

GENERAL INFORMATION



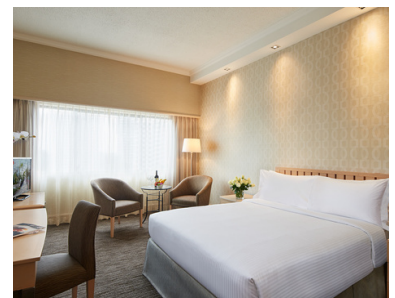
Dear Guest,

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

FAÇADE INSPECTION USING DRONE

Please be informed that our appointed Façade Inspector will be carrying out a statutory façade inspection using drone on the following Sundays between 9.00a.m. and 4.00p.m.

4 December, 2022
11 December, 2022
18 December, 2022

The accredited inspector has been granted a permit by the Civil Aviation Authority of Singapore to fly and operate drone around the hotel's vicinity. During the inspection, the drone will be deployed as part of the inspection process and will be taking images of the different parts of the building façade.

Please be assured that all windows in the images taken will be automatically 'masked' and these images will be kept strictly confidential for facade inspection use. For your privacy, you are advised to keep your curtains drawn during this period.

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

PEST CONTROL EXERCISE, DECEMBER 5 TO 8, 2022

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 December 5 to 8, 2022, 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.

GENERAL INFORMATION

COVID-19 SAFE MANAGEMENT MEASURES

As Singapore becomes more COVID resilient, it is critical that we continue to exercise caution and adhere to all mandatory Safe Management Measures such as limiting close contact amongst individuals, maintaining personal hygiene as well as the following measures:

- In line with the government's latest regulations, mask-wearing is optional in indoor settings. For the safety of our guests and to uphold clean and safe practices, our employees will continue to mask up.
- 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.

You may wish to find more about the government's efforts on minimising further spread of COVID-19 by visiting the Ministry of Health's website - <https://www.moh.gov.sg/>.

Guests are required to inform the hotel upon arrival or during your stay with us should you and, or the room occupant(s) test positive on a COVID-19 Antigen Rapid Test (ART) or Polymerase Chain Reaction (PCR) test.

The hotel reserves the right to refuse or cancel the booking for reasons including but not limited to the ones listed above.

GENERAL INFORMATION

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.

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>.

GENERAL INFORMATION

EXCESSIVE NOISE AND PARTIES

To ensure our guests enjoy maximum comfort and safety during their stay, under the Hotel Policy, we uphold a strict zero tolerance policy towards commotion, excessive noise and parties.

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.

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 activity
- 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 loss financial 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.html>.