

GENERAL INFORMATION

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

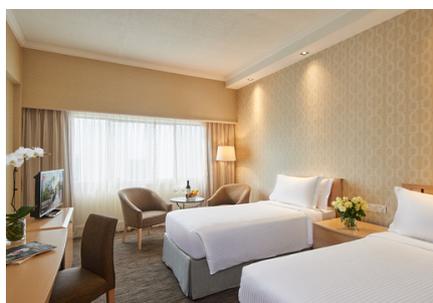


Dear Guest,

Thank you for staying with us.

For your comfort and convenience, kindly take a moment to read through our hotel 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.



DRAGON AND LION DANCE PERFORMANCES 17 FEBRUARY 2026, 8.30 AM TO 9.30 AM

Chinese New Year, also known as the Spring Festival, is the most important event in the Chinese calendar and is celebrated by the Chinese community worldwide.

Join us as we usher in this auspicious season with majestic **Lion and Dragon Dance performances** at the hotel's lobby from 8.30 am to 9.30 am. Guests are warmly invited to soak in the vibrant festive cheer and take photos with our Lion Dance performers and "Cai Shen Ye" (God of Fortune).

We would also wish to highlight that some restaurants in Singapore may be closed or fully booked during the Chinese New Year period. Should you wish to dine at White Rose Cafe, the restaurant remains open throughout this period.

LAUNDRY SERVICES

In view of the Chinese New Year public holiday, please be advised that **dry cleaning, laundry, and pressing services will not be available on 17 February 2026 (Tuesday)**, and will resume on 18 February 2026 (Wednesday).

We thank you for your understanding and apologise for any inconvenience caused.

PEST CONTROL EXERCISE, 23 AND 24 FEBRUARY 2026

As part of our monthly pest control exercise, our appointed pest control contractor will be carrying out pest control works in the guestrooms and corridor areas on **23 and 24 February 2026, between 9.00 am and 5.00 pm**.

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, 1 FEBRUARY 2026

In line with the Singapore Civil Defence Force's (SCDF) continuous efforts to familiarise the public with the different types of Public Warning System (PWS) sirens, the SCDF will be conducting an annual island-wide sounding of the signal on Sunday, 1 February 2026, at 3 pm.

The signal will also sound on all smartphones that have the SGSecure mobile app downloaded and are not in silent or vibration mode. The signal will stop once the message is acknowledged or ceases 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

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 Monday, Wednesday, and Friday, 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.

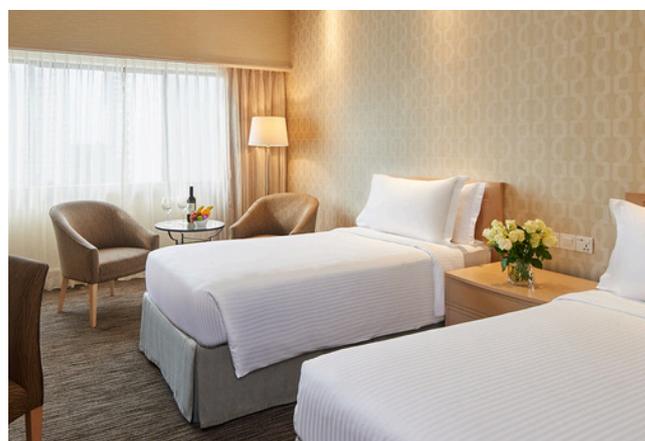
The hotel reserves the right to charge the guest for the cost of rectifying damage to the hotel's property or structure caused by the use of such appliances.

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.