

GENERAL INFORMATION



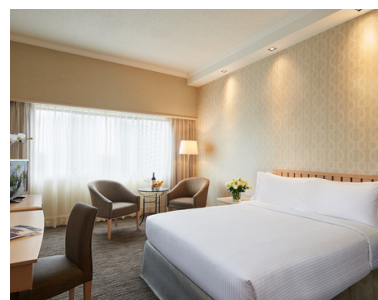
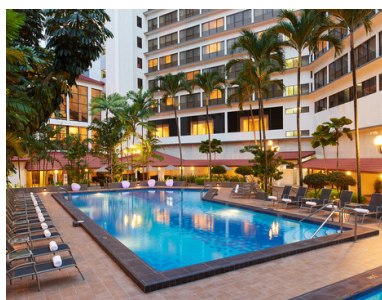
Dear Guest,

A warm welcome to York Hotel Singapore.

Do take a moment to read through the hotel stay policies and general information for your attention.

Should you require any assistance during your stay, please do not hesitate to contact our **Information & Services at Extension 0.**

Thank you.



GENERAL INFORMATION

PEST CONTROL EXERCISE, JUNE 12 TO 15, 2023

Please be advised that we will be conducting our monthly pest control exercise by our Pest Control contractor which will cover the guestrooms and corridor areas. This will take place from June 12 to 15, 2023, between 8.30 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.

COVID-19 COMMUNITY MEASURES

Should you be unwell with symptoms of COVID-19 or other respiratory infections, you are strongly advised to wear a mask. Please note that the hotel reserves the right to refuse or cancel the booking for reasons including but not limited to the ones listed above.

YORK HOTEL IS SG CLEAN CERTIFIED!

We are proud to be a SG Clean certified establishment.

This means our hygiene and sanitation measures have been inspected by appointed assessors, and our staff are happy and healthy. Your well-being is of utmost importance to us and we are undertaking precautionary measures to uphold good sanitisation and hygiene practices.

Let's continue do our part to keep Singapore clean.

For more information, please visit www.sgclean.gov.sg.

GENERAL INFORMATION

ORCHARD ROAD NON-SMOKING ZONE

As part of Singapore government's on-going efforts to create a smoke-free environment, please be advised that the Orchard Road precinct, including York Hotel has been designated 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>.

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.

GENERAL INFORMATION

PROHIBITED ITEMS

The following items are not permitted in the Hotel premises:

- 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

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>.