



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

HOUSEKEEPING SERVICES ORDER FORM FOR EXHIBITOR

Return to:
Housekeeping Department
Dubai World Trade Centre (L.L.C)
P.O. Box 9292, Dubai, UAE.
Tel: +971 4 308 6384
Fax: +971 4 318 8685 / 306 5700

E-mail: housekeeping.services@dwtc.com / hk.control.room@dwtc.com

Please complete by printing in **CAPITAL letters** only (to ensure legibility)

Exhibition/Event Name _____
Stand Name _____ Hall & Stand No _____
Stand Area in m² _____ Service Dates: _____
Billing Company Name _____ Customer Code _____
Billing Address _____ City/Country _____
Tel _____ Mobile _____ Fax _____
E-mail _____

Dubai World Trade Centre LLC holds exclusive rights for housekeeping services inside the halls. Stand Cleaning is not part of cleaning services covered under halls rental. Stand cleaning services have to be ordered separately from DWTC Housekeeping department.

Select	Stand Cleaning Services	Unit of Measure	Area in m ²	No. of Days	Price in AED	Total
	Stand cleaning service prior to opening: general cleaning, floor finishing, windows/ acrylic partitions washing	Per m ² per day			7.50	
	Stand cleaning service on open day — only vacuuming of stands during post construction.	Per m ² per day			3.50	

Select	Other Housekeeping Services	Unit of Measure	No. of Units	No. of Days	Price in AED	Total
	Valet services (min. 4 hours)	Per hour			35.00	
	Cleaning of exhibits	Per hour			35.00	
	Ironing and steaming service	Per hour			60.00	
	Waste removal service	Per skip per trip			500.00	
	Waste removal service on Friday's	Per skip per trip			1000.00	
	OTHERS					
20% Surcharge for late orders						
Grand Total						

Method of payment:

Credit card Cash

Order authorized by: _____ Signature: _____ Date: _____

CREDIT CARD INFORMATION: VISA / MASTER / AMERICAN EXPRESS
(Please tick one)

CARD NUMBER

EXPIRATION DATE (MM/YYYY)

SIGNATURE _____ NAME AS APPEARS ON THE CARD _____

The Dubai World Trade Centre LLC (DWTC), through its Housekeeping department, offers a complete solution for all cleaning and waste disposal services required by the exhibition and convention industry.

Our fully trained and professional staff with years of experience will take care of all your requirements from carpet cleaning and glass cleaning to special waste removal. With our commitment to superior service and with an eye for detail, we make certain that our customers are satisfied. To ensure high quality of service delivery we use only branded and certified products, and apply latest technology and most effective cleaning methods available in the industry

Terms and Conditions:

- DWTC Housekeeping Division holds exclusive rights for all housekeeping services within the DWTC complex.
- Orders for stand cleaning should be placed with DWTC not later than one month prior to the commencement of the build up of the exhibition. Any orders received thereafter will be subject to a 20% surcharge.
- DWTC does not guarantee to deliver orders received later than one month prior to the commencement date of the build up of the exhibition. Late orders can only be confirmed by Housekeeping after evaluating of other business commitments.
- No credit facilities are provided by DWTC Housekeeping.
- Cancellation of service orders should be done not later than 24 hours prior to the booked service delivery time. Any cancellation made within 48 hours of delivery time is subject to cancellation fee up to the full price of the delivery /event.
- All housekeeping service orders must be paid in full prior to a service commencement. Payment can be made by cash or credit card providing pre-authorization. The following credit cards are accepted: Visa, Master and American Express.
- All work in a nature of construction or erection of stands must be completed at least eighteen (18) hours prior to the first opening of the event. All vehicles, plants, ladders, trestles, scaffolds, trolleys, contractor's huts, spare material and other items used in connection with the construction and erection of stands must be removed from the halls to guarantee prompt and quality standard of service.
- DWTC Housekeeping team shall conduct cleaning operations every day after the closing of the exhibition. Basic maintenance will be carried out during the event opening period for public areas and common areas such as lobbies, hallways, concourse and restrooms.
- DWTC shall not provide any cleaning material to be used by the exhibitor.
- DWTC Housekeeping does not supply to the stand any furniture or fixtures e.g. tables, chairs etc.
- DWTC cannot be held responsible for any loss, claim or damage related to cleaning of exhibits or for items claimed as lost after closing of the event.

Housekeeping Services:

- Stand cleaning prior to opening (post construction) service – general cleaning: high dusting of walls, signs and furniture with an exception of exhibits, cleaning of windows, glass or acrylic partition, carpets or hard flooring, floor refinishing. The work is carried out at night to ensure that stands are ready prior to the opening of the exhibition. In order for us to meet high standards, the handover of the stand from the contractors should be done at least eighteen (18) hours before the start of the exhibition.
- Stand cleaning on open day (daily service) — waste removal, dusting of furniture, vacuuming and floor mopping with an exception of exhibits. Work is carried out each day after the show.
- Floor Refinishing— care of hard surface floors including marble, vinyl, hardwood, tiles and carpet, wood etc.
- Windows and Acrylic partition washing – high dusting and cleaning of glass and acrylic partitions.
- Valet services – a standby cleaner for the stand during the event to facilitate a regular cleaning of the stand and pantry/kitchenettes as well as clearing of waste bins.
- Cleaning of Exhibits— cleaning of all items exposed in the stand as well as exhibits and showcases. Work is carried out each day after the show.
- Laundry— washing, dry cleaning, pressing and steaming services.
- Waste Removal—providing waste collection services for unwanted materials.