



## **Service terms and conditions**

1. Change & cancellation policy
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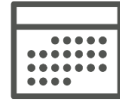
# Change & cancellation policy

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# Choose the right reservation type based on your need of flexibility



## **NO REGRETS! – The reservation CAN NOT be modified or cancelled**

I accept that this reservation is non-refundable and non-modifiable. This is the lowest price offered but offers no flexibility compared to the other reservation types. See the terms and conditions under the “Terms & Conditions” –link below.

**Date changes before arrival – No**

**Refund before arrival – No**

**Date changes during stay – No**

**Refund during stay – No**



## **WHAT IF? – The reservation can be modified or cancelled BEFORE ARRIVAL at an extra charge**

I want to have the possibility to modify my reservation before arrival but realize that changes will come at a small cost. Modifications and cancellations can be made within the notice period before arrival. See the terms and conditions under the “Terms & Conditions” –link below.

**Date changes before arrival – Yes**

**Refund before arrival – Yes**

**Date changes during stay – No**

**Refund during stay – No**



## **I SET THE RULES. – The reservation can be modified or cancelled BEFORE ARRIVAL and DURING THE STAY free of charge**

I need the freedom to modify my reservation before and during the stay without extra charges. Modifications and cancellations can be made within the notice period before arrival or during my stay. See the terms and conditions under the “Terms & Conditions” –link below.

**Date changes before arrival – Yes**














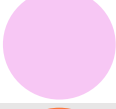







**Refund before arrival – Yes**

**Date changes during stay – Yes**

**Refund during stay – Yes**

# Reservation types

# Terms and conditions

CHOOSE YOUR RESERVATION TYPE*	NO REGRETS!	WHAT IF?	I SET THE RULES.
<i>Date changes before arrival</i>		 20 €	
<i>Rescheduling anytime in case of sickness before arrival**</i>		 50 €	
<i>Cancellation &amp; refund before arrival***</i>		 20 €	
<i>Date changes during the stay</i>			
<i>Cancellation &amp; refund during the stay***</i>			
<i>Change of a Forenom location</i>		 20 €	
<i>Change of person(s) staying in the apartment</i>		 10 €	

*\* The reservation type has to be selected upon reservation.  
\*\* Doctor's certificate has to be provided.  
\*\*\* The reservation type fee will not be refunded and the additional fee will be charged when applicable.*



Free of charge



Additional fee



Not allowed

# Reservation Types

## Notice periods for modifying the dates or cancellation

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**What if?** –reservation type entitles modifications and cancellations within the notice period before the reservation starts. Modifying or cancelling within a shorter notice is not possible.

**I set the rules.** –reservation type entitles modifications and cancellations within the notice period before the reservation starts and during the stay. When a reservation is cancelled with shorter notice than the stated notice period, the remainder of the full notice period will be charged. Note that when the open-ended agreement is chosen instead of the fixed agreement the open-ended agreement notice period will be followed. Other terms of the “I set the rules” –reservation type apply to open-ended agreements.

### RESERVATION LENGTH

### NOTICE PERIOD

1 – 6 nights reservation

**One (1) night in advance**

7 – 29 nights reservation

**Seven (7) nights in advance**

30 – 89 nights reservation

**Fourteen (14) nights in advance**

90 – 179 nights reservation

**Twenty one (21) nights in advance**

180 nights and longer reservation

**Thirty (30) nights in advance**



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# Frequently asked questions & answers

- Question 1, What if? & cancellation.:
  - Q: I have booked an apartment for 20 nights with «What if?» -reservation type, I need to cancel my reservation and I will do it seven (7) nights in advance, what is the cost I need to pay?
  - A: You will pay only the additional fee 20 €. We will refund your accommodation cost. The reservation type fee will not be refunded.
  - Q: How about if i will not know about the possible cancellation before than 5 days in advance. Do I have an extra cost then?
  - A: Unfortunately the cancellation is not possible later than 7 nights in advance.
- Question 2. I set the rules. & cancellation.:
  - Q: I have booked an apartment for 20 nights with «I set the rules.» -reservation type, I need to cancel my reservation and I will do it 8 nights in advance, what is the cost I need to pay?
  - A: There will be no additional cost. We will refund your accommodation cost. The reservation type fee will not be refunded.
  - Q: How about if i will not know about the possible cancellation before than 5 nights in advance. Do I have an extra cost then?
  - A: Two additional nights will be charged due to the 7 nights notice period. Rest of the accommodation cost will be refunded. The reservation type fee will not be refunded.
- Question 3. Sickness.:
  - Q: My reservation starts tomorrow but one of the guests staying in the apartment became sick and we can't travel. Can we cancel the reservation. I have the «What if?» - reservation type and our notice period is 7 nights.
  - A: You can not unfortunately cancel the reservation but we are glad to reschedule the travel. The extra fee 50 € will be charged. Please send a valid doctor's certificate and the dates when you would like to book the apartment in the future. We will then reschedule your stay. Please note that your travel insurance may cover the accommodation cost if you are not willing to reschedule the travel.
- Question 4. Guest changes.:
  - Q: We have new employees arriving to the apartment. Could you please mark the new guest details to the agreement?
    - A: If you have «No regrets!» -reservation type, unfortunately guest changes are not allowed with this reservation type because we have given the lowest available price for you.
    - A: If you have «What if?» -reservation type, we can do this change and will just charge a small admin fee 10 €.
    - A: If you have «I set the rules.» - reservation type, we can naturally do this change without any extra charge.

# Damage protection

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# Choose your preferred Damage protection to avoid extra charges



## **Damage protection**

In case of unforeseen accidents to the apartment/room or its interiors your fee will be limited to 1000 €.



## **Damage protection PLUS**

In case of unforeseen accidents to the apartment/room or its interiors your fee will be limited to 300 €.



# 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 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.

# Pets

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Bring your  
best friend  
to stay with  
you



### **Pets**

Bring your best friend to stay with you! We welcome pets in most locations for a small daily fee.

# Pet-friendly apartment / room

- Many Forenom Apartments/Aparthotels/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.



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