

## A helping hand for a comfortable stay

Thank you for choosing Forenom Hostel.

Our top priority is to make sure that you are as comfortable as possible during your stay. So, we made guidelines to help you out.

### An easy start

Forenom inspects the condition of its Hostel rooms before each new reservation begins. But if you see something amiss (e.g., furniture damage, the hostel room is in poor condition or unclean), please notify Forenom immediately. We want to make sure your stay is as pleasant and comfortable as possible.



#### Code locks

You have reserved an apartment with an electronic code lock, so you can take it easy; the code will be sent to you via SMS and email by 4 pm on your day of arrival.

### Comfortable living

Your guests are always welcome to visit you when you stay with us. However, please remember that only guests who are listed on the reservation can live in your hostel room.

We hope you enjoy a good night's sleep and that you let your neighbors unwind, too. Please respect your neighbors and the building's rules. For example, smoking inside is not allowed. If you do decide to smoke inside, unfortunately, we will have to charge you 350 € for ionization.

### Leaving home

If you have made **an open-ended** reservation, you can end your reservation by contacting our customer service team via e-mail ([info@forenom.fi](mailto:info@forenom.fi)).

We will clean up after you, just remember to take all your belongings with you. **Have a safe trip home and welcome back again!**

Contact our customer service to order extra services and receive advice for your problems.



**Telephone: +358 20 198 3420**

Chat: [www.forenom.fi](http://www.forenom.fi)

E-mail: [info@forenom.fi](mailto:info@forenom.fi)

Hostel life is more comfortable, when you...



Vacuum cleaning and wiping surfaces



Washing dishes

You can also make your stay more convenient by ordering Forenom's cleaning services from our customer service team.



Take out the trash



Cleaning the kitchen surfaces after use