



Terms & Conditions

1. Flexible reservation
2. Flexible reservation PLUS
3. Damage protection
4. Damage protection PLUS
5. Pets

Flexible reservation

- The service must be booked at the same time as the reservation is made and allows a refund when cancelling or adjusting a confirmed reservation.
- 1-6 nights reservation
 - Can be cancelled until the night before arrival at 16:00
- 7-29 nights reservation
 - Can be cancelled until 16:00 - 7 nights before arrival
- 30-89 nights reservation
 - Can be cancelled until 16:00 - 21 nights before arrival
- 90-180 nights reservation
 - Can be cancelled until 16:00 - 30 nights before arrival
- Note that the service fee will not be refunded in case of cancellation.
- 180+ nights reservations will not have this service available and cancellations/adjusting the reservation need to be agreed case by case.
- Cancellation after the deadline is not possible. Flexible reservation plus -service or ongoing agreement can be used if flexibility is needed during the stay.

Flexible reservation PLUS

- The service must be booked at the same time as the reservation is made and allows a refund when cancelling or adjusting a confirmed reservation before or during the stay.
- 1-6 nights reservation
 - Can be cancelled with a one-night's notice until 16:00 one night in advance
- 7-29 nights reservation
 - Can be cancelled with a 7-night's notice until 16:00 7 nights in advance
- 30-89 nights reservation
 - Can be cancelled with a 21-night's notice, 21 nights in advance
- 90-180 nights reservation
 - Can be cancelled with a 30-night's notice, 30 nights in advance
- Note that the service fee will not be refunded in case of cancellation.
- 180+ nights reservations will not have this service available and cancellations/adjusting the reservation need to be agreed case by case.

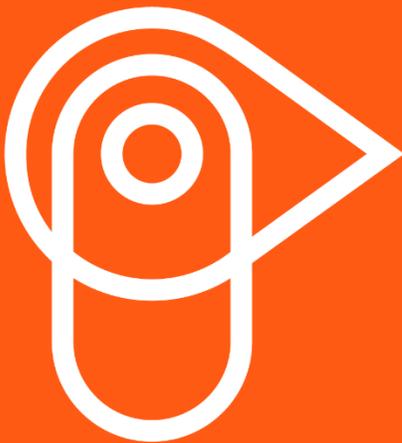
Damage protection & Damage protection PLUS

- The service must be booked before the reservation starts.
- Damage protection has a higher deductible and Damage protection PLUS has a lower deductible which the client pays in case of damages.
- Damage protection limits customer's responsibility as follows:
 - Unforeseen damages caused accidentally (not intentionally) by the guest(s) living in the apartment are covered when the cost is higher than the chosen deductible
 - Examples of damages: broken TV, wine spilled on furniture, scratches on floor / walls / furniture, broken furniture or built-in equipment, which do not fall under the wear & tear of normal life.
 - Client's responsibility: To obey Forenom housing rules and to report damage when caused to Forenom customer service. Forenom housing rules are included in the "General terms and conditions for each category": <https://www.forenom.com/for-guests/accommodation-info/#terms>
 - Damage protection does not cover: Lost keys, unnecessary fire alarms & related consequences. Damage, harm or disturbance caused intentionally, through gross negligence or lack of due care and attention, or due to a material breach of the obligations related to the use of the Accommodation Unit. Damages covered by a third party, e.g. travel insurance. Damage to third persons or their property. Cleaning related extra costs. Damage caused by or caused to misplaced movable property. Damage to the customer's goods and movables.

Pet-friendly apartment/room

- Many Forenom Apartments, Aparthotels and Hostels welcome your pets to stay with you (for a small fee).
- The number of pet-friendly apartments and rooms is limited however, so ask for availability upon making your reservation.
- Guide dogs and service dogs stay for free.
- Customers must constantly keep their pets supervised so that they do not disturb other guests
- Customers are required to clean up after their pets inside their apartment and throughout the property.
- If a pet makes scratches or in any way damages the property, the customer must pay for repairs.
- If Forenom receives constant complaints the customer must move the pet within 48 hours.

stay easy



forenom