



forenom

Value Added Services
2021-2022 Terms And
Conditions

Cleaning services during stay create home-feel and final cleaning makes your departure stress-free

Our cleaning services are designed to create home-feel and effortlessness to your stay. Cleanliness is the most important comfort factor to our customers. We have several frequencies for cleaning during stay, of which we recommend every 3rd day cleaning for hotel level comfort in apart hotels and weekly cleaning for home-feel in apartments and hostels.

The service our customers value the highest is final cleaning, as then you do not have to clean the apartment yourself when leaving, this gives you a stress-free departure and saves your time to other more important things.

For bigger groups we recommend ordering a few extra sets of linen and / or towels



Service details

Every 3rd day cleaning

- Service for aparthotels
 - Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage
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Weekly cleaning

- Service for aparthotels and serviced apartments
 - Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage
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Bi-weekly cleaning

- Service for serviced apartments
 - Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage
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One-time cleaning

- Service for short stays to add comfort / For odd weeks stay (1, 3, 5 w) / when you need additional cleaning, e.g., when habitants change. Replacing our old "Monthly cleaning service".
 - Includes cleaning floors, surfaces, kitchen, bathrooms. Does not include dishes and disposing of garbage, does not include new linen & towels, which can be ordered separately.
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Final cleaning

- Service for all Forenom categories
 - Full cleaning of the apartment. You only need to dispose of garbage and wash dishes.
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Extra set of bedlinen and towels

- It might be handy to have a few extra sheets and towels in the apartment if many people are staying together
 - Price includes one set of linens and towels
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Extra set of towels

- It might be handy to have a few extra towels in the apartment if many people are staying together
 - Price includes one set of towels
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Flexible reservations enable you to change your plans

Reservation management & Invoicing options

We want to offer you flexibility with reservations, as life happens. Our customers highly value flexibility and we recommend a flexible reservation with the possibility to change dates and cancel before stay as well as during stay with a notice period and a small additional fee. Also, to make you arrival and departure stress-free, we offer early check-in and late check-out. options



Service details

I set the rules

- Service gives flexible reservations.
- The reservation can be changed or canceled before arrival with no extra cost.
- Date changes before arrival – Refund before arrival – Date changes during stay – Refund during stay
- Termination policy in nights:
(1-6 nights = 1 day notice, 7-14 nights = 3 days notice, 14-29 nights = 7 days notice, 30-89 nights = 14 days notice, 90-180 nights = 21 days notice, 180+ nights = 30 days notice)

What if?

- Service gives flexibility if you might want to change or cancel your reservation before arrival.
- Customer can change or cancel the reservation before arrival at a small extra cost of 50 EUR.
- Date changes before arrival – Refund before arrival – No Date changes during stay – No Refund during stay

Early check-in

- If you would like to arrive early and make yourself at home, choose early check-in.
- Guest is able to check in at 2pm

Late check-out

- Take it easy in the morning
- Give yourself an additional two hours and check out late at 13:00!

Delayed invoicing

- Available only to corporate customers
- Invoicing done 30 days after the stay

Save time and energy with parking and breakfast

Other services

We offer you other services to save your time and energy and customize your stay according to your preferences.



Service details

Breakfast

- Add quality and effortlessness to your stay or make a day special from the start
 - One breakfast package per guest per day delivered to fridge
 - Only available in aparthotels
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Damage protection

- Stress-free living with damage protection, avoid unwanted surprises.
 - Limits your liability in case of any accidental damage.
 - Your liability is limited to 300 € in case of any accidental damage caused to the apartment or the room or the furniture
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Hygiene package - Stop the virus

- Stay healthy during your stay!
 - Recommended for bigger groups or families living together.
 - A hygiene package including extra hand soap, paper hand towels, extra cleaning cloths, disinfectants and guidelines for hand hygiene is delivered to the apartment / room
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Parking

- If you are traveling by car, we recommend reserving a parking spot through us, then you do not have to spend time finding and paying for parking during your stay
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Pets

- If you want to bring your best friend with you, it is possible in our aparthotels and some apartments.

Customize your apartment to match your preferences

Other services

We offer you other services to save your time and energy and customize your stay according to your preferences.



Service details

Customize your stay

- We can add additional comfort to your stay by bringing in some additional elements
- We have additional furniture for families, remote work, bigger groups etc.
 - **Baby crib**, including duvet, pillow, linen
 - **Double bed mattress**, a double bed mattress for delivery and setup
 - **Extra bed**, including duvet, pillow, linen and towels.
 - **Extra fridge or freezer**
 - **Internet / modem**
 - **Take it easy and share your screen.** Available as additional service in selected locations in Finland and Sweden.
 - **Work desk & chair**, an office desk and desk chair to apartment. This service is not available in Denmark.
 - **Key delivery**, if using key box is not unpractical, key can be delivered to customer within 10 km from apartment
- If customer asks about something that is found in portfolio, it is sometimes possible to provide services outside the portfolio
- Customer specific business package (from corporate frame agreement)