

Clarion Hotel Helsinki – House Rules

Welcome to Clarion Hotel Helsinki!

Clarion Hotel® Helsinki is an iconic 16-storey landmark in Finland's capital city! With a rooftop pool and bar, as well as a large congress centre, the hotel is a popular meeting place for both Helsinki locals and visitors. Situated in the urban district of Jätkäsaari, you'll be able to experience the vibrant city life near the beautiful harbour, just a few tram stops from the central station.

[Read more about the hotel](#)

Central seaside location with lovely views

The hotel enjoys a tranquil location in the modern harbour area of Jätkäsaari, near a variety of bars and restaurants. The city's many sights and attractions are all about 15 minutes away by tram, offering a traditional and convenient way to explore the city. You can stroll through the Esplanadi Park, across the Market Square (Kauppatori) and onward to the Uspenski Cathedral. You can also discover a wide range of shops on the Aleksanterinkatu street, and visit the iconic Helsinki Cathedral on the Senate Square. You'll also be able to experience Helsinki's beautiful surroundings right here at the hotel, with fabulous views of the sea and the city.

A vibrant meeting place

In addition to 425 modern and spacious hotel rooms, Clarion Hotel® Helsinki also boasts a range of excellent facilities. The Social Bar & Bistro serves classic bistro dishes with a twist, and the Skyroom Bar on the top floor is a fabulous place to come for a drink. The heated rooftop pool, sun terrace, gym and sauna up on the top floor of the hotel all offer panoramic views of the Helsinki skyline. The Living Room on the lower ground floor is the ideal place to get some work done with a fresh cup of coffee, or sit back and enjoy a nice lunch.

Congress centre

Are you planning a team meeting or an international congress? Clarion Hotel® Helsinki has an award-winning conference centre for up to 1,000 guests with 13 meeting rooms and halls of varying capacities, the largest of which can accommodate up to 700 people. All the rooms are fully equipped with modern technical solutions, and we can customise packages to suit your specific needs.

To ensure a safe, smooth, and relaxing experience for everyone here at our Jätkäsaari landmark, we've put together a few easy house rules. Remember, our team is right here at the welcome office 24/7 if you need a hand with anything!

1. Arrival & Departure

We want your arrival and departure to feel smooth and effortless from start to finish.

1.1 Check-in & Check-out

- Arrival (Check-in): Rooms are ready from 3:00 PM onwards on your arrival day.
 - Departure (Check-out): Please check out by 12:00 PM (noon) on your departure day.
 - Early check-in or late check-out can be requested and are subject to availability.
- Additional fees apply 20€/hour/ late check out & early check in 10€/hour.

1.2 Luggage Storage

- We offer complimentary luggage storage before you check in or after you check out.
- Please ask our front welcome office for assistance.

2. Rooms & Amenities

Your room is your private sanctuary to relax, recharge, and enjoy the city views.

2.1 Linen, Towels, and Cleanliness

- Every room includes premium bed linen and fresh towels. If you need extra pillows or towels during your stay, just let reception know.
- Bathroom: Please flush only toilet paper down the toilet. For sanitary products or any other trash, please use the bins provided.
- Housekeeping During Longer Stays: Rooms are cleaned automatically according to our housekeeping schedule. If you would like to skip a scheduled cleaning, please place the sign outside your door or inform reception. If you would like towels replaced, leave them on the bathroom floor. Towels that are hung up will not be changed.

2.2 Guest Responsibility & Prohibited Items

Guests are responsible for the condition of their room throughout their stay. Any damage to hotel property, including damage caused by prohibited items or activities, may result in repair, replacement, or additional cleaning charges.

For safety reasons, charging e-bikes, e-scooters, or other large lithium-ion batteries inside guest rooms is strictly prohibited. Open flames and fire hazards, including smoking, candles, incense, and similar items, are also not permitted. Bicycles and other large items may not be stored in guest rooms without prior approval from the hotel.

2.3 Minibar

Every room is equipped with a minibar, which is available for an additional fee.

The price list for the minibar items can be viewed on your room's TV.

All minibar consumptions must be paid at the reception upon check-out.

3. Dining & Breakfast

Clarion is known as a vibrant hub for great food and shared moments.

3.1 Hotel Breakfast

Our diverse and high-quality breakfast buffet is served in the restaurant area:

Weekdays (Mon–Fri): 6:30 AM – 10:00 AM

Weekends (Sat–Sun): 7:00 AM – 11:00 AM (served in time slots)

During the summer season and on public holidays, breakfast hours may be adjusted. Current opening times are available at reception.

3.2 Group Dining

- If you are traveling with an organized group, lunch and dinner times (whether in our restaurant or event spaces) must be arranged in advance with our sales department or hotel team.

4. Wellness, Pool & Sky Bar

Experience the best views of the Helsinki skyline from our top floor.

4.1 Rooftop Pool, Saunas & Gym

-The heated rooftop pool, saunas, and gym are located on the top floor and are available for hotel guests.

-Please check the current opening hours and access details from the reception or your room's TV.

- For everyone's comfort and safety, please follow the specific instructions and shower guidelines at the pool and sauna facilities. Slippery floors require caution.

4.2 Skyroom Bar & Sun Terrace

-The Skyroom Bar on the top floor and the adjacent sun terrace offer panoramic views and high-quality drinks.

-Please note that the bar space may occasionally be reserved for private events or have specific age restrictions during night hours. Outside drinks are not permitted in the bar area.

5. What to Do in an Emergency

Your safety always comes first. In case of any emergency, follow the instructions given by hotel staff.

5.1 Fire Alarm

If the fire alarm sounds, leave the building immediately using the nearest designated emergency stairs and exit.

Do not use the elevators under any circumstances during an emergency. Do not return to your room to gather personal belongings.

All emergency exits are clearly marked with green illuminated signs.

Do not call the Welcome Office phone.

5.2 Escape Routes & Assembly Points

You will find an emergency escape route map posted on the inside of your hotel room door.

Assembly points are located outside the hotel. Emergency exits, doors, and ladders must only be used in a real emergency.

6. Guest Behavior & Safety Basics

We want every guest, neighbor, and team member to feel welcome, respected, and safe.

6.1 Quiet Hours (Night Peace)

- From 10:00 PM to 6:00 AM, please avoid any kind of disruptive noise in rooms, hallways, and shared spaces. Loud music, shouting, or partying during these hours is strictly forbidden.

- Repeated violations of night peace may lead to immediate eviction from the hotel without a refund.

6.2 Windows and Lifts

- Lifts (Elevators): Please respect the capacity and weight limits of the elevators. Guests will be held liable for any damages caused by misuse.

6.3 Visitors & Access

- Outside visitors are welcome, but they must sign in at the welcome office before going to your room.

The hotel reserves the right to restrict access to room floors for non-guests, especially during nighttime.

All outside guests should leave hotel rooms by 10:00 PM.

6.4 Surveillance & Security

- Public areas are equipped with 24-hour closed-circuit television (CCTV) cameras, and professional security patrols the premises regularly to guarantee a safe environment for everyone.

- If there are any problems contact welcome office

7. Diversity & Inclusion

7.1 Everyone is Welcome Here

- At Clarion Hotel Helsinki and across the Strawberry chain, we welcome everyone exactly as they are. We fully respect your gender identity, expression, sexual orientation, religion, age, nationality, and background. We want you to feel valued, safe, and completely at ease.

7.2 Zero Tolerance for Discrimination

- We maintain a strict zero-tolerance policy for racism, homophobia, transphobia, sexism, or any form of discrimination, harassment, or bullying. Anyone violating this policy will be asked to leave the hotel immediately without a refund.

8. Prohibited Actions & Liability

8.1 Alcohol, Drugs, and Weapons

- Due to Finnish alcohol legislation, consuming your own alcoholic beverages in the hotel's public areas, lobby, restaurants, meeting rooms, and hotel rooms is strictly prohibited (the hotel holds its own licensed premises).

- Similarly, consuming your own food or beverages (other than those purchased from the hotel) in these areas is generally not permitted for hygiene and licensing reasons.

Illegal substances or weapons are absolutely forbidden and will result in immediate eviction and notification to the police.

8.2 Smoking & Vaping

- Clarion Hotel Helsinki is a 100% smoke-free property. Smoking and vaping (including e-cigarettes) are strictly prohibited inside all areas of the hotel, including rooms (smoking in the bathroom is also a violation).

Breaking this rule will result in a 150€ cleaning fee, plus full liability for any additional costs if the fire alarm system is triggered and emergency services are called.

- Please note that if the fire department is called unnecessarily, a charge of 1500€ will be billed to the guest. Designated smoking areas are located outside the building.

9. Damages & Payments

9.1 Liability for Damage

- The hotel reserves the right to take a credit card details or 150€ deposit from debit card upon arrival to cover incidental charges or potential damages.

- Guests are fully liable for any damage or excessive soiling caused intentionally or through negligence to the hotel property or furniture. This policy also applies to damages or deep cleaning needs discovered after check-out, which will be invoiced accordingly.

10. Payments & Official Channels

For your own security, please use only official Strawberry chain or Clarion Hotel Helsinki payment channels. The hotel will never request your credit card details via SMS, WhatsApp, personal emails, or unofficial links. If you receive a payment request that feels suspicious, do not proceed with the payment. Contact our welcome office directly right away.