



Welcome to STHLM Business Apartments Kista

Here you will find our terms and conditions, manual for your appliances in the room and other useful information during your stay!

[Reception contact information](#)

24/7 phone: +46 8-546 308 00

Email: info@sthlhotel.se

[Reception open hours:](#)

Thursdays: 17:00 – 20:00

Please review the below guest house-rules and information – Applicable for all guests. By checking in to your room, you have accepted our terms and conditions.

Table of Contents

Fire Alarm System	4
General	5
Compensation in case of damage & injuries to property	5
Extra visitor during your stay	5
Garbage & Waste	6
Radiators & Heating	6
Emergency fire staircase	6
Corridor & Staircase	6
Reception	7
Parking	7
Ironing board & Iron	7
Hotel staff access	7
Packages & Letters	7
Payment	8
Keycodes	8
Stoves & Hotplates	8
Laundry & Washroom	8
Internet	8
Cleaning	9
Personal belongings in room	9
Electrical batteries e.g. electric bikes and scooters	9
Bicycle and trolley storage	9
Business serviced apartments	9
Quiet	10
Laundry room rules	10

Appliances	12
IKEA Tillreda – Portable induction stove	12
IKEA Grundad – Induction stove (Not portable)	12
Ventilation in bathroom	12
Ventilation in the apartment	13

Fire Alarm System

We have a fire-alarm system with alarms in the stairway, corridors, and all apartments. The system is directly linked to an alarm central that will assist as soon the alarm goes off.

Please be cautious to not make the fire alarm go off falsely, ultimately you may be liable to pay the charges (currently approx. SEK 17 000 + VAT25%). IF you cause the alarm to go off falsely by accident, please immediately call **+46 8 546 308 00. This will help the Hotel to take the right measures to prevent unnecessary costs from the fire department.**

- Smoking is strictly prohibited in all hotel spaces, i.e., in rooms, apartments, bathrooms, corridors, reception area, elevator etc.
- Do not burn, toast, or cook food in such a way as it may affect the fire-alarm system.
- Always cook with your kitchen ventilation system on or try open the window in your apartment when cooking (not the door to the corridor)
- Also be careful while burning incense.
- Because of fire hazard, it is strictly prohibited to place personal belongings in the corridors, both outside of your front door and in the elevator/staircase hall. Items such as bicycles, bags and prams shall be placed inside your unit. Bicycles can also be placed outside of the building, on the left-hand side of the night entrance door.

General

Compensation in case of damage & injuries to property

In the event of damage such as broken furniture & appliances, damage to wall, sanitary issues caused by guest to the hotel apartment/studio and its surrounding general area, such as in the hall, corridor, reception area, elevator, stairwell etc, the guest is obliged to pay compensation to the hotel. According to the hotel agreement, guests are responsible for taking care of the room and its furnishings. If a guest causes damage through negligence, carelessness or loss of sobriety, the hotel will claim compensation for repair costs or loss of value. It is important for guests to report any damage immediately to avoid any disputes at checkout.

Extra visitor during your stay

With the start on **2023-10-01** there will be an extra fee for every visitor that is not registered at the start of your stay with us. The fee stands at 100SEK/person/night and is paid to us through Swish before the arrival of the visitor together with arrival and departure date for them. This is for us to be able to plan our work accordingly and to cover our additional cost for the duration of your visitors' stay with us.

- You as tenants are obligated to inform us in good time before the arrival of the visitor for us to be able to plan and arrange the needed items for their stay.
- Payment confirmation shall be reported to us through email at info@sthlmhotel.se.
- Extra guests and visitors may only stay for a **maximum of 30 days**, stays longer than that will not be approved.
- We will approve extra stays to the extent that we can, with that said, it could also mean that we may deny requests for various reasons. We therefore kindly ask you to contact us in good time!

Garbage & Waste

- All guests are responsible for taking their garbage disposal from the apartment to the main disposal outside the front door.
- Main waste disposal is situated on the lefthand wall just outside when you exit the front door. **Your door code works to open the garbage room.**
- Close the garbage bag well for everyone's well-being.
- Sort your food waste; for example plate scrapings or mouldy food, fish, meat, bones, dairy foods, such as cheese, yoghurt, eggs, including eggshells. Tea bags and coffee grounds, rice, pasta and beans, bread and pastries, fruits and vegetables. Do not put plastic or other household garbage in these brown bags. If you run out of food waste bags, don't hesitate to contact us by email or come down to reception to get more.
- **Garbage bags may at NO times be left in the corridors.**

Radiators & Heating

All our units are equipped with room heating in accordance with common Swedish standard. According to Swedish National Board of Housing the indoor temperature during the winter months (Oct to March) is **18-22 degrees Celsius**. For the radiators to start working the outside temperature must be below 10°C for more than three consecutive days and inside temperature stable below 18 degrees Celsius. Once the radiators are working, you as tenant can regulate the heat by turning the knob on the side.

- **Please note:** Due to fire hazard, extra heating devices e.g., portable radiators and other heat-giving devices are not permitted.
- During the winter months do not place any furniture or bigger items in front of the radiators as this prevents the warm air circulating in the unit.

Emergency fire staircase

Emergency fire staircases may only be used in emergency cases. It is prohibited to use this space at other times e.g., for phone calls or shortcuts to access other units. Blocking these spaces and their doors is under no circumstance acceptable.

Corridor & Staircase

- Under no circumstances may personal belongings be placed in the corridors or elevator/staircase hall.

- This is a security measurement in case of fire or other emergency's where the building needs to be evacuated.
- Personal belongings such as bags, bicycles, and prams e.g., shall be placed in their intended places. Inside your unit or outside in the allotted bicycle stand.

Reception

Reception is open Thursdays 17:00 – 20:00. You may always contact reception though e-mail on info@sthlmhotel.se or phone **+46 8 546 308 00**.

All guests are always responsible that the Hotel has **correct and current** personal data such as name, address, email, and phone number. **Please send an email to reception if you get a new phone number.**

Parking

As a guest of the hotel, you are eligible for parking to a lower cost. Please contact reception, by phone or email to access this code. You need to download app "EasyPark" on your smart device first.

Ironing board & Iron

- These items are available in all rooms. If missing, please inform reception though email or phone and we will provide as soon as possible.

Hotel staff access

The Hotel staff will access rooms whenever cleaning-, maintenance- and/or during times safety-purposes may occur.

Packages & Letters

All incoming post is collected in the reception and delivered to your room on weekdays.

Payment

We apply pre-payment, which means that the first payment (up to one month) will be made no later than the day of arrival. In case of early departure (+1 month stays) – the guest is liable to pay from date of departure-notice to the Hotel + 14 days.

Keycodes

All guests are responsible for keeping keycodes to their room, corridor, and night entrance for themselves, as these are confidential. Keycodes may be changed if necessary.

The codes are generated for your whole stay, but maximum of 30 days. If your stay is longer than that, you will receive a new keycode around every 30 days. These are sent to your registered phone number and email address; therefore, it is important that we have the correct information.

Stoves & Hotplates

- **The guest is responsible for keeping the stove clean and tidy.**
- Stoves that are not cleaned may stop functioning and at worst, cause electrical circuit issues and/or fire.

Laundry & Washroom

Please book your laundry on the scheme board placed outside of the laundry room on your floor. Laundry rooms are located on every floor. You place a booking through the booking cylinder and key you can find in your room. Please be aware: Laundry machines can only be opened 1 min **after** finished program. Do **NOT** force open the laundry machine. This may cause damage and the machine will be out of order. Guests will be charged for damages if not handled with care.

Internet

- The hotel provides wireless internet access only, meaning wired internet is not provided.
- Guests may **NOT** plug in their own equipment such as access-points, routers etc.

- External equipment may cause the internet to not function properly for other guests.

Cleaning

All guests are responsible for keeping the kitchen area clean and tidy. The room is cleaned according to agreed service level. On cleaning days, please keep your personal belongings out of the way to make cleaning easier for our staff and for you to receive the promised service.

- All personal belongings shall be removed from the floor and placed on the bed or table. This includes clothes, papers, food, chargers, cords etc.
- **All tenants and guests must leave the room during cleaning for the safety of our staff.**

Personal belongings in room

The guest is responsible for keeping doors locked. The Hotel is not responsible for personal belongings or any valuables the guest may store in their room.

Electrical batteries e.g. electric bikes and scooters

The guest is responsible for ensuring that batteries are charged under supervision and are not left in the room unsupervised while charging. When leaving the room make sure that you plug out the charger to ensure no fire hazard.

Bicycle and trolley storage

Storage unit where you can storage and park your bicycle/trolley is located on the first floor. In corridor 121-131. Your personal keycode gives you access to this storage unit. No bikes and/or trolleys are to be parked in the corridor.

Business serviced apartments

The Hotel offers a business service (i.e., serviced apartments & service level) with a given arrival and departure date. If you need to extend your visit – please contact reception as soon as possible. If necessary - the Hotel may assign the guest a change of room during your stay.

Quiet

All guests are expected to treat all other guests with respect – Therefore, please keep quiet in your room after 23.00 local time. Thank you!

Laundry room rules

The laundry room is available 07:00 – 22:00 every day. Electricity is automatically shut down between 22:00 until 07:00 the next morning. This means if you still have clothes in the laundry machine after 22:00, these will be locked until 07:00 next morning.

The booking schedule is available 14 days ahead. Your booking cylinder with your room number is placed in your room and looks like the item in below picture:



If you cannot find your cylinder, try searching for it at the cylinder parking space placed at the bottom of the booking board. If still not there, please contact reception.

The laundry booking board looks like as shown below and is placed outside or beside every laundry room. The dates you can find in the columns and the time of your allotted laundry is shown on the far left of the rows. Place your cylinder in the space you want to book the laundry room for, take your key and you are done.



After you are done with your laundry, leave the door to the dryer and washing machine open. This is to prevent odor as the machines still can be damp after use.

- Please respect other guests' booked laundry time, therefore; wash and dry your clothes only during your own booked time.
- Please leave the room the way you found it and do not forget to empty the filter in the dryer after every use.
- **Be aware:** Laundry machines can only be opened 1 min **after** finished program. Do **NOT** force open the laundry machine. This may cause damage and the machine will be out of order. Guests will be charged for damages if not handled with care.

If any of the washing machines or dryer is not working, please report it to the reception. Thank you for your cooperation!

Appliances

IKEA Tillreda – Portable induction stove

- Manual on how to use the induction stove below:
- https://www.ikea.com/au/en/manuals/tillreda-portable-induction-hob-1-zone-white_AA-2237032-3-1.pdf

IKEA Grundad – Induction stove (Not portable)

- Manual on how to use the induction stove below:
- https://www.ikea.com/se/sv/manuals/grundad-induktionshaell-ikea-300-svart_AA-2198281-5-1.pdf

Ventilation in bathroom

If the indication lamp lights up with a steady light, the filter needs to be changed, this is not anything dangerous.

Please inform our cleaning staff or reception and we will change the filter for you.

(This applies to only some of the rooms)



Ventilation in the apartment

The ventilation is regulated with the control panel below, after 30s the lights are switched off to then light up when touched again.

