

Welcome to stay easy at Forenom Aparthotel

Guide for a comfortable stay

forenom



stay easy

Thank you for choosing Forenom Aparthotel

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

An easy start

What does keyless entry mean?

Our Aparthotels are self-service locations, which means we use code locks in all rooms and guest facilities in Forenom Aparthotels, so **no key pick-up or return is required when checking in or out**. 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 as soon as 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 or room. You can arrive by using your key code whenever suits you best – even after midnight!

If you need any help, our customer service is ready to help you 24h. In addition, we have a host present on weekdays in some of our Aparthotels.

When to check-in and check-out?

No checking in or checking out on-site is needed! Simply use the key code to access the room and when it's time to check-out, just close the door and be on your way.

Your room will be available at 4:00 p.m. on the first day of your stay.

Check-out is by 11:00 a.m. on the last day of your stay. Please note that your key code will expire at this time.

What is my room number?

Your room number will be provided together with the key code. If the room 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 room. The key code message also includes the street address of the accommodation to make sure you can easily find your way in.

Comfortable living

Happy with the room?

Forenom inspects the condition of its Aparthotel rooms 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.

What is included in the price of my accommodation?

The price of our Aparthotel accommodation includes bed linen and towels, free Wi-Fi and cleaning after your departure. If you stay over 7 days, the price also includes room cleaning with fresh linen and towels every week. You only need to take out your trash and wash your own dishes.

Is there free Wi-Fi?

Yes, of course! The name of the Wi-Fi is "Forenom..." and the password is Forenom100. If the Wi-Fi doesn't con-

Do you need to stay longer than originally planned?

Do you need **early check-in (at 2:00 p.m.)** or **late check-out (at 1:00 p.m.)**? Or do you need to **stay couple of days longer**?

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

Additional services available

Don't forget that you can make your stay even more convenient by **ordering additional services** from our webshop when making the booking or afterwards from our customer service. For example, **additional cleaning** either weekly, every three days or even daily can be arranged for a small surcharge. Please also check availability of **parking, accommodation with pets** and **breakfast** service from customer service.

nect 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 room?

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 Aparthotel room and that the number of persons staying in the room may not exceed the number of beds.

What if I need to cancel my reservation?

After your reservation for Forenom Aparthotel 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

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 room 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.

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](#).

Contact us

Finland

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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.



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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