personnel who are required to carry a weapon.*

Safety equipment

Tampering with fire alarms, extinguishers, or other safety equipment is dangerous and subject to a fine..

No smoking and vaping

No smoking or vaping is allowed inside our hotels. If detected, a cleaning fee will be charged to your card on file. You may also be asked to leave the hotel.

Illegal substances & drugs

No illegal substances or drugs are allowed. If found, we will contact authorities and your stay will be ended immediately (with no refund). Your full booking amount will still be charged.

Entry to Rooms

To keep everything clean and safe, our team may enter your room at reasonable times for housekeeping, maintenance or safety checks. In case of an emergency, we may enter your room at any time.

Recording and photography

Any audiovisual recording, photo shoot, reproduction or representation of images including the premises and buildings of our hotels other than for strictly private use is not permitted.

No solicitation

To keep things comfortable for everyone, soliciting, promoting, or selling anything in the hotel is not allowed. If you notice this happening, please let our team know right away.

Misbehaviour

Misconduct or threatening behaviour can lead to eviction and may result in being placed on our no-stay list - meaning you won't be able to stay at any citizenM hotel in the future.

Damages

Any damage to your room, meeting rooms, or hotel areas will be charged to your card on file. That includes missing items too.

Lost and found

If you forget something behind - don't worry - just reach out to us as soon as possible. Let us know what item you're missing and share the pickup arrangements you've made, so we can help get it back to you if the item has been found.

Liability

We do our best to keep you and your belongings safe, but we do not accept responsibility for any loss, damage, theft or consequential damages during your stay. Our liability is limited to the amount you have paid us. This does not limit or exclude anything we are legally not allowed to, such as liability for injury or death caused by our negligence.

Governing law and jurisdiction

These terms and conditions will be governed by and construed in accordance with Dutch law if you booked a hotel located outside the United States of America. If you booked a hotel located in the United States of America, these terms and conditions will be governed by and construed in accordance with the laws of the State of New York, United States of America, without giving effect to the conflict of laws provisions thereof to the extent such provisions would result in the application of the laws of any jurisdiction other than those of the State of New York.

This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes arising outside of the United States will be submitted to the non-exclusive jurisdiction of the competent court of Amsterdam, the Netherlands. Disputes arising in the United States shall be heard and determined exclusively in any New York state or federal court sitting in the Borough of Manhattan in The City of New York.

Specific terms applicable when booking hotel rooms and meeting rooms in our French hotels: If you encounter any difficulty with your booking or stay, please contact us. If a solution cannot be reached, you may recourse, pursuant to article L. 612-1 and subject to article L. 612-2 of the consumer code, to the consumer mediator to which we belong, namely l'Association des Médiateurs Européens (AME CONSO), with a view to reach an amicable agreement. The consumer mediator may be contacted either by filing in the form provided for in this purpose on the AME CONSO website on the "Formulaire de saisie en ligne" tab, or by post addressed to AME CONSO, 197 Boulevard Saint-Germain, 75007 Paris. Such a request must be made within one (1) year of the date on which the written request was sent to us.

Pursuant to article L. 616-2 of the consumer code and to the Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013, you may also, if you so wish, use the online dispute resolution platform (ODR) offered by the European Commission. This platform can be accessed at the following address: <https://webgate.ec.europa.eu/odr/>. As to the above governing law clause, you also benefit from the protection afforded by the mandatory provisions of the national law of your country of residence. As an exception to the above jurisdiction clause, you may choose to bring any dispute either before one of the courts having territorial jurisdiction under the civil procedure code, or before the court of the place where you lived when the contract was concluded or when the harmful event occurred, in accordance with article R. 631-3 of the consumer code and article 46 of the civil procedure code.