

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

Thank you.



# GENERAL INFORMATION

## **PEST CONTROL EXERCISE, 15 AND 16 OCTOBER 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 on **15 and 16 October 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.

## **2025 FORMULA 1 SINGAPORE GRAND PRIX TRAFFIC AND PUBLIC TRANSPORT ADVISORY**

Please note that roads in the Marina Centre and Padang areas will be closed over a seven-day period in October to facilitate the **Formula 1 Singapore Grand Prix**, taking place from 3 to 5 October 2025.

The closures will be in effect from 1 to 7 October 2025. Guests and F1 ticket holders are advised to take public transport to the Marina Centre and Padang areas during this period, and to check the latest updates before making your journey.

For the most up-to-date information, please visit <https://tinyurl.com/bdev89dm>

## **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.

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## **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!



**Please 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.

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## **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>.

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## 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 refer to <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 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>.