

ESC Home-Services Inc

Event Cleaning Service Policy

Purpose

The purpose of this Event Cleaning Service Policy is to establish clear guidelines, responsibilities, and expectations for clients utilizing ESC Home-Services (ESC) for cleaning services before, during, and after events. Our goal is to maintain the highest level of cleanliness, organization, and guest-ready presentation, ensuring a seamless experience for both hosts and guests.

Scope of Services

ESC Home-Services Inc provides professional cleaning services for events of all sizes, including private parties, corporate functions, weddings, and special gatherings. Services may include:

Pre-event cleaning: thorough cleaning, floor care, surface sanitization, restroom readiness, and setup assistance.

Event support: periodic cleaning, trash removal, and immediate spill or stain management during the event.

Post-event cleaning: deep cleaning, waste removal, recycling, dishwashing, linen and towel handling, and furniture reset.

Note: Any services outside the agreed scope (such as catering setup, event coordination, or decoration installation) require prior approval and may incur additional charges.

Client Responsibilities

To ensure efficient and effective service, clients must:

Provide accurate event details, including number of guests, event schedule, location, and special requirements.

Ensure timely access for ESC Home-Services staff to the event venue, including pre-event setup and post-event cleanup periods.

Secure or remove valuables, sensitive materials, and personal items before service begins. ESC Home-Services is not responsible for unsecured items.

Confirm that all venue rules, fire codes, and local regulations are followed, including permitted waste disposal methods.

Communicate any special cleaning or safety requirements, such as high-value items, fragile decor, or hazardous materials.

Scheduling & Cancellation Policy

Booking: Event cleaning services must be booked in advance. Priority scheduling is given to retainer or recurring clients.

Cancellations: At least 72 hours' notice is required for cancellations. Cancellations within 72 hours are subject to a 50% service fee.

Delays: If the client's venue is not accessible at the scheduled time, ESC reserves the right to charge a delay fee or reschedule the service.

Emergency Changes: Last-minute schedule changes may be accommodated at ESC's discretion and may result in additional charges.

Payment Terms

Deposits: A non-refundable deposit is required to secure the booking. The deposit amount will be specified in the service agreement.

Full Payment: Payment for services is due prior to, or immediately following, the event, unless otherwise agreed.

Late Payments: Any unpaid balance after 7 days of invoice receipt will incur a \$75 late fee. Non-payment may result in suspension or refusal of services.

Additional Charges: Services outside the agreed scope, such as extensive stain removal or extended cleaning time, will be billed separately.

Staffing & Conduct

All ESC Home-Services staff are professionally trained, uniformed, and insured.

Staff conduct is expected to be discreet, professional, and courteous at all times.

Clients are expected to respect staff boundaries and refrain from any form of harassment or inappropriate conduct. Violation may result in immediate termination of service.

Safety & Liability

ESC Home-Services maintains strict safety protocols to protect staff, clients, and guests.

Clients must ensure the event environment is free from hazards that could endanger staff, including unstable structures, unsafe decorations, or unsafe crowd management.

ESC Home-Services is not liable for injuries or accidents arising from unsafe conditions, pre-existing hazards, or violations of local laws by the client or their guests.

ESC Home-Services is not responsible for damage to unsecured personal property, valuables, or event-specific items unless pre-approved and explicitly accepted in writing.

Scope Limitations

ESC Home-Services does not provide services outside those listed in the signed service agreement without prior approval.

Any damage caused to the venue, furniture, or decor by staff will be addressed in accordance with the terms of the contract. ESC maintains liability coverage for work performed but is not responsible for pre-existing conditions.

Hazardous materials, open flames, and prohibited substances must be disclosed in advance. ESC Home-Services reserves the right to refuse service if conditions are unsafe or violate insurance coverage.

Event-Specific Policies

Setup & Breakdown: ESC Home-Services will follow the agreed schedule for pre-event cleaning and post-event cleanup. Any deviation requires written approval.

Trash & Recycling: All waste removal will be handled according to venue policies and local regulations. Additional charges apply for excessive waste beyond the agreed scope.

Linen & Rental Items: If ESC Home-Services is responsible for handling linens or rental items, the client must provide clear instructions for collection, handling, and return. ESC Home-Services is not responsible for lost or damaged rental items unless directly caused by staff negligence.

High-Traffic Areas: ESC Home-Services reserves the right to deploy additional staff for high-traffic or large-scale events to maintain service quality.

Termination of Services

ESC Home-Services reserves the right to terminate services in the following circumstances:

Unsafe working conditions or violations of venue rules by the client or their guests.

Harassment, intimidation, or disrespectful behavior toward ESC Home-Services staff.

Non-payment, repeated late payments, or failure to provide required deposits.

Any violation of the policies outlined in this document.

Termination may occur immediately, and the client will remain responsible for all fees and charges accrued up to the point of termination.

Policy Acknowledgment

By booking services with Ever-So-Clean for event cleaning, the client confirms:

They have read, understood, and agreed to comply with this Event Cleaning Service Policy.

They accept responsibility for providing accurate information, ensuring safe conditions, and fulfilling all financial obligations.

They acknowledge ESC's right to enforce these policies, including termination of service if violated.

Conclusion

Event cleaning requires precision, efficiency, and attention to detail. ESC Home-Services maintains strict standards to ensure a luxury, white-glove service for every event, protecting both client assets and our professional integrity. Compliance with this policy guarantees a smooth, seamless, and exceptional event experience, from setup to final cleanup.

Effective September 23rd 2025