

# Welcome to stay easy at Forenom Serviced Apartments

Guide for a comfortable stay

forenom



Apartments  
Hostels and  
Aparthotels.

stay easy

## Thank you for choosing Forenom Serviced Apartment

Our top priority is to make sure that you have a comfortable stay. Here are guidelines for an easy stay at Forenom Serviced Apartment.

### An easy start

#### **How and when to check-in?**

Your apartment will be available at 4:00 p.m. on the first day of your stay. In Forenom Serviced Apartments we use key-codes or physical keys depending on the property. You can find the information of your key type from your confirmation email.

#### **Keys**

If the Forenom Apartment of your choice is equipped with a normal key lock, you will first need to pick-up the key. A key to your Forenom Apartment will be available for pick-up from 4:00 p.m. on the starting date of the contract at your local Forenom office or automated key kiosk in the specified location. You will find the information for your key pick-up in your confirmation email.

#### **Keyless entry via key code**

If the Forenom Apartment of your choice is equipped with a code lock, no key pick-up is required. The key code for your accommodation will be sent to the mobile phone number and/or e-mail address provided in your reservation by 4:00 p.m. on the first day of your stay. The key code is active right away when you receive it and is valid until the check-out time. The same key code will work for both the main entrance and your apartment. You can arrive by using your key code whenever suits you best – even after midnight!

#### **Key delivery**

If you would like to avoid the hassle of picking up keys, you can order key delivery from our customer service. To ensure smooth delivery of the keys, please request the service at the time you make the reservation or, at the latest, on the day before your reservation begins.

#### **How and when to check-out?**

Check-out is by 11:00 a.m. on the last day of your stay.

The keys must be left inside of the apartment or returned to an automated key kiosk in the specified location by 11:00 a.m. on the check-out date. You will find the information for your key return in your confirmation email.

The key code will expire at 11:00 a.m. on the check-out date, so please just close the door and be on your way.

If you have signed a fixed term contract, the last day of your stay is indicated in the contract. If your contract is open-ended, termination of the contract must be given in writing by emailing our customer service and check-out will be on the last day of the notice period at 11:00 a.m.

#### **What is the number of my apartment?**

Your apartment number will be provided together with the key code or during key pick-up. If the number is different than the one provided when you made the reservation, don't worry – we've simply relocated you to an identical or even bigger apartment.



### **Do you need to stay longer than originally planned?**

Extending your reservation is easy. Just contact our customer service, find the numbers here:

[forenom.com/contact/](https://forenom.com/contact/)



### **Additional services available**

Don't forget that you can make your stay even more convenient by ordering **additional services** e.g. **more frequent cleanings** from our webshop when making the booking or afterwards from our customer service. Please also check e.g. availability of **parking** or **accommodation with pets** from customer service.



### **Please respect the General Building Rules**

We hope you enjoy a good night's sleep and that you let your neighbors unwind, too. So **please respect your neighbor's privacy** and the **building's quiet hours**. Also, please note that **smoking is not permitted in the rooms**. Smoking will result in a 350€ charge to the guest for cleaning or replacement of bedding, curtains, wallpaper and so on, plus any additional costs caused by the fire alarm. **Any illegal activity will result in the termination of the contract**. If you suspect any illegal activities in the facility, please notify our customer service immediately.

Please read more **Forenom Legal terms**.

## Happy with the apartment?

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

## Comfortable living

### What is included in the price of my accommodation?

We offer apartments in three different service levels: budget, smart and premium. The levels differ from each other in terms of the condition and furnishing of the apartment as well as services included. Please check your apartment's service level from your booking confirmation.

We provide some basic amenities like toilet paper and dish soap to get you started, but these basic amenities will be only supplemented during weekly cleanings if included. Please remember that you always have the possibility to select any extra services you want, e.g. more frequent cleanings, for a small extra fee.

### Budget

Forenom Budget apartments are designed for those who appreciate good value for money and simple accommodation. These facilities are in satisfactory condition and furnished modestly. Linen and towels are always included in the price.

### Smart

Forenom Smart offers convenient and functional living in well-equipped home-like apartment. These apartments and rooms are in good condition and furnished thoughtfully. Ready-made bed with linen and towels and unlimited Wi-Fi is always included in the price.

### Premium

Forenom Premium combines the full comfort of home living with services included. Forenom Premium apartments are new and designed uniquely with attention to detail. Their fully equipped kitchens are modern and functional, making sure you feel right at home. The price includes ready-made beds with linen and towels, unlimited Wi-Fi, cleanings every two weeks and final cleaning in the end of your stay.

### Is there a free Wi-Fi?

Unlimited Wi-Fi is included in the price of smart and premium apartments.

The name of the Wi-Fi starts with Forenom...” and you will find the password info in the apartment. If the Wi-Fi doesn't connect you automatically, please open any browser and go to forenom.com. It will open a page with the “Continue” button on it, click it and the network should start working.

### How many persons can stay in the apartments?

Your friends and family are always welcome to visit you when you stay with us. However, please note that only guests who are listed on the reservation can live in your Serviced Apartment and that the number of persons staying in the apartments may not exceed the number of beds.

### What if I need to cancel my reservation?

After your reservation for Forenom Serviced Apartment accommodation has been confirmed, you can no longer cancel or change it, unless otherwise agreed. The terms of cancellation were displayed and accepted when confirming the reservation online.

It is possible to change the names of the guests or their contact information after confirming of the booking, but you may not change the date or duration of your reservation or cancel it unless you have purchased the Flexible Cancellation service.

## After departure

### Final cleaning

The apartment must be left in good, tidy condition when you move out, so please take good care of the general tidiness already during your stay. Please remember, that you can order the final cleaning service at the time you make your reservation, or by calling Forenom customer service during your reservation. The price of final cleaning varies by apartment.

### What if I left something behind?

What if I left something behind? At the end of your stay, make sure that you collect all your personal belongings before you leave. Since we usually have new guests arriving on the same day, we reserve the right to empty the apartments of any belongings you have left behind, clean it, and place your belongings in storage at your expense (excluding food and other perishable items, which unfortunately will be discarded). If possible, your belongings will be delivered to the nearest lost property office, where you can collect them during the office's opening hours.

## Flexible Cancellation service available

We offer our guests a **Flexible Cancellation service** for unexpected situations. Flexible Cancellation covers cancellation of your accommodation contract free of charge, **if you cancel by 4:00 pm. on the previous working day.** The service also allows you to change the dates of your reservation, provided you inform us of changes by 4:00 p.m. on the previous working day. For more information, please contact our customer service.

*Please notice that this service can only be purchased while making the reservation, not after the reservation is confirmed and/or paid. The service fee won't be refunded if a reservation is cancelled, but the price of your reservation will. Notice of changes or cancellation must be given in writing by emailing our customer service.*

## Was your stay easy?

Direct feedback from our customers is extremely valuable to us, as it enables us to improve our services. Please provide your feedback by answering our SMS feedback message after your reservation started or after accommodation when you receive a link to online feedback. Additionally, feedback can be provided online at [forenom.com/feedback](https://forenom.com/feedback)

## Contact us

### Finland

**Customer service**  
+358 20 198 3420  
Mon - Fri 08.00 - 22.00  
Sat & Sun 10.00 - 18.00

[info@forenom.fi](mailto:info@forenom.fi)

### Sweden

**Customer service**  
+46 8 120 74 300  
Mon - Fri 08.00 - 22.00  
Sat & Sun 09.00 - 17.00

[info@forenom.se](mailto:info@forenom.se)

### Norway

**Customer service**  
+47 22 51 02 50  
Mon - Fri 08.00 - 24.00  
Sat & Sun 13.00 - 20.00

[info@forenom.no](mailto:info@forenom.no)

### Denmark

**Customer service**  
+45 78 79 53 00  
Mon - Fri 08.30 - 15.30

[info@forenom.dk](mailto:info@forenom.dk)



Want to stay with us again? Book easy at the best price at [forenom.com](https://forenom.com)