

GENERAL INFORMATION



Dear Guest,

A warm welcome to York Hotel Singapore.

Please take a moment to review our hotel stay policies and general information. Should you require assistance during your stay, please do not hesitate to contact our Information and Services at Extension 0.

Thank you.



GENERAL INFORMATION

PEST CONTROL EXERCISE, 10 TO 13 FEBRUARY 2025

Please be advised that we will be conducting our monthly pest control exercise by our approved Pest Control contractor. This exercise covers the guestrooms and corridor areas. This will take place from **10 to 13 February 2025, between 9 a.m. and 5.00 p.m. daily.**

We would like to assure you that the chemicals used are safe, designed for effective pest control, and have been approved for use by the local authority, the Singapore National Environment Agency, and will not cause any adverse health problems.

ISLAND-WIDE SOUNDING OF PUBLIC WARNING SYSTEM ON TOTAL DEFENCE DAY, 15 FEBRUARY 2025

In line with the Singapore Civil Defence Force's (SCDF) continuous efforts to familiarise the public with the different type of Public Warning System (PWS) sirens, the SCDF will be conducting an annual island-wide sounding of signal on **Saturday, 15 February 2025, at 6.20 p.m.**

The signal will also sound on all smartphones that have a SGSecure mobile app downloaded, and is not on a silent or vibration mode. The signal will stop once the message is acknowledged or ceased after 20 seconds. This will be followed by a brief text on the PWS sounding.

Please do not be alarmed by the minute-long sounding exercise. Your participation is not required.

GO GREEN INITIATIVES

At York Hotel Singapore, we are committed to protecting the environment without compromising the comfort and experience of our guests.

In our efforts to conserve water, save energy, and preserve resources, we re-use towels and linens, and bedsheets are changed every Monday, Wednesday, and Friday unless otherwise requested.

We thank you for your understanding and unwavering support as we continue our on-going efforts to protect and preserve our environment.

GENERAL INFORMATION

IN-ROOM SMART FILTERED WATER DISPENSER

As part of York Hotel's Green Journey and plastic-free initiative, we are committed to making a positive impact on the environment. To contribute to this cause, all single-use plastic bottles have been replaced with a smart filtered water dispenser.

Equipped with a Nano filter, this dispenser not only effectively removes impurities and softens hard water, making it safe and healthy for drinking, the filtered water also helps to improve the taste of beverages.

Let us do our part for the environment and go green!



Scan QR code to view the instruction video

NO COOKING IN GUEST ROOM

In consideration of the safety of other guests and our employees, the preparation of food in guest rooms using any type of cooking appliances is strictly prohibited.

The hotel reserves the right to charge the guest for the cost of rectifying damage to the hotel's property or structure caused by the use of such appliances.

GENERAL INFORMATION

EXCESSIVE NOISE AND PARTIES

To ensure our guests enjoy maximum comfort and safety during their stay, under the Hotel Policy, the hotel upholds a strict zero tolerance policy towards commotion, excessive noise and parties.

At the same time, the permissible group size in the room shall not exceed the maximum occupant capacity of the respective room type as per our hotel's policies. Any person found to be on our premises creating excessive noise, having a party, exceeding the numbers of permitted guests or otherwise causing a disturbance will be requested to leave the hotel without refund.

ORCHARD ROAD NON-SMOKING ZONE

As part of Singapore government's efforts to create a smoke-free environment, please be advised that the Orchard Road precinct, including York Hotel is designated as a No-Smoking Zone.

The designated smoking point is located at our open carpark facing Mount Elizabeth. Smokers are advised to ensure proper disposal of cigarette butts and refrain from littering.

In accordance with Singapore's regulations, users are advised to smoke within the Designated Smoking Area.

The National Environment Agency (NEA) takes a strict stance against smokers who flout the law and NEA officers will conduct regular enforcement and checks at smoking prohibited areas.

For more information, please visit <https://www.nea.gov.sg/ORNSZ>.

GENERAL INFORMATION

PROHIBITED ITEMS

For the safety of our guests and employees, the following items are not permitted in the Hotel and guestrooms:

- Animals of any kind, except guide dogs
- Flammable, explosive or otherwise hazardous materials
- Items emitting an unpleasant odour (e.g. Durian)
- Unregistered firearms or other weapons
- Objects of an unusually large size or in unusually large quantities
- Articles related to use in gambling, prostitution, smuggling or other illicit activities
- Illegal drugs or other articles, the possession of which is prohibited by the laws of Singapore
- All motorised and non-motorised Personal Mobility Devices (PMDs), such as e-scooters, electric luggage, electric boards, and hoverboards, including their accessories such as charging devices and batteries

The Hotel reserves the right to refuse entry to any guest found to be in possession of prohibited items. Guests shall be solely liable and responsible for all financial losses or otherwise, and damage that may be caused by such items.

To read more on the Hotel's policies,
please visit <https://www.yorkhotel.com.sg/hotel-policy>.