

Terms and conditions for the supply of cleaning services

1. Order placement

(1) Orders may be placed either electronically, via the online shopping basket (by using the Easyorder online shop), or, if you wish to use the attached documents, in writing by completing and submitting the order forms for the event in question. Orders which are made verbally or over the phone must be confirmed by the exhibitor in writing.

(2) Electronic orders which are sent from the password-protected online shop are valid without signature. Written orders must bear the legally binding signature of the customer, and a single copy must be received by Messe Frankfurt Venue GmbH in advance of the event by no later than the date specified on the order form, as it will otherwise be impossible to guarantee their timely completion. Orders submitted by a third party (stand designers/builders, participants in joint stands or similar) shall only be accepted and carried out if they have been placed electronically from this third party's own account or, for written orders, if they bear the signature and company stamp of the exhibitor, or the third party has been granted power of attorney (referred to in the online shop as a sub-account).

(3) For orders received online or in writing less than eleven (11) days before the start of the event, Messe Frankfurt Venue GmbH will invoice the additional expenses entailed.

2. Description of services to be provided

Messe Frankfurt Venue GmbH shall arrange for the provision of the following services on the basis of the order:

(1) A single pre-cleaning. This includes the following:

- a single cleaning of linoleum and other similar floor coverings, either by mopping or sweeping
- a single vacuuming of carpets, fitted carpets or carpet tiles
- a single emptying of waste-paper baskets
- a single wiping of tables, chairs and counters

(2) Daily cleaning for the duration of the event (with the exception of the final day of the event). This includes the following, which shall take place once per day:

- cleaning of linoleum and other similar floor coverings, either by mopping or sweeping
- vacuuming of carpets, fitted carpets or carpet tiles
- emptying of waste-paper baskets
- wiping of tables, chairs and counters

Charges are based on the total area rented. Inaccessible areas (such as the kitchen, conference rooms, storage areas etc.) are not deducted from the total area.

If these ancillary areas are to be cleaned, the stand owner must inform the cleaning team of this in writing or by phone.

The cleaning team can be reached by:

Phone: +49 69 75 75-69 11

Fax: +49 69 75 75-9 69 11

Email: cleaning@messefrankfurt.com

If the aforementioned rooms are locked, the keys are to be left with the hall inspector for the hall level in question. The cleaning staff will pick the keys up from the hall inspector and return them once the cleaning has been completed.

(3) Special cleaning for the duration of the event includes the following services:

- cleaning of display cases, shelves and stand walls
- dusting exhibits, cleaning glass surfaces

A separate written order which also details the scope of services to be provided is required for special cleaning. Messe Frankfurt Venue GmbH reserves the right to request a detailed order for special cleaning services from the exhibitor.

(4) The Premium stand cleaning package includes the following services in accordance with the exhibitor's stand size and requirements:

- **Pre-cleaning** on the last day of set-up
- **Daily cleaning** every day of the event after the event has closed
- **Daily stand cleaning support** during the event hours
- **Contact person reachable 24 hours a day**

Specifically:

Pre-cleaning on the last day of set-up:

- Mopping or vacuuming floors and carpets depending on the type
- Cleaning all horizontal surfaces such as tables, chairs and counters
- Removing and disposing of carpet protection films
- Disposal of the waste (up to 0.5 m³ will be disposed of free of charge)

As well as special cleaning of the following at the same time:

- Exhibits, glass surfaces, stand walls, shelves and sensitive surfaces
- Kitchen facilities
- Scuff marks, smears
- Or other items

Daily cleaning every day of the event after the event has closed:

- Mopping or vacuuming floors and carpets depending on the type
- Cleaning all horizontal surfaces such as tables, chairs and counters
- Emptying of waste-paper baskets and waste receptacles at the stand (baskets and receptacles are equipped with new bin liners)

As well as special cleaning of the following at the same time:

- Exhibits, glass surfaces, stand walls, shelves and sensitive surfaces
- Kitchen facilities
- Scuff marks, smears
- Or other items

Daily stand cleaning support during the event hours:

- Professional staff
- Ability to communicate in German and English
- Well-groomed appearance

- Skilled, attentive and friendly
- Cleaning the stand area and exhibits every day between 8:00 a.m. and 6:00 p.m.

3. Performance of services

(1) Responsibility for the proper performance of pre-cleaning services can only be assumed if stand set-up has been completed by 6:00 p.m. on the evening preceding the opening of the event as contractually agreed.

(2) If there are any complaints, exhibitors must submit these immediately to Messe Frankfurt Venue GmbH in writing or by telephone.

(3) In order to be able to provide exhibitors with rapid assistance in the event that problems arise, on the days of the event Messe Frankfurt Venue GmbH shall operate an emergency stand-by service.

4. Invoicing

(1) Invoices shall be due and payable upon receipt. Messe Frankfurt Venue GmbH shall be entitled to issue invoices either according to the hours spent or based on reasonable flat-rate charges per m² at its discretion – including before the performance of services. For charges based on m², this shall be based on the total stand area specified in the stand confirmation.

(2) The charges listed in the currently valid price list shall be binding upon both parties hereto. Any services that do not appear in the list are not included in the charges stated therein and shall, where applicable, be invoiced separately.

(3) Counterclaims can only be offset if they are undisputed or have been confirmed by a court of law in a final form.

(4) Complaints regarding the non-provision or incomplete provision of ordered items or services must be received by the vendor/supplier involved no later than the same day. Any complaints received thereafter will be disregarded.

5. Cancellation by the customer

In the event that an order is to be cancelled, the customer shall notify Messe Frankfurt Venue GmbH thereof in writing no later than three (3) weeks prior to the opening of the event involved, reckoned from the date of receipt. Cancellations can be accepted at later dates only if the respective service(s) – or parts thereof – have not yet been provided or provision thereof has not yet commenced. The same shall apply analogously to any changes to the ordered service(s).

6. General conditions

(1) Both parties to the agreement accept these terms and conditions as integral parts of the agreement binding upon both parties.

(2) Should individual provisions of this agreement be or become invalid, the validity of the remaining provisions shall not be affected. In such a case, both contracting parties undertake to replace any invalid provision with a valid provision that most closely achieves the commercial purpose intended by the invalid provision.

(3) Both parties to the agreement explicitly agree Frankfurt am Main to be the place of performance and jurisdiction for all claims and disputes arising from this agreement.