



16.10.2024

Aalto-university

Instructions for event organizers on how to order cleaning services

When organizing events at Aalto University's Otaniemi campus, please note that cleaning during or after the event must be ordered separately. If you are not sure whether your event needs an additional cleaning order, please contact Palmia's service manager at aalto.siivous@palmia.fi.

Description of events that need additional cleaning:

- An event that includes catering
- An event that involves decorating
- An event after which the event space requires additional cleaning in order to be clean for other users of the space the following day.

When should cleaning be ordered?

- Events of more than 300 people: Order at least three (3) weeks in advance.
- Events of less than 300 people organized on the weekend or after 17:00: Order at least two (2) weeks in advance.
- Events of less than 300 people organized between 8:00 and 17:00: Order at least one (1) week in advance.

What kind of cleaning can be ordered?

- Cleaning before the start of the event (when it is an evening event)
- A cleaner on call for the duration of the event
- Final cleaning

How to order cleaning?

- Via eSupport -> additional cleaning order
- Via e-mail from: aalto.siivous@palmia.fi
- When ordering cleaning, please also attach the billing reference to your order.

Who pays for the cleaning??

- Cleaning is always paid for by the party that placed the additional cleaning order, unless the event organizer has made other arrangements. The price of cleaning depends on the size, time and duration of the event. When you make an order for additional cleaning you will receive an estimated price from Palmia. If you don't order additional cleaning it will be billed according to working hours spent on the final cleaning.