

Welcome to stay easy at Forenom Apartments

Guide for a comfortable stay

forenom



Apartments,
Hostels and
Aparthotels.

stay easy

Thank you for choosing Forenom Serviced Apartments

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

An easy start

How and when to check-in?

Your apartment will be available at 4:00 p.m. on the first day of your stay. Welcome!

In Forenom Apartments we use key-codes or physical keys depending on the property. You can find the information on your key type from your confirmation email.

Keys

If the Forenom Apartment of your choice is equipped with a normal key lock, you will first need to pick up the key. A key to your Forenom Apartment will be available for pick-up from 4:00 p.m. on the starting date of the contract at your local Forenom office or automated key kiosk in the specified location. You will find the information for your key pick-up in your confirmation email.

Key delivery

If you would like to avoid the hassle of picking up keys, you can order key delivery from our customer service. Please note that this service comes at an additional cost. To ensure smooth delivery of the keys, please request the service at the time you make the reservation or, at the latest, three days before your reservation begins.

Keyless entry via key code

If the Forenom apartment or room of your choice is equipped with a code lock, no key pick-up is required. 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!

What is the number of my apartment?

Your apartment number will be provided together with the key code or during key pick-up. 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. 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?

We offer apartments in three different service levels: budget, smart and premium. The levels differ from each other in terms of the condition and furnishing of the apartment as well as services included. Please check your apartment's service level from your booking confirmation.

All Forenom serviced apartments are fully furnished and equipped. Prices always include water, electricity and bed and household linen and towels for all guests named in the contract. We 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 if included. Services to help day-to-day life (for example, cleaning services) are also available.

Budget

Forenom Budget apartments are designed for those who appreciate good value for money and simple accommodation. These facilities are in satisfactory condition and furnished modestly. Linen and towels are always included in the price.

Smart

Forenom Smart offers convenient and functional living in well-equipped home-like apartment. These apartments and rooms are in good condition and furnished thoughtfully. Ready-made bed with linen and towels and unlimited Wi-Fi are always included in the price.

Premium

Forenom Premium combines the full comfort of home living with services included. Forenom Premium apartments are new and designed uniquely with attention to detail. Their fully equipped kitchens are modern and functional, making sure you feel right at home. The price includes readymade beds with linen and towels, unlimited Wi-Fi, cleanings every two weeks and final cleaning in the end of your stay.

Is there free Wi-Fi?

Wi-Fi is included in the price of aparthotels, hostels, smart and premium apartments. In Sweden Wi-Fi is included regardless of accommodation or service level.

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.

In Denmark Forenom can demand that accommodation is used as permanent residence and that the guest register their address to the Danish Folkeregister. The guest has the obligation to register the address of the unit provided by Forenom as their main living address.

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?

Check-out is by 11:00 a.m. on the last day of your stay.

The keys must be returned by 11:00 a.m. on the check-out date. You will find the information for your key return in your confirmation email, or you will receive it before your check out. If the keys were asked to leave inside the apartment, please leave them on open sight, e.g., on top of the table.

The key code will expire at 11:00 a.m. on the check-out date, so please just close the door and be on your way.

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. By ordering final cleaning from Forenom, you can enjoy your apartment until you leave. You just need to take out the trash and wash the dishes before leaving the apartment. The price of final cleaning varies by apartment. Final cleaning is included in the price of the accommodation in our Premium level Apartments.

In many locations, you can also do the final cleaning yourself. **In Sweden all final cleanings are to be made by Forenom, regardless of accommodation type and service level.**

If you wish to handle final cleaning yourself, you should:

- Wash the dishes with detergent and put them in the cupboard
- Take out all the trash
- Clean the surfaces and remove all the spots (tabletops, clothes closets, kitchen cupboards, drawers etc.)

- Vacuum the floor, textile furniture and rugs to remove sand, dust and other dirt from the surfaces.
- Wipe the floors with a damp mop.
- Clean the oven, stove, refrigerator, and other home appliances.
- Clean the sauna, bathroom, and WC: remove spots from the walls, wipe the shower, faucet, sink and toilet seat. Clean the floor with a mop.

There are cleaning supplies in the apartment for that purpose. If the final cleaning has not been completed according to these instructions, we will retain the cost of cleaning from the security deposit or invoice it separately.

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.

Need help?

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