



forenom

Cleaning services during your stay create a homelike feel, and final cleaning makes your departure stress-free

Our cleaning services are designed to add a homelike feel and convenience to your stay. Cleanliness is the most important comfort factor to our customers. We have several frequencies for cleaning during stay. We recommend cleaning every 3rd day for hotel-level comfort in apart-hotels and weekly cleaning for a homelike feel in apartments and hostels.

Our customers value final cleaning the most, as they can skip cleaning upon departure. This reduces stress and saves time for more important things.

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



Service details	Offering strategy	Price
Every 3rd day cleaning <ul style="list-style-type: none"> Service intended for apart-hotels For hotel-level comfort when working long days Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage 	Always in apart-hotels, White collar	x €
Weekly cleaning <ul style="list-style-type: none"> Maintain home feel, stress-free when weekly cleaning is done for you Cleanliness is the most important comfort factor for our customers Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage 	Always in apartment / hostel	x €
Bi-weekly cleaning <ul style="list-style-type: none"> If you only need a little help with keeping your apartment nice and tidy For long stays when you want a budget option for cleaning, and prefer to clean yourself occasionally Includes cleaning floors, surfaces, kitchen, bathrooms, change of linen & towels. Does not include dishes and disposing of garbage 	Customer specific Based on purchase history	x €
One-time cleaning <ul style="list-style-type: none"> 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. 	Customer specific Based on length of stay or rotation of habitants	x €
Final cleaning <ul style="list-style-type: none"> We recommend stress-free departure, let us do the cleaning for you You only need to dispose of garbage and wash dishes. 	Always offer	x €
Extra set of bedlinen and towels <ul style="list-style-type: none"> 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 	Customer specific With One-time cleaning, or big groups	x €
Extra set of towels <ul style="list-style-type: none"> 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 	Customer specific With One-time cleaning, or big groups	x €

Flexible reservations enable you to change your plans

Reservation management & invoicing options

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



Service details

I set the rules

- We recommend flexible reservations, and our customers highly value these
- The reservation can be changed or canceled before arrival with no 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?

- Provides 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.
- Customer 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

Offering strategy

Always offer

Price

x €

Customer specific
Based on purchase history

x €

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 you stay or make a day special from the start
- One breakfast package per guest per day delivered to fridge
- Only available in aparthotels

Damage protection

- Stress-free living with damage protection, avoid bad surprises
- We recommend to limit 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

Hygiene package - Stop the virus

- Stay healthy during your stay!
- Especially recommended for bigger groups and tighter living to maintain worker health
- 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

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

Pets

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

Offering strategy

Customer specific
White collar
/ Based on purchase history

Always offer

Customer specific,
Especially bigger groups

Customer specific
Blue collar

Upon request

Price

x €

x €

x €

x €

x €

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 X 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 frame agreement)

Offering strategy

Upon request
Check history

Price

x €