

# Welcome to stay easy at Forenom Hostel

Guide for a comfortable stay

forenom



Apartments,  
Hostels and  
Aparthotels.

stay easy

## Thank you for choosing Forenom Hostel

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

### An easy start

#### **What does keyless entry mean?**

Our Hostels are self-service locations, which means we use code locks in all rooms and guest facilities in Forenom Hostels, 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 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 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 Hostels.

### Comfortable living

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

The price of our Hostel accommodation includes bed linen and towels, free Wi-Fi and cleaning after your departure.

#### **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-

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 Hostel 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 Hostel 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

### **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/](https://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.

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.

## 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)

### 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)

### 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)

### Denmark

#### Customer service

+45 78 79 53 00

Mon - Fri 08.30 - 15.30

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



## 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**.



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



## 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)