

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

LUNAR NEW YEAR OF THE SNAKE 2025 DRAGON AND LION DANCE PERFORMANCE

Lunar 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. This marks the end of the long winter season and the beginning of spring .

On **29 January 2025**, we will usher in the **Year of the Wood Snake**. The Snake, the sixth animal of the 12 zodiac animals carries the meaning of malevolence, acumen, wisdom, and intelligence. In the Chinese astrology, each zodiac animal is affiliated with an element - metal, wood, fire, or earth. For the Wood Snake, this year will be a bright year, which also signifies a time of transformation, growth, and introspection.

On the first day of the Lunar New Year (29 January 2025), **you are cordially invited to join us in ushering the Year of the Snake with a majestic Dragon and Lion Dance performances at the hotel's lobby entrance**. A symbol of power, wisdom and good fortune, the lively dance is an ubiquitous sight in Singapore during this festive period. Be wowed by the special appearances of our "Cai Shen Ye", or the God of Fortune, and take this opportunity to share a photo moment with him!

Date:

Wednesday, 29 January 2025

Time:

8.30 a.m. to 9.30 a.m.

Venue:

Lobby Entrance (in front of Reception Desk) and Coffee Bar

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

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LAUNDRY SERVICES

In view of the Lunar New Year public holiday, please be advised that dry cleaning, laundry, and pressing services will not be available on 29 January 2025 (Wednesday), and will resume on 30 January 2025 (Thursday).

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

PEST CONTROL EXERCISE, 8 AND 9 JANUARY 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 **8 and 9 Jan 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.

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!



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.

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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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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>.