

GENERAL INFORMATION

Learn more about our policies and general information for a seamless stay.

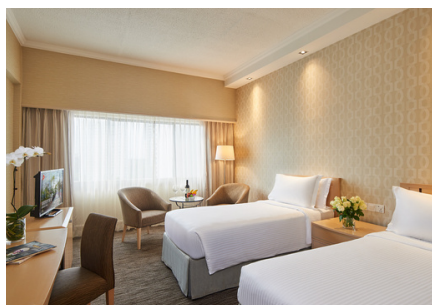


Dear Guest,

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, scan the QR code displayed on your writing desk or contact our Information and Services at Extension 0.

Thank you.



PEST CONTROL EXERCISE, 22 AND 23 DECEMBER 2025

Please be advised that we will be conducting our monthly pest control exercise with our approved Pest Control contractor. This exercise covers the guestrooms and corridor areas. This will take place on **22 and 23 December 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.

JOIN OUR GREEN EFFORTS

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

In support of our eco-friendly initiatives, we encourage the reuse of towels and bed linens to reduce water and energy consumption. Housekeeping service for linen change is scheduled every Mondays, Wednesdays, and Fridays, unless otherwise requested. Thank you for being part of our green journey!



IN-ROOM SMART FILTERED WATER DISPENSER

As part of our Go-Green journey and plastic-free journey, we no longer offer single-use plastic bottles. Guests are encouraged to use the in-room 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.



Scan the 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.

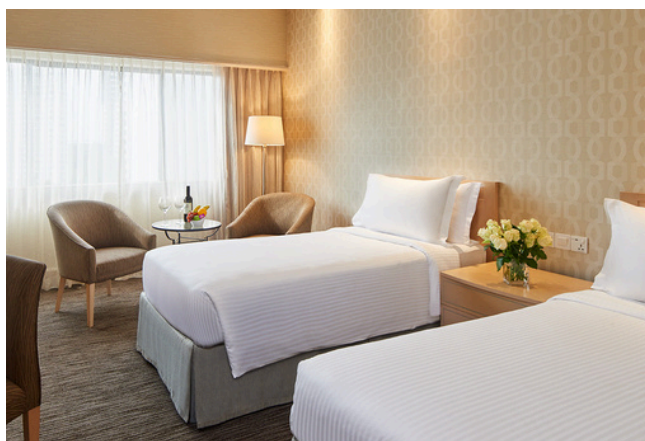
The hotel reserves the right to charge the guest for the cost of rectifying damage to the hotel's property or structure caused by the use of such appliances.

EXCESSIVE NOISE AND PARTIES

To ensure maximum comfort and safety for all guests, the hotel upholds a zero-tolerance policy toward commotion, excessive noise, and parties.

The permissible group size in the room shall not exceed the maximum occupant capacity of the respective room type as per the hotel's policies.

Any guest found to be creating excessive noise, exceeding the maximum occupancy, or hosting a party will be asked to leave the hotel immediately without a refund.



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 car park 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.

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

ADVISORY ON VAPING

Vaping is illegal in Singapore under the Tobacco (Control of Advertisements and Sale) Act, with penalties for purchasing, possessing, using, or selling e-vaporisers.

Offenders will face penalties including composition fines or prosecution. Additionally, visitors caught purchasing, possessing, or using e-vaporisers laced with drugs such as etomidate ("K-pods") may be refused entry or banned from re-entry to Singapore. Visitors are strongly advised against bringing these items into the country.

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

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 have prohibited items. Guests shall be solely liable and responsible for all financial losses or otherwise, and damage that may be caused by such items.