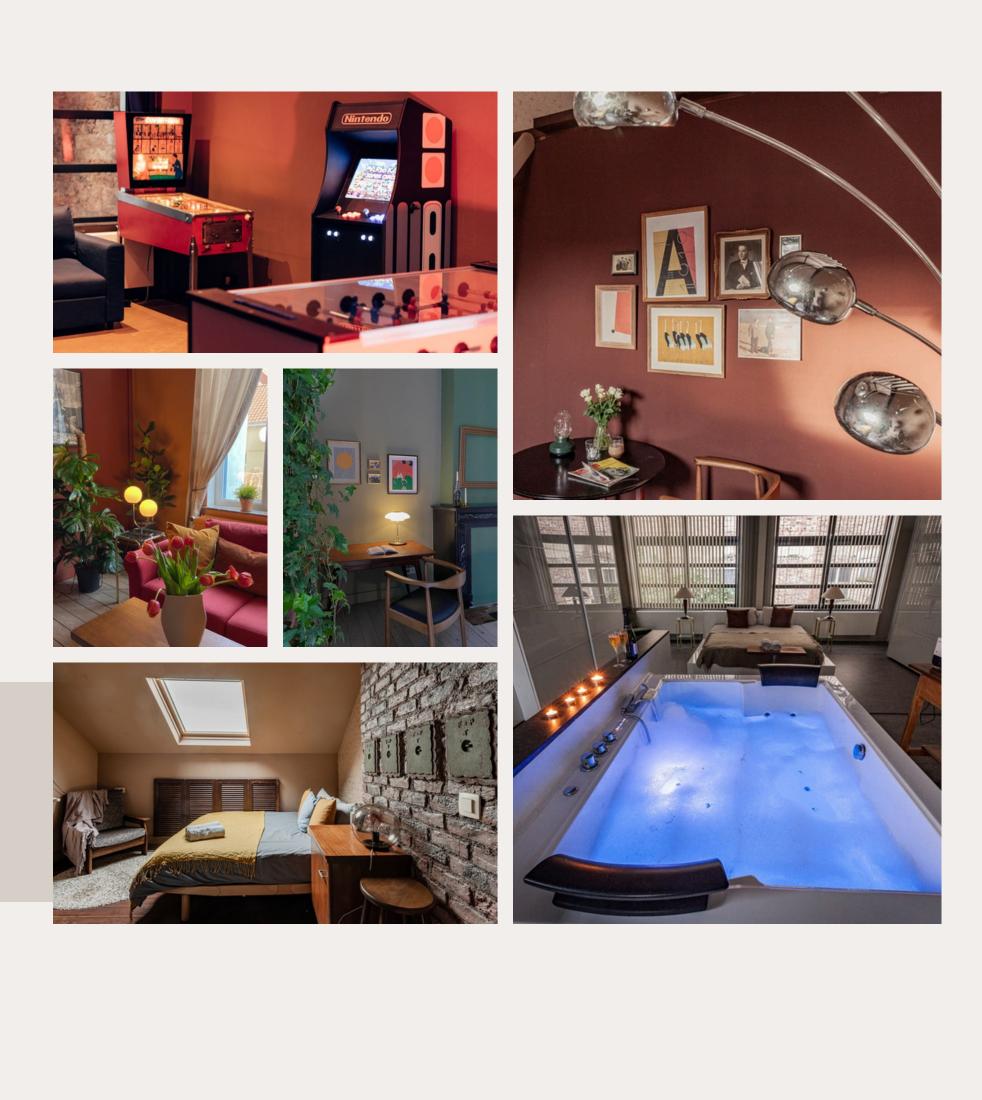


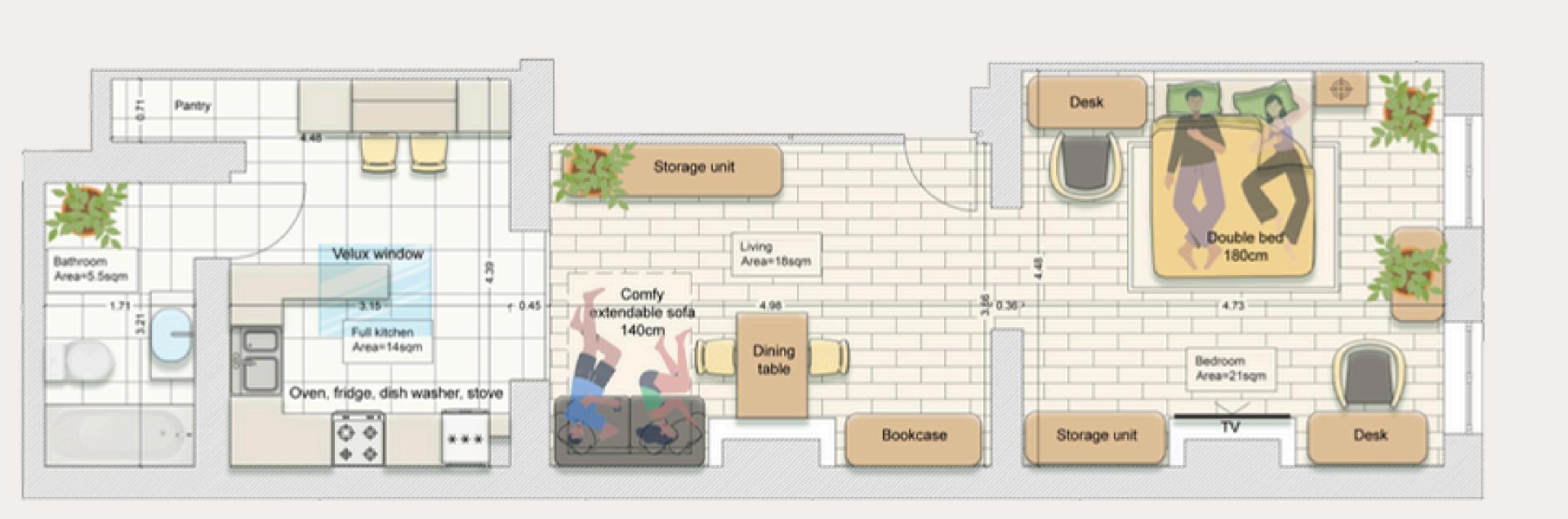
## BEFORE YOU COMENSTAY INFOPACK







## Apartment #0



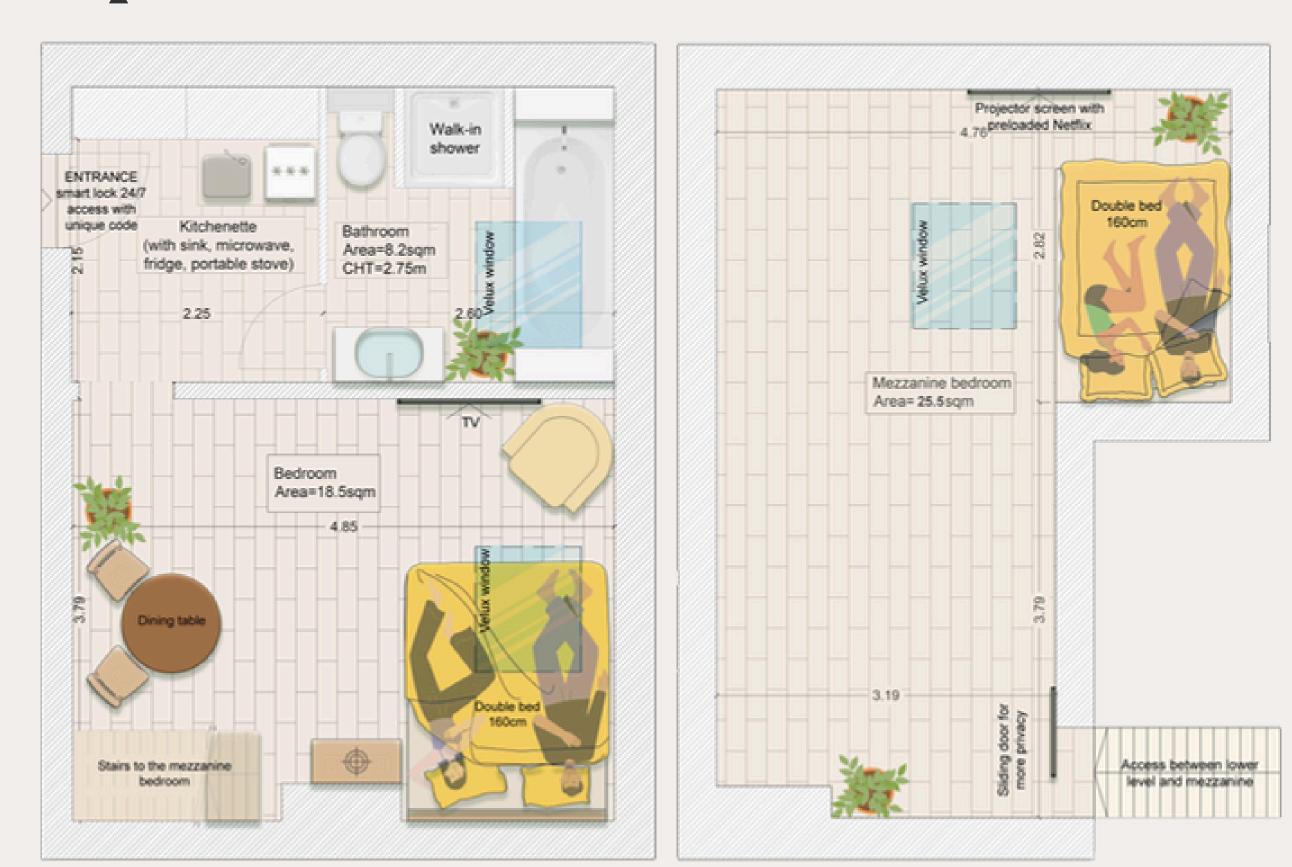
Apartment #1



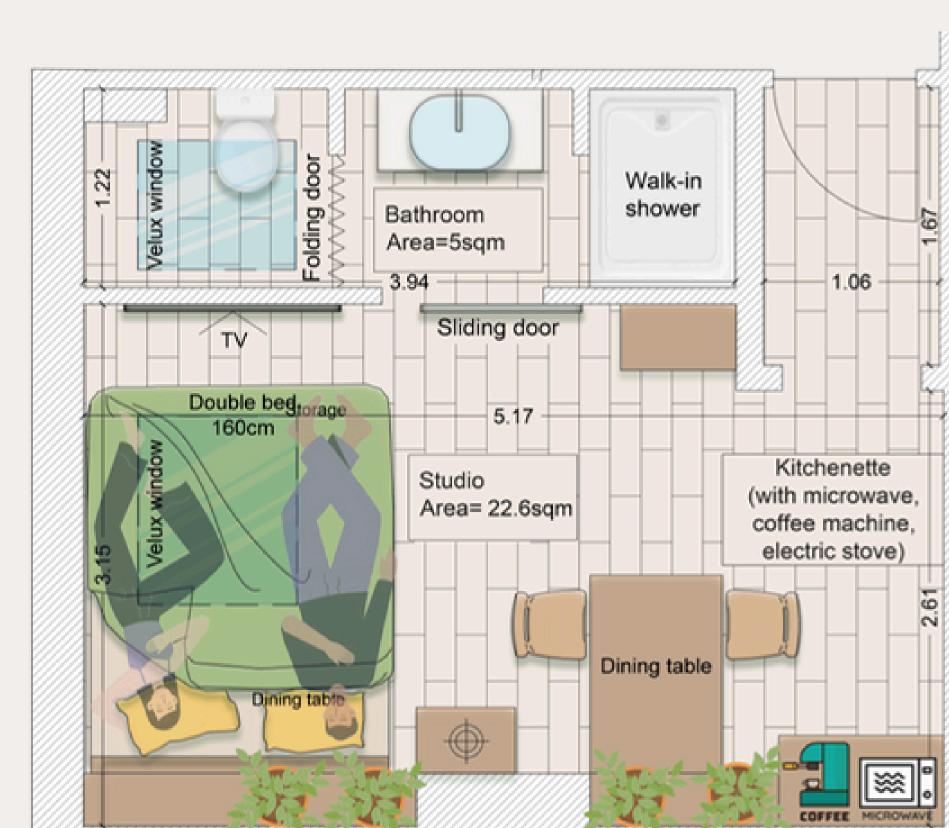
## Apartment #2



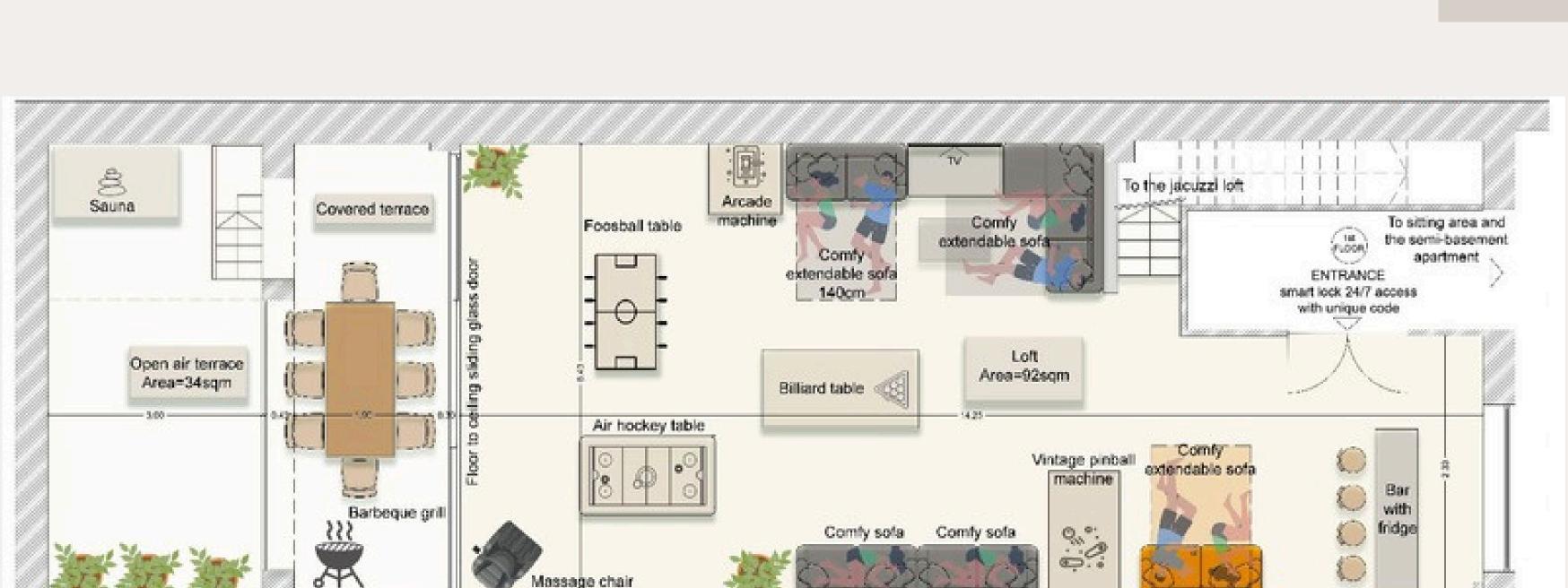
## Apartment #3



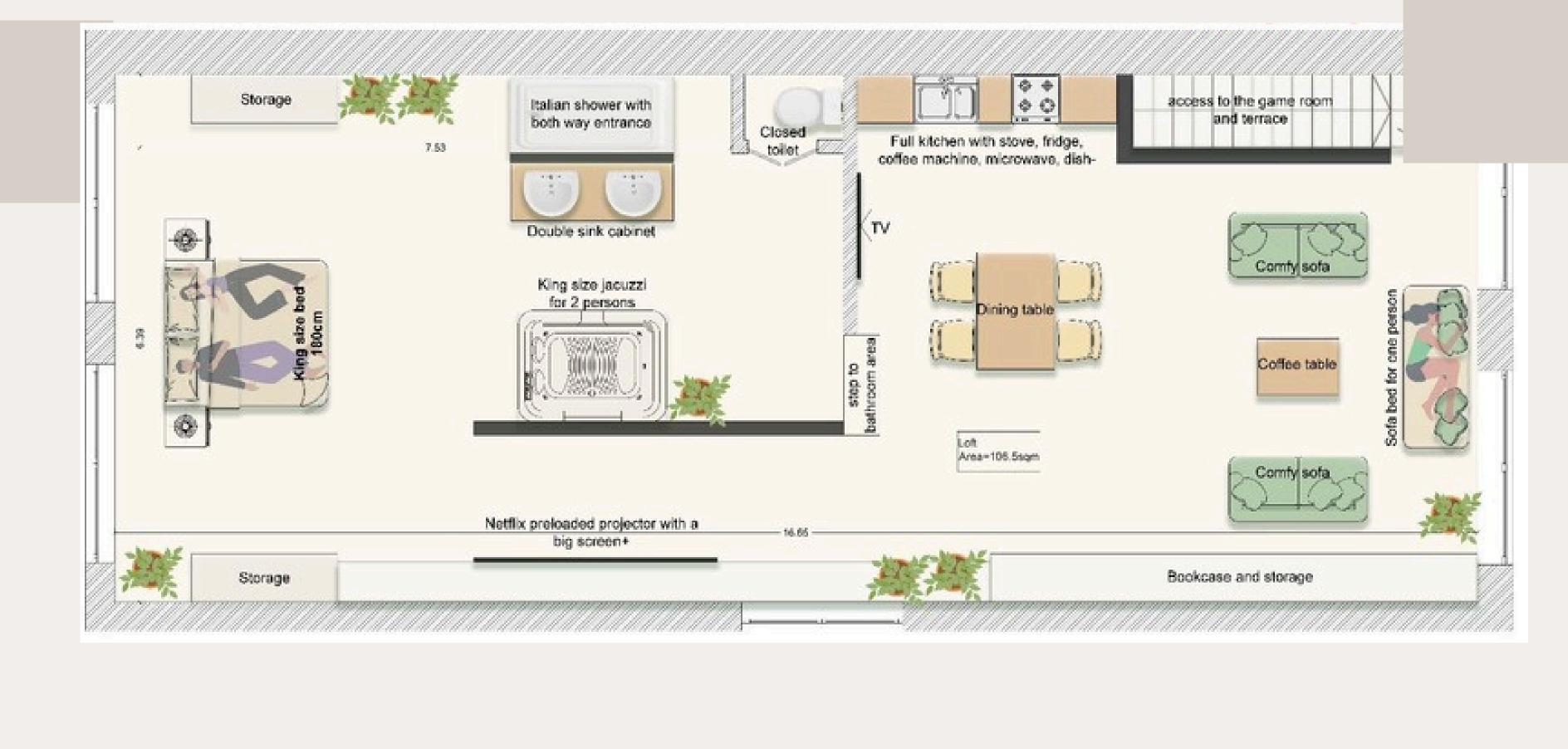
## Apartment #4



## The Game Room



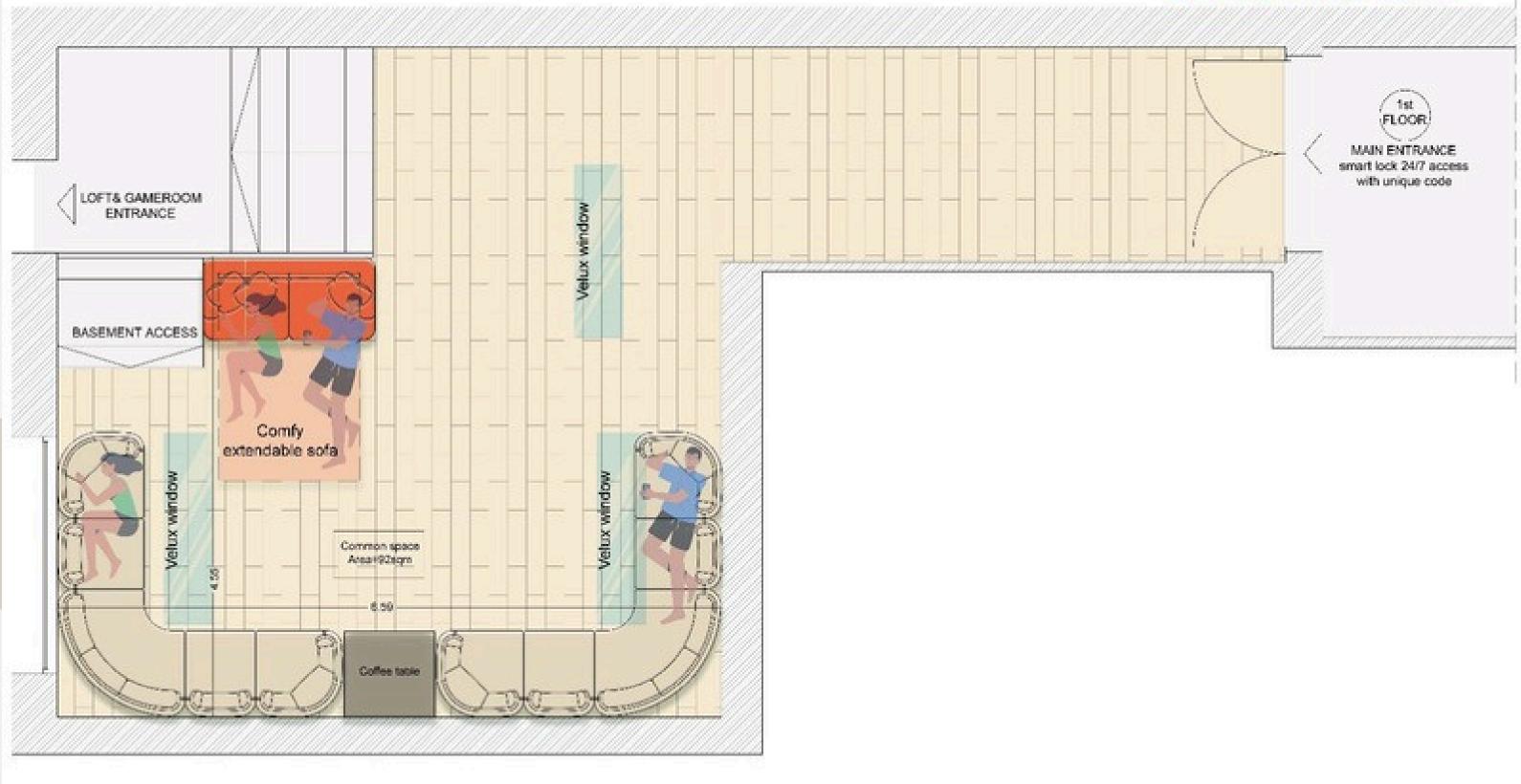
## The Loft



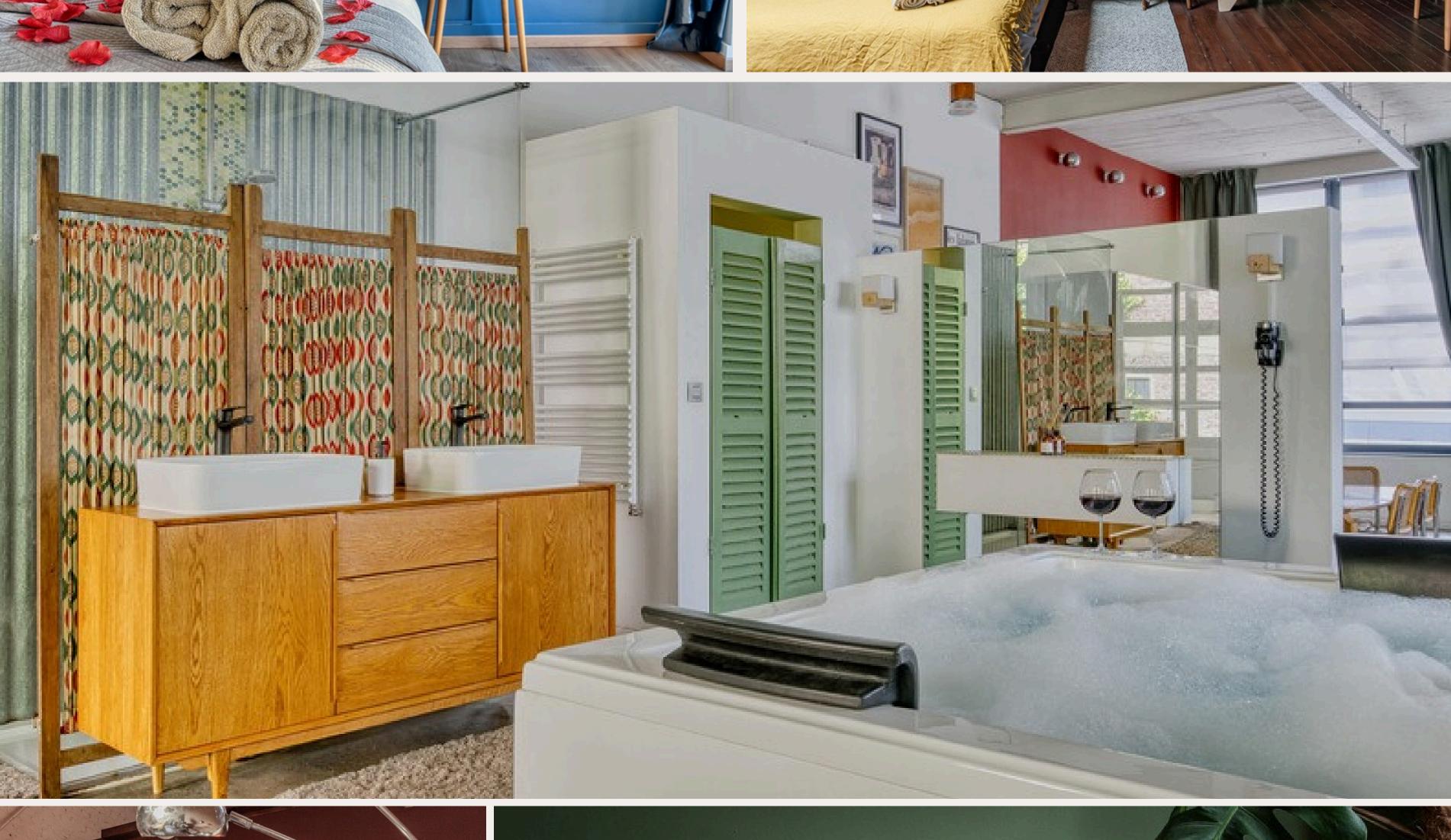
# 3-bedroom, 2-bathroom apartment for 12+ people



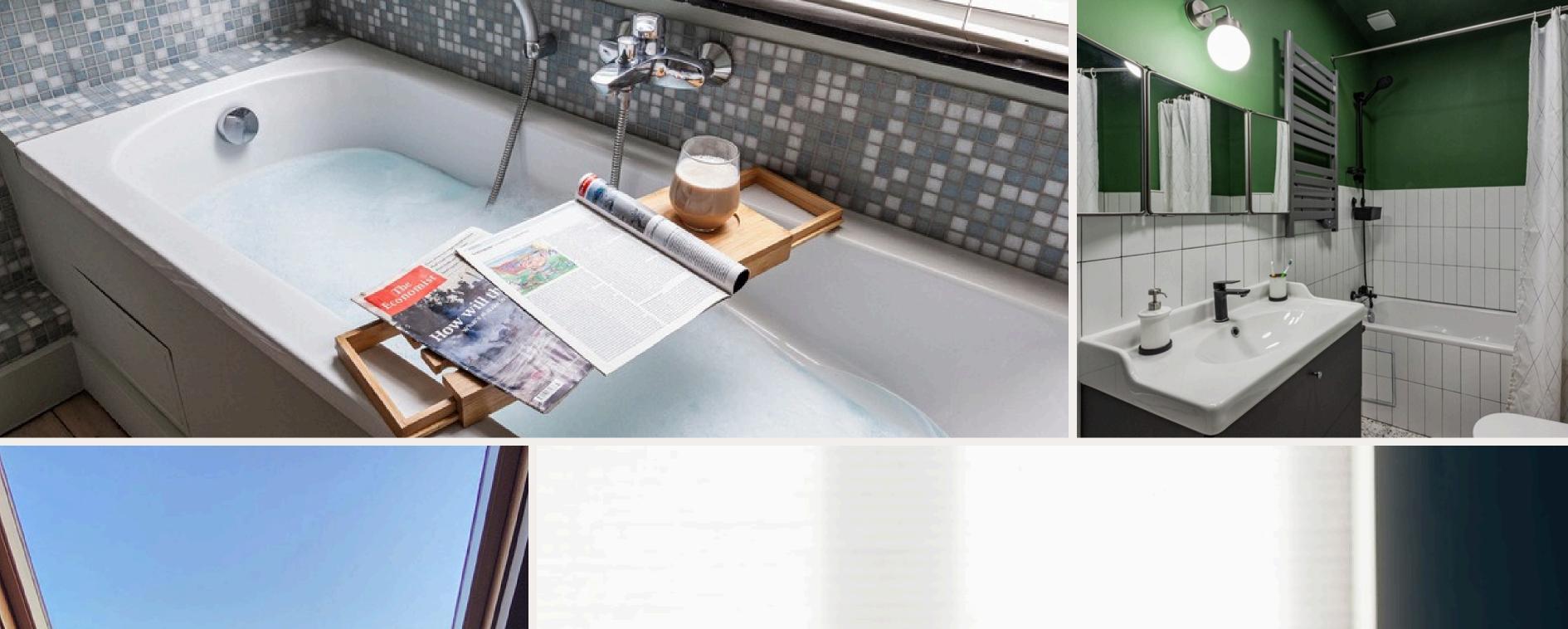
## Entrance / sitting area







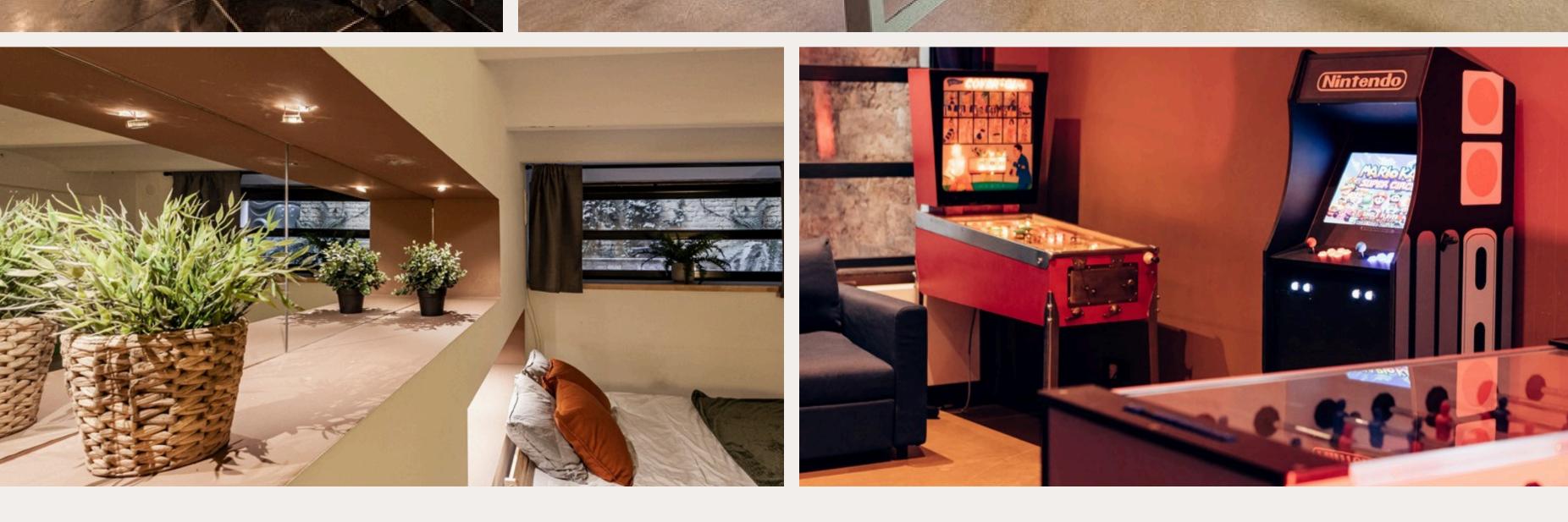
























## Everything you need is here

These are the things we provide. If you don't see what you're looking for, please don't hesitate to get in touch!

Kitchen

Hair dryer

Board games

Coffee Maker

Washer

Workspace

Wi-Fi

HD TV, Netflix

Iron

HOW TO BOOK?

- To get started on your exciting journey, please leave us your contact information by clicking "Send an inquiry" on our website
  - We'll reach out to you in 24h to give you the price and our availabilities, as well as to answer any questions you may have.

Seeing is believing! Let us give you a tour

of the place with a video call:)

- Once you are ready to book, please send us a copy of your ID (the main guest's only) and we will draft the rental agreement for you to review.
- We will get back in touch 2-3 days before your arrival - other than that, just focus on getting excited!

### WHERE TO FIND US

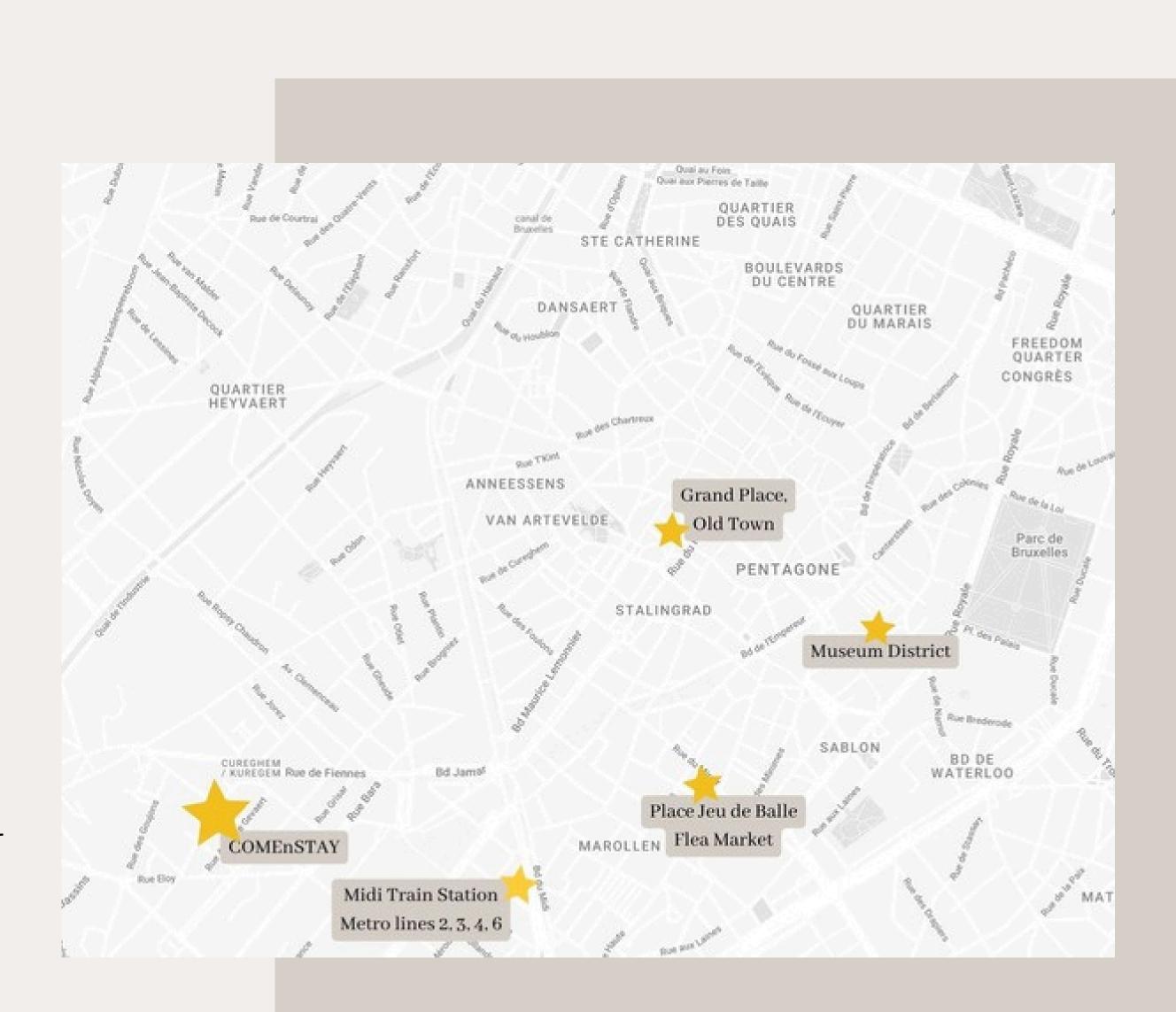
### **COMEnSTAY**

108 Rue de l'Instructions Brussels

#### **Getting Here**

- 5 minutes to Gare du Midi,
- and a metro station
- Charleroi Airport
- Convenience store next door

Direct Flibco bus from 5 minutes to LIDL 15 minutes of walk to the historical city centre





Once you have paid the non-refundable deposit, your reservation is confirmed! All you need to do is to get excited for Brussels. We will reach out shortly before your trip to organize your arrival and send you the instructions and directions.

If you had already found or booked us through Airbnb, and wish to proceed to a direct booking, please discuss with us directly and we will gladly assist you.

www.comenstay.be

#### WHY BOOK WITH US?

#### I am interested. What is the typical price per night?

The actual price depends on the dates, the number of guests, and the property you want. This is why it is a good idea to send us a zero-commitment inquiry here so we can contact you directly (no commitment or payment information needed!). For a typical weekend, you can expect the price to be around 80 euros per person per night for a group of 12-15 guests. With our competitive prices, you will pay less than staying in 5-6 hotel rooms (without all the exclusive amenities for your group!).

#### Why Comenstay and not the standard hotel rooms?

Simple. Comenstay is designed for those who wish to escape the routine and travel together while regular hotel rooms are primarily for solo travelers or couples. Yes, they might have a game room or spa facilities but at Comenstay, you could have all these social spaces and special amenities all to yourselves.

For families and large groups, the regular hotel rooms are often too small, and usually lack a complete kitchen that would be ideal for an intimate brunch or a separate living space where an extra comfy sofa bed would come in handy for the young kids. At Comenstay, you could have all of the above, for the same price.

More space, more amenities, same price as staying in regular hotel rooms.

#### Booking directly seems risky. Why shouldn't I book on the major platforms?

Independent reviews are important to build trust so that our guests can book with confidence - and that is why Comenstay has been listed on major booking platforms such as AIRBNB since the beginning. Over the years, we have accumulated excellent reviews from many large groups just like yours on various online platforms such as <u>Google</u> and AIRBNB. You can check our reviews <u>here</u> and <u>here</u>. Still have doubts? We would be happy to show you the house on a video call! This way, you can book directly with confidence and pay 15% less!

#### I am sold. How can I book directly?

Personalized service is extremely important for us. This is why, here at Comenstay, every reservation starts with a personalized call, so that we can understand your needs better. We understand that planning a group trip is never easy, this is why we always try to answer all your questions. We can even make a video call to show you how great the place looks like in real life! So leave us your contact <a href="here:">here:</a>)! After the phone call, and once you are comfortable to make the reservation, we can proceed to signing the contract to confirm your trip to Brussels!

#### A contract? That sounds complicated. Will there be a deposit?

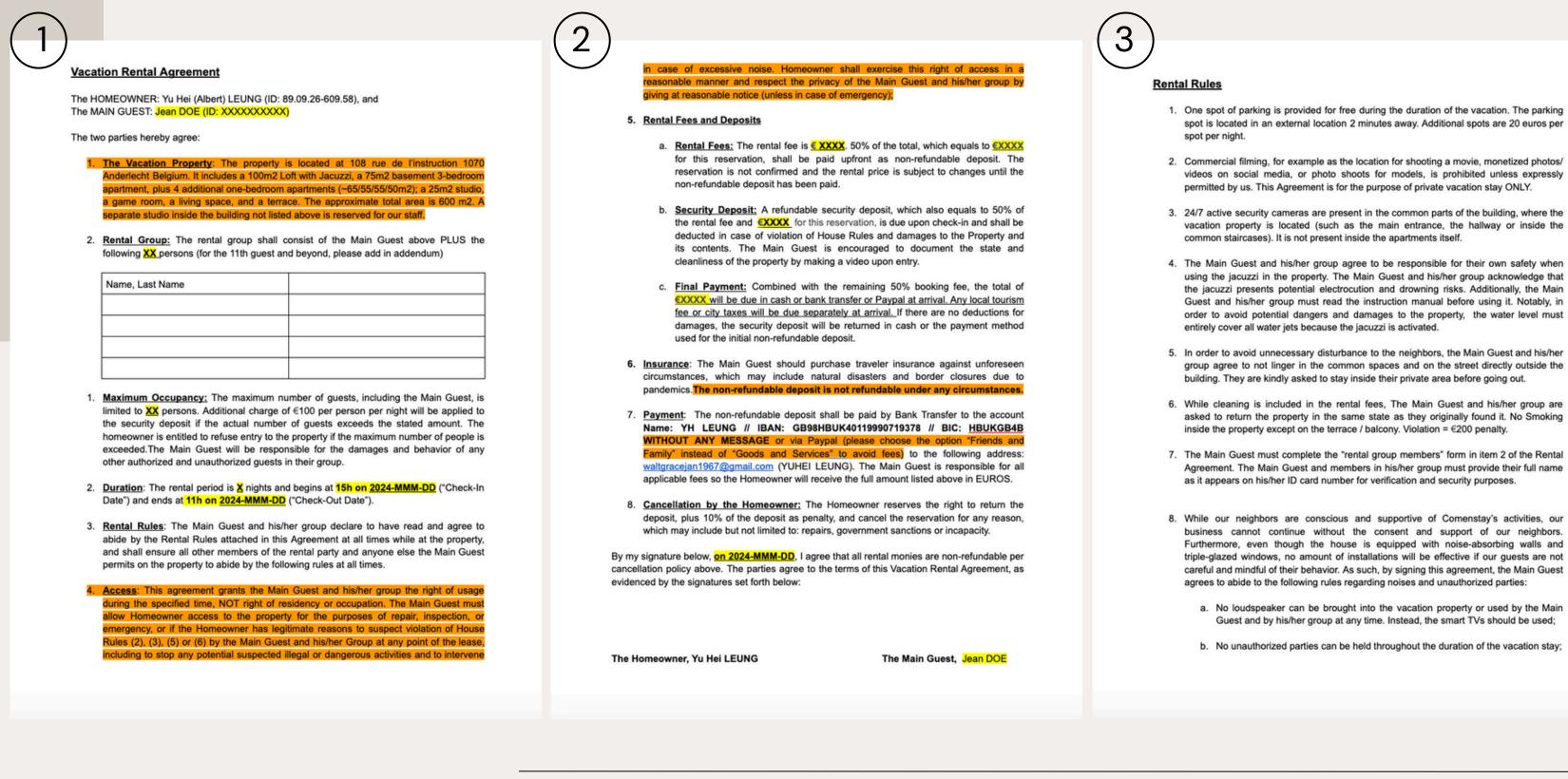
It's not complicated at all! All we need is a copy of your ID, and we will send you the contract in 24 hours. Everything will be explained and documented in the contract. This way, you and your group can relax and be confident that your trip will turn out as memorable as you would imagine.

After that, all you need to do is to pay the 50% deposit to block the dates. If your reservation is more than 4 months in advance, we will only ask for an initial deposit of 25%, with the remaining 25% due 3 months before check in. Normally there is also a 50% refundable deposit due at arrival against damages. However, this could be waived in certain circumstances. Send us an inquiry <a href="here">here</a> to find out more!

#### What types of payment do you accept?

We accept SEPA bank transfers and Paypal. For on-site payment and small fees, we also accept cash. Unfortunately, due to high processing fees, we do not accept credit card payments.

### CONTRACT SAMPLE



## KEEP IN MIND

THINGS TO

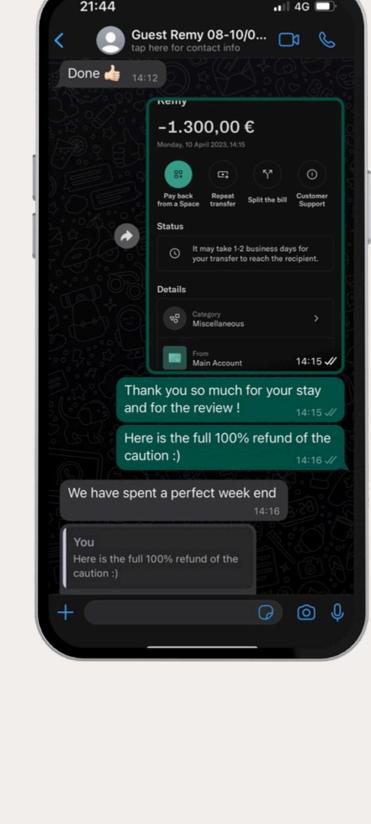
another 50% as the refundable security deposits in case of damages and serious violation of our House/Noise Rules

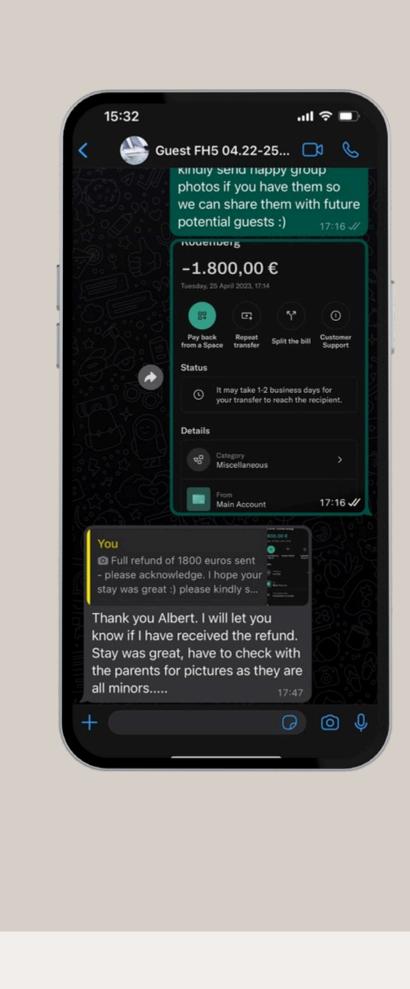
2. On the day of your checkout, we will promptly issue the refund of the security deposit. 99% of the time guests get 100% of their money back!

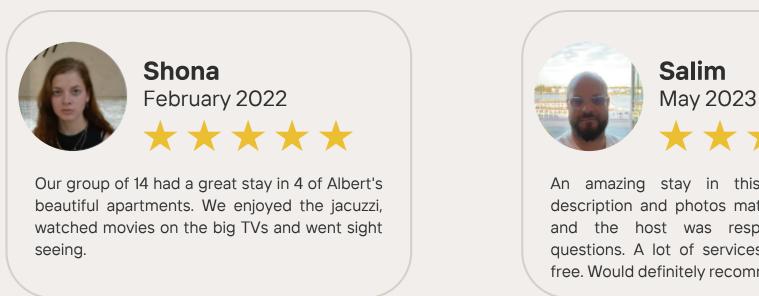
1. On the day of your arrival, we kindly ask you to

pay the remaining 50% of the rental fee plus

- 3. If your reservation is for a business / school trip, we may waive the need for a security deposit. We may also accept your passport / ID card as a form of physical guarantee.
- As you can see from the print screens on the right, 99% of the case we return 100% of the security deposit:)

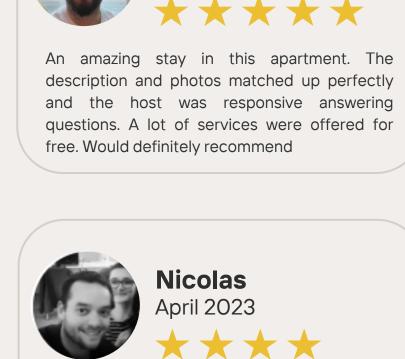






TESTIMONIALS





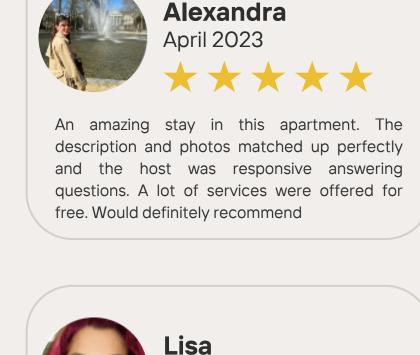
The accommodation is exceptional in its

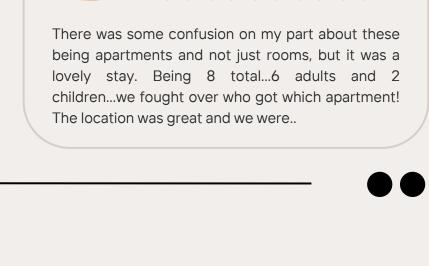
configuration and in the amenities offered. A

few small things to improve but we had a good

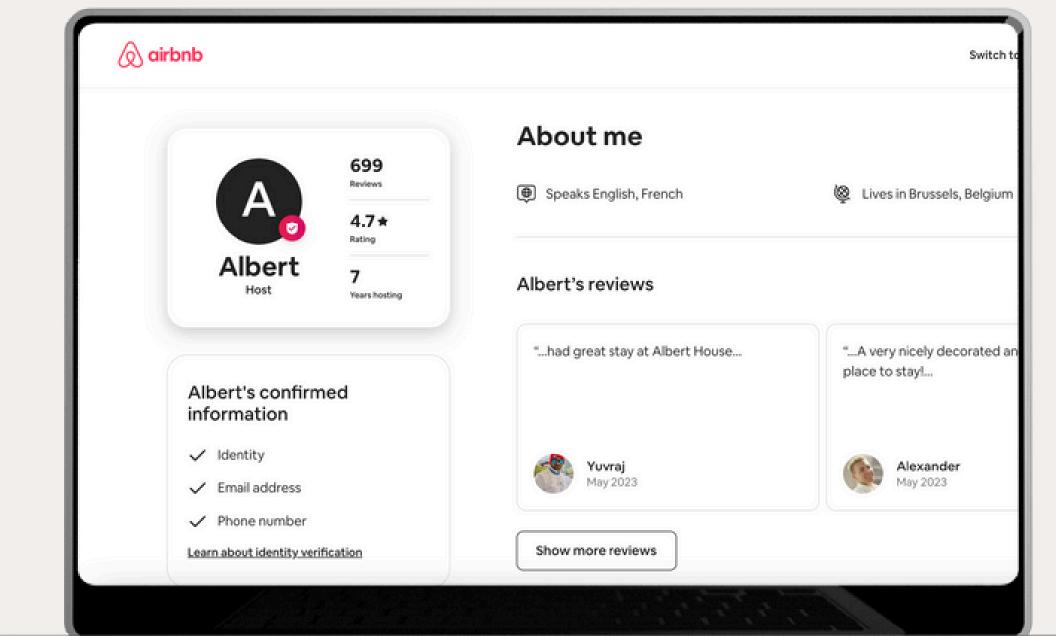
group stay that met our expectations:

accommodation for many guests, accessibility...





June 2022



#### TO FIND **OUT MORE**

Please, go to our Airbnb account by following the link below:

https://airbnb.com/h/108rdliwh













## QUESTIONS & ANSWERS

#### Do you offer parking? Absolutely! Brussels is well-known for its challenging parking situation, but rest assured, we have you covered. For any

group reservation of 6 or more individuals, we provide a complimentary parking spot in a secure garage just 2 minutes away! In the event that your group is traveling with multiple vehicles, you can easily secure additional parking spots for just €20 per spot, per night.

#### What are the check-in and check-out times? The standard check-in time is 3 pm local time, but we may have the option of providing early check-in from 12 pm for a

- nominal fee (€50 for groups). As for check-out, it is typically scheduled for 11 am local time. However, we may be able to accommodate late check-out for an additional fee (€50/hour for groups). We strive to be as accommodating as possible for our guests. If you require an early check-in or late check-out, please
- inform us at the time of booking, if possible. Furthermore, we offer complimentary limited storage facilities to facilitate a seamless check-in and check-out experience for you!

#### We would like to enjoy our time together. What is your policy on noise and parties? We want our guests to have a great time. A fun night together is not only allowed but encouraged!

- However, we love and respect our neighbors. As such, after midnight, we ask our guests to turn off any loud music and respect a limit of internal noise of no more than 80 dB (the equivalent of a road with heavy traffic, so not quiet at all!).
- In most cases, our guests naturally want to move their evening to a bar or a club after midnight. We encourage you to go out and truly experience everything Brussels has to offer!

#### How much does a typical weekend at COMEnSTAY cost? We offer a few different booking options. For example, in most cases, booking The Backhouse implies exclusive access

- to the game room, terrace, sauna, and jacuzzi. For this option, a typical weekend starts from €80/person/night for a group of 10 people. Other options and combinations are available and we would be glad to discuss a special offer for you upon request!
- What is the cancellation policy?

#### circumstances, therefore we strongly advise our guests to purchase traveler's insurance. Please see our rental agreement for more details!

To confirm your reservation, we require a 50% non-refundable deposit. This deposit is not refundable under any

Can I host a wedding / event / party at your property?

#### One of the core values of Comenstay is to bring people together and create memories. That is why we offer more than just accommodation but social spaces and awesome amenities that will bring your group closer together!Events,

weddings, and parties are therefore possible, provided that our neighbors are respected! We have different packages available that will surely fit your needs. Contact us for more information! Are pets allowed? Absolutely! Our vacation rentals gladly welcome your furry companions. We happily accommodate a maximum of two

#### pets per property, at a fee of €50 per pet to cover incidentals and ensure thorough cleaning.

Is the place suitable for children and infants?

With a reasonable amount of supervision, our properties should be suitable for children and infants. We offer amenities

#### such as high chairs, baby beds, and toys for children. However, the properties are not completely "child-proof" and therefore guests should pay attention to potential hazards such as stairs, electricity outlets, the jacuzzi, or windows. If

you have any specific concerns or questions prior to booking, please don't hesitate to reach out to us. We are here to assist you and ensure a pleasant experience for your family. Can we receive a receipt or an invoice? A receipt can be provided at the end of your stay. Please contact us for more information!

#### How many people are allowed at the property? In order to comply with regulations and insurance policies, the maximum number of people allowed is the number of

for all our guests and all our reservations! You may, however, have a maximum of 4 visitors at one time between 8 am and 11 pm. Otherwise, they may be considered unauthorized guests and your security deposit might be negatively affected.

people agreed upon in your reservation contract. Unauthorized guests and unauthorized parties are strictly prohibited