

## Overview

### 1. What are citizenM hotels?

citizenM is an innovative lifestyle hotel brand founded by Rattan Chadha in 2008 and acquired by Marriott International in July 2025. The brand is known for its tech-controlled bedrooms, art-filled living rooms, and design-led experience. citizenM disrupted the traditional hotel model to give modern travellers what they want – high quality stays in prime city locations, without a sky-high price tag.

### 2. What is Marriott Bonvoy®?

Marriott Bonvoy is Marriott International's loyalty program, offering members points for hotel stays, travel, and purchases. Points can be redeemed for free nights, upgrades, and experiences. Members enjoy tiered benefits like late check-out and room upgrades, with elite status earned through frequent stays and spending.

### 3. Does citizenM participate in Marriott Bonvoy?

Yes. When citizenM properties become available for booking on Marriott's robust digital platforms (including [Marriott.com](https://www.marriott.com) and the Marriott Bonvoy mobile app), members of both programs (mycitizenM+ and Marriott Bonvoy) will be able to earn, redeem and enjoy Marriott Bonvoy benefits according to their member status. citizenM hotels will be added to Marriott's platforms in phases throughout the last months of the year.

## Program & Benefits

### 4. What is the mycitizenM+ membership?

mycitizenM+ is a paid annual subscription-based program from citizenM, which offers its members exclusive perks and savings at citizenM hotels.

### 5. How much does it cost to get a mycitizenM+ membership?

The current membership fee is \$120 USD for one year. After citizenM joins Marriott Bonvoy, the fee will rise to \$170 USD from the 28th of October and will include additional member benefits (see question 7).

### 6. How will the mycitizenM+ membership change after citizenM joins Marriott Bonvoy?

After citizenM joins Marriott Bonvoy, mycitizenM+ members will be invited to link their mycitizenM+ accounts with a Marriott Bonvoy account. Upon linking, members will automatically receive Marriott Bonvoy Gold Elite status.

### 7. What perks are offered with a mycitizenM+ membership and what will change after citizenM joins Marriott Bonvoy?

You can view the current mycitizenM+ perks [here](#). Perks after mycitizenM+ joins Marriott Bonvoy (only available at citizenM hotels):

- 15% discount on retail rates for direct bookings
- up to 30% discount during sales
- 15% off food and drinks (except breakfast)
- 15% off meeting rooms
- free co-working (except in Taipei)
- Marriott Bonvoy Gold Elite Status benefits (see question 12)

### 8. Where can I manage my mycitizenM+ membership?

You can still manage your membership by logging into [citizenM.com](https://citizenM.com) and going to the 'membership' section in your user dashboard as usual. After citizenM joins Marriott Bonvoy, you will have access to a dedicated mycitizenM+ website.

### 9. What if I no longer want a mycitizenM+ membership?

You can cancel your membership by logging into [citizenM.com/my/membership](https://citizenM.com/my/membership). Please note, if you

have future reservations scheduled beyond the membership end date, they will be cancelled on the membership end date. All details will be confirmed in your cancellation email.

## 10. Will the citizenM app still remain?

No, the citizenM app will be retired soon after the launch date with Marriott Bonvoy. To continue viewing your citizenM reservations, you must add your Marriott Bonvoy account number to them by [following these instructions](#). You can also contact the [Marriott Reservations team](#) in your region. All reservations will then be displayed on Marriott Bonvoy channels.

## 11. What actions do I need to take to continue using mycitizenM+ membership once citizenM joins Marriott Bonvoy?

Link your mycitizenM+ account with a Marriott Bonvoy account (instructions to be provided soon). After citizenM joins Marriott Bonvoy, all reservations must be made via Marriott Bonvoy channels. All citizenM hotels will be visible and bookable via [Marriott.com](#), the Marriott Bonvoy® Mobile App and other Marriott booking channels. You will be able to add your Marriott Bonvoy Account to a reservation by [following these instructions](#). You can also [contact the Marriott Reservations team](#) in your region.

## 12. What benefits do I receive as a Marriott Bonvoy Member at citizenM?

When citizenM joins Marriott Bonvoy, Marriott Bonvoy members enjoy the following Marriott Bonvoy member benefits at citizenM hotel stays<sup>1</sup>:

Benefit	Member	Silver Elite	Gold Elite	Platinum Elite	Titanium Elite	Ambassador Elite
Exclusive Member Rates	✓	✓	✓	✓	✓	✓
Complimentary In-Room Wi-Fi <sup>3</sup>	✓	✓	✓	✓	✓	✓
Ultimate Reservation Guarantee		✓	✓	✓	✓	✓
10% Gift Shop Discount		✓	✓	✓	✓	✓
Points Bonus		10% Bonus	25% Bonus	50% Bonus	75% Bonus	75% Bonus
Late Check-Out		Priority	2:00 PM <sup>2</sup>	4:00 PM	4:00 PM	4:00 PM
Elite Welcome Gift			250 points	500 Points per Stay <sup>1</sup> or \$10 F&B credit per night of Stay for Member +1 guest		
Dedicated Elite Support				✓	✓	✓
Enhanced Room Upgrade <sup>2</sup>				✓	✓	✓
Guaranteed Room Type				✓	✓	✓
48 hour Guarantee					✓	✓
Your24™						✓
Ambassador Service						✓

<sup>1</sup> A "Stay" is defined as consecutive Nights spent in the same location, regardless of Check-In/Check-Out activity.

<sup>2</sup> Based on availability at hotels participating in Marriott Bonvoy;

<sup>3</sup> Based on availability at hotels participating in Marriott Bonvoy; Wi-Fi is always available at citizenM hotels for members and non-members

**13. I am already a Marriott Bonvoy Gold Elite member or higher but would like to purchase a mycitizenM+ membership. What benefits will I receive?**

You will continue to receive your Marriott Bonvoy benefits per your member status at all participating hotels, plus the following mycitizenM+ benefits at all citizenM hotels:

- 15% discount on retail rates for all direct bookings
- up to 30% discount during sales
- 15% off food & drinks (except breakfast)
- 15% off meeting rooms
- free co-working (except in Taipei)

**14. Can I earn Marriott Bonvoy points on citizenM hotel stays?**

You can earn Marriott Bonvoy points on citizenM hotel stays by adding your Marriott Bonvoy account number to your reservation. You can do this at check-in. If you are a mycitizenM+ subscriber, see question 11 to continue receiving your subscription perks as well as your Marriott Bonvoy member benefits after citizenM joins Marriott Bonvoy.

**16. Can I redeem Marriott Bonvoy points for free nights at citizenM hotels?**

Yes. After launch, points can be redeemed for stays at eligible citizenM hotels.

## **Reservations**

**17. How can I book reservations at citizenM Hotels?**

At this time, you can still book citizenM hotel stays on citizenM channels – website and app. When citizenM launches with Marriott Bonvoy, you will be able to book hotels on [Marriott.com](https://www.marriott.com), the Marriott Bonvoy® Mobile App and other Marriott booking channels. More details coming soon.

**18. I booked a stay with mycitizenM+ membership before citizenM joined Marriott Bonvoy. Will I still get my mycitizenM+ perks?**

Yes. Eligible bookings and stays taking place before citizenM joins Marriott Bonvoy will receive current mycitizenM+ perks. After citizenM joins Marriott Bonvoy, mycitizenM+ members with linked accounts will receive both mycitizenM+ perks and Marriott Bonvoy benefits. Launch dates for specific hotels to come soon.

**19. What happens to my existing citizenM reservations after citizenM joins Marriott Bonvoy?**

Your reservations remain active, but once the citizenM app goes away, you will not be able to view your booking. After all citizenM hotels join Marriott Bonvoy, you can locate, and add your Marriott Bonvoy Account to a reservation by [following these instructions](#). You can also [contact the Marriott Reservations team](#) in your region.