

Cleaning services

10.1 Cleaning Policy

All on site cleaning and waste removal is managed by Claudelands Conference and Exhibition Centre. Claudelands cleaning staff provide all pre, during and post event general cleaning services. Cleaning services are at a cost to you as the hirer, unless otherwise specified in your venue hire agreement.

10.2 Claudelands Responsibility

It is the venues responsibility to:

- Provide clean rooms/halls at the beginning of your hire period
- Clean all common areas and public spaces during the operational hours of your event
- Set up and provide waste recycling and disposal services for guests and patrons of your event

10.3 Hirer's Responsibility

As the hirer, it is your responsibility to pay for additional cleaning not specified as included as part of your venue hire agreement for your event.

All cleaning requirements, including specialised cleaning requirements must be confirmed no later than ten business days prior to your event. Any additional cleaning requirements advised within four business days of your event may incur additional charges.

Contact your Claudelands Event Manager for costs associated with cleaning services.

Conferences, Dinners and Functions

Special cleaning requirements can often arise for conferences, dinners and functions. Removal of extraordinary materials (for example glitter bombs and confetti) may incur additional charges which you, as the hirer will be required to pay for.

Exhibitions

For cleaning during exhibitions, it is the hirer's responsibility to:

1. Pay for cleaning and waste removal charges that are not included in the venue hire fee. Additional cleaning and waste removal charges will be specified in venue hire agreement.
2. Notify your Claudelands Event Manager of any special cleaning requirements no later than ten business days prior to your event. This ensures that correct disposal methods can be organised. It is your responsibility as the hirer to pay for any special cleaning requirements, which may include removal of muck or animal waste, disposal of grease, oil or paint and removal of glitter, sand, straw or confetti. Refer to [Section 14: Stand Display and Construction](#) for more information about waste removal associated with animals.

3. Ensure exhibitors keep their exhibition stands clean and tidy. Claudelands does not clean exhibition stands unless requested by an exhibitor. Exhibitors can order and pay for cleaning services for their exhibition stand. To order, complete a Cleaning Order Form. Orders must be confirmed ten days prior to your event. Cleaning guidelines for exhibitors and Cleaning Order Forms are available in the Exhibitors Services Kit, a copy of which is available from your Claudelands Event Manager.
4. Ensure all exhibitors and contractors flatten and stack cardboard beside exhibitor stands at the end of each event day for collection by the venue.
5. Protect all walls and floors from being marked at all times including during the pack-in, installation and removal of displays, exhibits and equipment.
6. Ensure that no item is affixed to the venue's walls, doors or any glass and that no nails, tacks, screws or pins are driven into walls, furnishings, floor or ceilings. The hirer will be liable for costs associated with cleaning or repairing any damage to the venue caused by attaching items to the walls.