

Welcome to stay easy at Forenom

forenom



Apartments,
Hostels and
Aparthotels.

stay easy

VALUE ADDED SERVICES TERMS AND CONDITIONS

FLEXIBLE RESERVATIONS

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.

"I set the rules" -service

Service gives flexible reservations both *before* and *after* the arrival. The reservation can be changed or canceled before arrival prior to notice period with no extra cost. The service includes the following options:

- ✓ Date changes before arrival
- ✓ Refund before arrival
- ✓ Date changes during stay
- ✓ Refund during stay

Service fee is priced per reserved night. For long stays Forenom will charge maximum of 31 nights. I set the Rules is only available to bookings with a maximum length of stay one (1) year.

Service fee is priced per reserved night. For long stays Forenom will charge maximum of 31 nights. Prices displayed are in local currencies. I set the Rules is only available to bookings with a maximum length of stay one (1) year.

If some of the changes or cancellations detailed above are made, Forenom will hold the service fee invoiced in the original booking.

If the reservation period will be changed so that the number of nights will decrease from the original booking, Forenom will not refund the original service price. If the reservation period will be changed so that more nights will be included in the reservation, additional service fee per extra night will be added to the cost. The max charge being 31 nights.

"I set the rules" -service has the following cancelation and change policy and notice periods:

Termination/change policy in nights: (1-6 nights = 1 day notice, 7 -13 nights = 3 days notice, 14 -29 nights = 7 days notice, 30 -89 nights = 14 days notice, 90 -179 nights = 21 days notice, 180+ nights = 30 days notice)

The length of stay (*nights*) booked determines the notice period. *Prior to notice period*, the client has the right to change and cancel without additional costs. The service cost will be held by Forenom even though the change/cancellation would occur prior to notice period.

Please note that in large bookings that consist of more than 10 rooms 45-day notice period is applied. In large bookings the length of stay (*nights*) does not determine the notice period but is solely based on number of rooms. The service cost is based on the length of stay (*nights*) booked. For corporate customers with Frame agreement, please check details with Forenom Sales.

If the change/cancellation would occur *within the notice period*, Forenom will hold the service fee charged and also charge the value of nights in which the notice period has passed.

If the change/cancellation would occur when the accommodation has started, Forenom will charge the nights stayed + the nights ahead of the notice period. Also the Service Fee will be held by Forenom.

Changes to the reservation can be done several times before the notice period without extra costs. If the change would occur within the notice period, the right to use the service is limited to one time only and Forenom will hold the service fee as stated above.

If the client wishes to continue the reservation or extend the booking, same service terms and conditions apply.

For example:
Reservation is 200 nights. The notice period is 30 days.

Reservation is cancelled 10 days *prior* to start of the accommodation.

Forenom will charge 20 nights value of the reservations and the service fee. (=service fee per night max 31 nights)

If the same booking would be cancelled after the accommodation has lasted for 60 days, Forenom will also charge the *coming* 30 nights based on the notice period.

The earliest date for termination is counted from the day the notice for termination has arrived to Forenom. The notice must be sent in a written form to customer service (email or webform).

Other Terms that are applied to the Service:

The length of the contract must be at minimum twice the termination period (e.g. termination period is 7 days, the contract length must be at least 14 days).

If the booking will be changed to a season or location that the room price set by Forenom is higher than the original booking, Forenom reserves the right to increase prices accordingly.

I set the Rules is only available to bookings with a maximum length of stay one (1) year.

“What If”-Service

Service gives flexibility if you might want to change or cancel your reservation before arrival. Service is priced per reserved night. The maximum charge is 31 nights. Please see notice periods that apply from below.

- ✓ Date changes before arrival
- ✓ Refund before arrival
- ✗ No Date changes during stay
- ✗ No Refund during stay

If the change causes the length of stay to decrease from the original booking, the original nightly charge will not be refunded. If the length of stay is increased, Forenom will charge the service fee for additional nights. If the booking will be changed to a season or location that the room price set by Forenom is higher than the original booking, Forenom reserves the right to increase prices accordingly.

If the reservation period will be changed so that the number of nights will decrease from the original booking, Forenom will not refund the original service price. If the reservation period will be changed so that more nights will be included in the reservation, service charge per extra night will be added to the cost. The max charge being 31 nights.

“What If” -service has the following cancelation and change policy and notice periods:

Termination/change policy in nights: (2-6 nights = 1 day notice, 7 -13 nights = 3 days notice, 14 -29 nights = 7 days notice, 30 -89 nights = 14 days notice, 90 -179 nights = 21 days notice, 180+ nights = 30 days notice)

The length of stay (*nights*) booked determines the notice period. *Prior to notice period*, the client has the right to change and cancel with extra cost stated above.

The change/cancellation is *not possible within the notice period*. If change or cancellation would occur, Forenom will charge the whole booking with all service costs included.

Also the change/cancellation is *not possible when the accommodation has started*.

Other Terms that are applied to the Service:

The length of the contract must be at minimum twice the termination period (e.g. termination period is 7 days, the contract length must be at least 14 days).

Early check-in

If you would like to arrive early and make yourself at home, choose early check-in!

Guest can check in at 2pm. (Standard check-in time is at 4pm) Available on code lock units.

Late check -out

Take it easy in the morning and give yourself an additional two hours and check out late at 13:00! (Standard check-out time is at 11:00) Service is available on code lock units.

Delayed invoicing

Available only to corporate customers.

Check in first and pay afterwards. By paying the additional fee it is possible to postpone the invoice due date.

Service is available only for B2B customers from personal sales. Please check the local price from your contact person.

CLEANING SERVICES

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.

Every 3rd day cleaning

Service for apart-hotels.

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

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

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

OTHER SERVICES

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

Breakfast

Add quality and effortlessness to your stay or make a day special from the start.

Service is available on selected Aparthotels, breakfast is served at local coffee house or restaurant near by the location. Please see location specific details, prices and times when you book the service.

<https://help.forenom.com/s/call-us>
<https://www.forenom.com/chat>

Damage protection

Stress-free living with damage protection, avoid unwanted surprises.

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

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 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 and tear of normal life.

Damage protection does not cover: Lost keys, unnecessary fire alarms & related consequences.

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.

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. For parking space, please contact customer service:

<https://help.forenom.com/s/call-us>
<https://www.forenom.com/chat>

Pets

If you want to bring your best friend with you, it is possible in our aparthotels and some apartments. Please make sure that you select *pet friendly apartment* when making the booking. Nightly fee is added to the reservation if you choose to bring a pet, we only charge maximum of 31 nights for pets even if the accommodation period is longer. We allow all domestic household animals in our pet friendly apartments.

In case pet's are taken to a normal room, we will charge extra costs for cleanings.

You can always contact Forenom's customer care online and by phone:

<https://www.forenom.com/chat>
<https://help.forenom.com/s/call-us>