

Welcome to stay easy at Forenom Aparthotel

Guide for a comfortable stay

forenom



Apartments,
Hostels and
Aparthotels.



stay easy

Thank you for choosing Forenom Aparthotel

Our top priority is to make sure that you have a comfortable stay. Here are guidelines for an easy stay at Forenom Aparthotel.

An easy start

Keyless entry via key code

Our Aparthotels are self-service locations, which means we use code locks in all rooms and guest facilities, so no key pick-up or return is required when checking in or out. The key code for your accommodation will be sent to the mobile phone number and email address provided in your reservation by 4:00 p.m. on the first day of your stay. The key code is active right away when you receive it and is valid until the check-out time. The same key code will work for both the main entrance and your apartment or room. You can arrive and use your key code whenever suits you best – even after midnight!

How and when to check-in?

No checking in onsite is needed! Your accommodation will be available at 4:00 p.m. on the first day of your stay. Simply use the key code to access the accommodation.

What is the number of my apartment?

Your apartment number will be provided together with the key code. If the number is different than the one provided when you made the reservation, don't worry – we've simply relocated you to an identical or even bigger apartment.

What if I need to cancel my reservation?

After your reservation has been confirmed, you can no longer cancel or change it, unless otherwise agreed. The terms of cancellation were displayed and accepted when confirming the reservation online. It is possible to change the names of the residents or their contact information after confirming of the booking, but you may not change the date or duration of your reservation or cancel it unless you have purchased our services for flexible reservation.

Happy with the apartment?

Forenom inspects the condition of its apartments before each new reservation begins. But if you see something amiss (e.g., furniture damage or uncleanliness), please notify us immediately. We want to make sure your stay is as pleasant and comfortable as possible.

Comfortable living

What is included in the price of my accommodation?

The price of our Aparthotel accommodation includes bed linen and towels, free Wi-Fi, and cleaning after your departure. You only need to take out your trash and wash your own dishes. If you stay over 7 days, the price also includes room cleaning with fresh linen and towels every week. We also provide some basic amenities like toilet paper, hand wash and dish soap to get you

started, but these basic amenities will be only supplemented during weekly cleanings.

Additional services available

Don't forget that you can make your stay even more convenient by ordering additional services, e.g., more frequent cleaning, from our web shop when making the booking.

Afterwards you can add services to your reservation by clicking the link "Order services" from the reservation confirmation email or by logging in to your MyForenom Extranet account. You can also contact our customer care. Please also check, e.g., availability of parking, breakfast, or accommodation with pets from customer care.

Can I have visitors staying over?

Your friends and family are welcome to visit you when you stay with us. However, please note that only residents who are listed on the reservation can live in your accommodation and that the number of persons staying in the apartments may not exceed the number of beds.

Please respect the General Building Rules

We hope you enjoy a good night's sleep and that you let your neighbours unwind, too. So please respect your neighbour's privacy and the building's quiet hours. Also, please note that smoking is not permitted in the rooms. Smoking

will result in a minimum of 500€ charge to the guest for cleaning or replacement of bedding, curtains, wallpaper and so on, plus any additional costs caused by the fire alarm. Any illegal activity will result in the termination of the contract. If you suspect any illegal activities in the facility, please notify our customer service immediately.

Gas containers (Nitrous oxide)

Gas containers (Nitrous oxide) regardless of their intended use are strictly prohibited on the hotel premises. In the event of non-compliance with this policy, Forenom reserves the right to cancel the booking without refund and to refuse entry to guests (and their companions) to the property. Additionally, please be advised that any waste, rubbish, or items left behind after check-out that require special disposal will incur additional charges. These costs will be fully charged to the customer.

After departure

How and when to check out?

The apartment is available for you until 11:00 a.m. on the last day of your

stay. Please note that your key code will expire at this time. Simply turn off the lights and close the door on your way out.

Final cleaning

The apartment must be left in a good, tidy condition when you move out, so please take good care of the general tidiness during your stay. Forenom apart-hotels include final cleaning, so you can enjoy your apartment until you leave. You just need to take out the trash and wash the dishes before leaving the apartment.

What if I left something behind?

At the end of your stay, please make sure that you collect all your personal belongings before you leave. Since we usually have new residents arriving on the same day, we reserve the right to empty the apartments of any belongings you have left behind. If possible, your belongings will be delivered to the nearest lost property office.

Do you need to stay longer than originally planned?

You can extend your stay at any time during your accommodation. Just

click the link "Extend your reservation" from the reservation confirmation email or login to your MyForenom Extranet account and extend your stay or purchase additional services, e.g., Late check-out to your accommodation there. Reservation extension to same accommodation is subject to availability. If the accommodation is not available for requested dates, or if you need more help, please contact our customer care.

Was your stay easy?

Let us know how we could make your stay even better. You will receive a feedback survey via email at the end of your stay. We appreciate it if you take a moment to provide feedback for us. We will process all feedback and contact you if you requested a response to your message.

Please note that if any waste, rubbish or extra items that require separate waste disposal (e.g. gas cylinders/cans) remain in the location after check-out all additional costs related to their disposal will be charged in full from the customer.

Need help?

Feel free to look more answers to frequently asked questions or ways to contact us forenom.com/customer-support