

SINCE  
2001

 ApartmentService.



Your Expert for Serviced Apartments  
in Germany and Worldwide

ApartmentService  
.de



“Our goal: To accommodate you and your colleagues worldwide.”

Anett Gregorius  
Founder and Owner

## Why **Apartment**service.

Apartmentservice is the first independent agency for serviced apartments in Germany and has been the expert in this special branch of the hotel industry for more than 15 years. At [www.apartmentservice.de/en](http://www.apartmentservice.de/en) we currently present you over 20,000 serviced apartments in more than 120 destinations with the database continuously evolving by adding new professionally run apartment houses. We find our customers a 'home away from home' – proficiently, swiftly and free of charge! In the focus of our team's effort are the personal contact, the individual support and the satisfaction of our clients. After your enquiry we take over the research for suitable offers and manage the entire booking process. Save time and money with Apartmentservice! Experience it for yourself!

*enjoy stayin'*



## Convincing in All Points.

<b>COMPETENCY</b>	First independent agency for serviced apartments in Germany
<b>KNOWLEDGE</b>	More than 15 years of in-depth market and industry experience
<b>CHOICE</b>	Over 20,000 serviced apartments in more than 120 destinations in Germany and worldwide
<b>SERVICE</b>	One-stop personal service from the research via the offer preparation to the handling of the complete booking process
<b>SUPPORT</b>	With booking alterations and unexpected travel disruptions or cancellations
<b>SAVINGS</b>	Our research, offer preparation and booking services are free of charge
<b>INDIVIDUALITY</b>	Bespoke quotes considering company guidelines and price limits
<b>EFFICIENCY</b>	Book online or receive our quotes principally within one business day - often even within a few hours
<b>TRANSPARENCY</b>	Easier decision-making process by submitting comparable offers
<b>QUALITY</b>	Proposals sent of solely professionally operated apartment houses, partly certified
<b>RELIABILITY</b>	Long-standing relationships with our partner houses
<b>GROWTH</b>	Evolving database by constantly adding new professionally operated serviced apartment houses
<b>SATISFACTION</b>	'EXCELLENT' say our customers – 95 % satisfaction at review site Customer Alliance
<b>TRUST</b>	Large percentage of regular customers and very high recommendation rate
<b>ASSISTANCE</b>	With the implementation of travel guidelines in companies – especially for long-term stays
<b>KNOW-HOW</b>	Consulting assistance for the certification system Certified Serviced Apartment®
<b>INNOVATION</b>	Initiator of the project 'The Apartment of the Future'
<b>ENTHUSIASM</b>	For the serviced apartment sector: organiser of the industry event SO!APART including the award-giving for the best houses of the segment
<b>COMMITMENT</b>	Founding member of the distribution label THE BEST FOR LONG STAYS
<b>CONSULTING</b>	Specialised consulting services for investors, project developers and operators

"We love what we do! ❤️ Serviced apartments are our world!"



## Individual and Complete Services for Business Travellers, Travel Manager, Purchasers and HR Professionals

### Serviced apartments are especially suitable for:

- **STAKEOLDERS**, who need to work at a different place for an extended period of time
- **INTERNATIONAL ASSIGNEES**, who are job-rotating at another business location, lasting from a couple of weeks to several months
- **EXPATRIATES**, who are relocating to Germany and who require a temporary residential solution until they can move into their own home permanently
- **PROJECT CONSULTANTS**, who always must be present where their clients need them
- **TRAINEES**, who take their first steps into work life and only have a fixed-term contract
- **BUSINESS TRAVELLERS 'TIRED' OF HOTELS**, who are away from home and their families for a few days or longer and who do not wish to relinquish their personal space, freedom and individuality
- **PEOPLE IN EMERGENCY SITUATIONS**, who are unable to temporarily live in their own flat (e.g. damage, separation)
- **EVERYONE**, who appreciates this special living concept

### Our added value for you:

We offer our corporate customers individualised framework contracts and intranet solutions.

We happily give advice on the parameters you should pay attention to when booking long-term accommodation and which serviced apartments are especially suited.

We arrange viewings of apartments for you upon request.

We accept payment by AirPlus, the global provider of business travel payment solutions for corporations.

On request, we inform you and your team in a specially developed workshop about the advantages and specifics of serviced apartments and present you our various co-operation opportunities.

And we also help companies with moves of their businesses by organising serviced apartments for their employees!



## Relocation Service Providers - Watch Out: Concentrate on Your Core Business!

The service offer of relocation management companies and destination service providers is extensive and entails, apart from immigration services, the complete management of moves as well as the support of families when settling into the new residential environment. Until a new flat or house can be moved into permanently, often a serviced apartment needs to bridge this time gap. Here, Apartmentservice comes into play! Entrust us with this task and we will find your customers suitable serviced apartments, which equally guarantee quality and comfort – reliably, competently and free of charge.

### **Our added value for you:**

All of our partner houses can issue their guests a so-called “Wohnungsgeberbestätigung” – a document confirming that the guest is residing at their apartment house. This is often necessary in order to apply for a tax file number or other official documents.

The duty to pay a license fee for public service broadcasting in Germany by international guests without a permanent residence in Germany is being handled differently by apartment house operators, since it is either already included in the rental rate or is charged separately. If you have any questions regarding this topic, we are happy to provide further information.

We also support relocation projects of entire companies by organising serviced apartments for all employees.



## What Our Clients Say About Us.

**Alexandra Taepper** – *Swiss Re Europe S.A.*

“The good co-operation takes the pressure of me during my daily work. I am glad to have a partner by my side who I can rely on and know, that everything will be fine when we have booked through Apartmentservice.”

**Dr. Klaus Borkenstein** – *SAP SE Walldorf*

“I can definitely recommend Apartmentservice and will definitely work with them in future projects requiring external or foreign team members joining us temporarily on site.”

**Sibel Pfeffer** - *Cofinpro AG*

“Service which can be recommended without compromises. Friendly support, professionell, reliable, fast processing of enquiries, happy all round. Keep it up... Many thanks!”

**Susanne Kumkar** - *Gerhard D. Wempe KG*

“We have been maintaining a very pleasant and successful business relationship with the company Apartmentservice. Here, we appreciate most of all the competent and swift handling (also of very urgent enquiries) and the uncomplicated and flexible processing.”



“Straight forward,  
courteous  
and facilitating!”



## References

- Experienced with major relocation projects such as the company move of 500 Pfizer employees from Karlsruhe to Berlin, where we supported the contracted relocation company with the research and booking of serviced apartments for trainees as well as executive board members.
- Accommodation of international assignees and expatriates, from technology, clothing, insurance and IT companies.
- Regularly commissioned to find temporary accommodation for artists and technicians of musical productions.
- On-going partnership with a renowned German media company which periodically broadcasts major sport events. Required are serviced apartments for long-stay guests, e.g. technicians and correspondents.
- We serve clients from all industry sectors and due to an exclusive co-operation with a corporate travel specialist our portfolio appears in more than 800 company intranets.

"We also find  
the unusual  
for you."





# How It Works:

**SAVE YOURSELF THE TIME-CONSUMING RESEARCH!**



 ApartmentService .

+49 (0)30 96 06 09 49-0  
reservierung@apartmentservice.de



## Enquiry

Tell us your requirements with regard to location, facilities, budget and your individual requests – either by telephone, by e-mail or through our online enquiry form.



## Service

We manage the complete booking process and support you also after booking confirmation should there be any modifications or unforeseen disruptions.



## Research

We research on the basis of our comprehensive database a suitable accommodation for you, in Germany and worldwide!



## Booking

Your booking is confirmed when you have returned the completed and signed booking form to us.



## Proposal

You will receive at least one offer per e-mail within one working day. If it does not match your idea, we will research again!

Or simply book online:  
[www.apartmentservice.de/en](http://www.apartmentservice.de/en)



fully equipped kitchen or kitchenette

generous shelf space

plenty of storage space



flexible length of stay – often from just one night

regular housekeeping service and change of linen

*enjoy stayin'*



separate sleeping area

living area with sofa/armchair and TV

work space with desk

washing machine and dryer facilities in the house



## The Best of Both Worlds

Serviced apartments take a “sandwich position” between classic hotel business and private flats and combine the best of both worlds. Therefore, they are especially suited for longer stays without business travellers having to compromise on convenient services and their privacy. As a person in charge of the bookings you can be sure that serviced apartments always comply with travel guidelines and that you will fulfill your duty of care for your employees.

### **Advantages compared to hotel rooms**

- more individual, cosy and often more spacious than hotel rooms of a comparable category
- fully equipped kitchen or kitchenette
- separate sleeping and living space with sitting accommodation
- cost savings of up to 50 % on extended stays

### **Advantages compared to private rental flats**

- no time-consuming search for a flat
- no investment costs for furniture
- usually no deposit payments
- usually no rental contracts
- no contracts with utility service providers for electricity, gas etc.
- more flexible terms of lease: option to extend and shorter cancellation periods
- regular cleaning of the apartment
- services similar to a hotel can be added upon request

### **Advantages compared to private subletters**

- certified quality by professional providers and trained staff
- professional cleaning and maintenance service
- compliance with legal safety regulations (e.g. data, fire and health protection)
- formally accurate invoicing inclusive of taxes
- payment options via credit card or cost transfer by the company
- full legal compliance
- contact person in the house

# THE BEST FOR LONG STAYS

Serviced apartments  
especially for stays  
from 28 nights



## Tested and Approved!

The tested THE BEST FOR LONG STAYS serviced apartments in selected partner houses are made for people, who live in another city for one month or longer and want to feel at home there from day one.

**The participating partner houses commit to the following consistent standards:**

- The rates offered are transparent and independent of demand, so there are no surcharges during exhibition periods.
- The rates are inclusive of all utilities.
- Wireless LAN is free of charge.
- Uniform cancellation policies apply – also during trade fairs.
- Permanent availability is guaranteed.
- No deposit will be charged.
- Invoices are formally correct.
- The arrival day is flexible, check-in is possible at all times.

## Cancellation Policies

All apartment houses offer at least the cancellation package "flexible". Some also offer "most flexible".

**FLEXIBLE** A cancellation is free of charge up to 30 days prior to arrival. After that, a fee for 28 nights will be charged according to the agreed rate. The same applies to no-shows.

**MOST FLEXIBLE** A cancellation is free of charge up to 14 days prior to arrival. After that 14 nights will be charged according to the agreed rate for stays up to 60 nights – from 60 nights and for no-show 28 nights will be charged.

# A PLUS for Our Customers: The Payment and Accounting Solutions by AirPlus International



AirPlus is a leading international provider of solutions for the daily management of business trips. Under the brand AirPlus International several products and services are being distributed, which comprehensively support companies from the payment and accounting process to the analysis of their business travel costs. By providing a central payment solution, especially travellers are being unburdened, because expenses and collecting individual receipts are no longer necessary. This reduces the administration effort to a minimum, by which substantial cost savings are made possible. In many companies this payment and accounting solution has proved itself very well and is firmly established in its travel policies.

**AirPlus and Apartmentservice are connected by a long-standing co-operation. Thus, we can offer our clients attractive payment solutions and more cost transparency for long stays in serviced apartments during business trips.**

For the booking and accounting of serviced apartments with Apartmentservice, clients can use their AirPlus Company Account. Via the central payment account all travel expenses will be billed in a manner which is adapted to the requirements of the clients. Moreover, business travel expenses can be allocated to each employee and company-specific data can also be recorded. A simple and uncomplicated processing of the invoices in the accounts department offers savings in time for the traveller and the accountant. The invoice data can be evaluated in detail. This enables simple budget planning and audit.

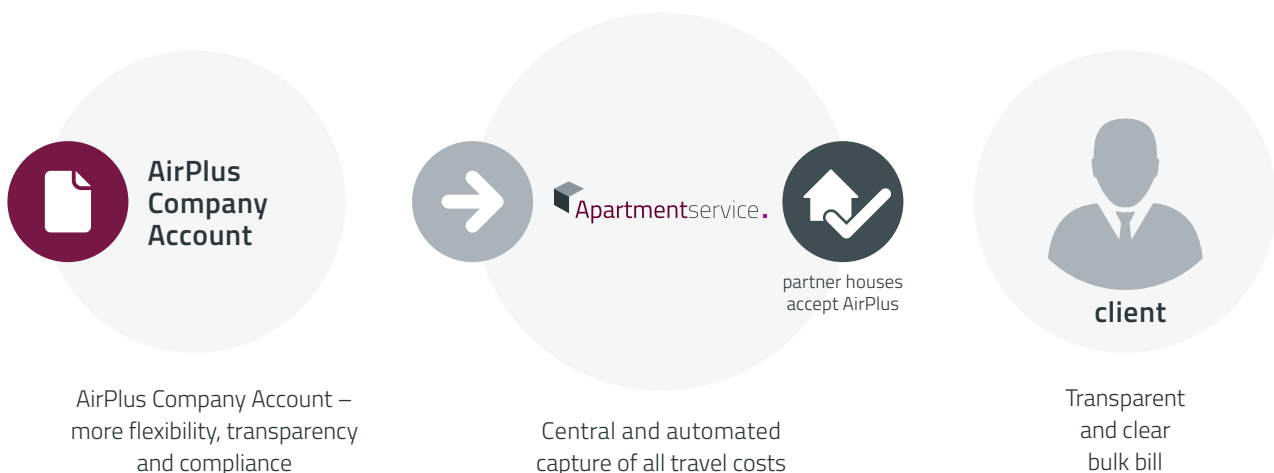
Are you interested to learn more? Further information can be obtained in a personal conversation.

## How It Works:

### STREAMLINE PROCESSES AND REDUCE TRAVEL COSTS.

AirPlus Company Account – your central settlement account for simplified management and transparent listing of costs:

A central travel expense card provides an overview and delivers valuable information.





## Apartmentservice.

**Anett Gregorius, founder and owner of Apartmentservice, has been working with enthusiasm and passion for the serviced apartment industry for more than 15 years. She receives support by her dedicated team in the areas of reservation, sales, marketing, event management, consulting and controlling.**

### **Our aspiration**

The objective of our work is the support of companies with accommodation in serviced apartments for their colleagues, customers and business partners. Thereby, you can save time and concentrate on your core tasks. Establishing and maintaining stable, trustful and long-standing relationships to our clients and partners and maximising the customer satisfaction form the basis of our success and are our daily incentive.

"Quality is our claim and the basis of your satisfaction."



#### **Consulting**

Apartmentservice complements its agency services for serviced apartments by providing strategic consulting services for investors, project developers and operators as well as through intensive analyses of the market. As a result, we know the current issues and challenges and always have an up-to-date, precise and verifiable overview of the market.

#### **Responsibility**

Moreover, we actively engage in the serviced apartment industry and carry out important and responsible work, for example by making this branch more known to the public. We also support the segment by establishing standards, delivering lectures and conducting theme-specific workshops as well as the annual industry event SO!APART.



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**Apartmentservice**

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Please contact us  
by telephone Monday to Friday from 8.30 am to 6.30 pm  
or via e-mail.

We are looking forward to your enquiry!

