

## TERMS AND CONDITIONS

Please read the following Terms and Conditions as these will provide the basis of our working agreement. By booking my services you will be acknowledging that you understand and agree to be bound by these Terms and Conditions.

### Sessions

- Unless otherwise agreed, you will be required to attend any booked sessions in order to provide decisions on your belongings and assist with the project.
- You are encouraged to make every effort to ensure that distractions during the sessions are minimal so that we are able to focus on our session goals.
- You will need to inform me of any health and safety concerns that may affect either yourself or me during our session.
- I will need the site to be a non-smoking environment during the session for health reasons. Please let me know in advance if this will not be possible.
- For half day bookings, a 15-minute energy break will be included. For full day sessions, up to two 15-minute breaks and one 30-minute lunch break are included.
- Progress during sessions will be dependent on various circumstances including how quickly we work together, if any additional time is worked over and above the booked session, you will be required to pay for any additional time worked.
- I do not provide a cleaning service however, some light cleaning may be anticipated during sessions e. wiping down cupboards, dusting etc
- Room and storage adjustments are included within sessions, however, please note that I will not be able to do any heavy lifting due to health & safety reasons.
- Your possessions will NOT be removed without your permission, and you will be responsible for making all final decisions regarding the retention or removal of any items.
- I will take a carload of charity donations away at the end of our session should you wish, alternatively I can provide you with charity shop or charity collection service details. You may wish to use a charity of your choice, but I would be happy to recommend a charity should you wish to discuss charity options with me.



- Unless otherwise agreed when booking, any items to be recycled or disposed of will need to be arranged by you, however, I am able to advise you or if agreed with me, I can provide up to 4 bags of items to be disposed of or recycled by local household recycling centre or waste management services.
- During our sessions. I will provide recommendations and advice on storage solutions, room layouts, decluttering etc. which will be given in good faith and it will be your choice to accept or not.
- I am not qualified to identify items of potentially high value so please bear this in mind should this be of concern to you when decluttering. If valuations are required, please discuss this with me as I may be able to recommend a qualified valuer dependent on the item/s.
- With your permission, I will take before and after photos at the end of sessions. These will only be used with your consent and will be anonymised with your initials and vague location.
  - Please tick this box to confirm your consent for the use of before/after photos
  - Please tick this box to give consent of images to be used anonymously
- For my safety, someone always knows my whereabouts when I am working on site.

## Privacy and Confidentiality

- All sessions are totally confidential, non-judgemental, and carried out with the utmost care and attention.
- Any transformation photos taken of the site during the session will only be taken with your consent and only used on social media etc with your permission. No photos will be taken that contain personally identifiable features such as personal photos and addresses.
- I am a member of APDO (Association of Professional Declutterers and Organisers) and therefore abide by their code of ethics and as such I will not share or pass on your information to any third party.
- I am registered with the Information Commissioners Office (ICO). This means that we take your privacy seriously and only use your personal information to provide a professional service.



### Insurance

- Whilst I will treat all your property and belongings with the utmost care, should an accident occur during the session, I will not be liable for the damage or loss of any items. Please therefore ensure that your home insurance is sufficient to cover any potential accidental breakages if this is a concern to you.
- I hold full public liability and professional indemnity insurance,

### Payment Terms

- Unless otherwise agreed, an agreed deposit to secure a session will be required.
- Payment for my services will need to be paid by the end of each session or agreed period with any deposit deducted from the balance unless otherwise agreed in writing.
- Payment can be made using a bank transfer or cash.
- For journeys in excess of 1 hour from GU26, I will charge mileage at £0.45p per mile.

### Cancellation

- Please provide at least **48 hours' notice** if you need to cancel a session. Unfortunately, the deposit is non-refundable but it can be transferred to an alternative date should you wish to rearrange.

### Declaration

I have read and agree to the Terms & Conditions above:

Client Signature: .....

Date: .....

Calm & Tidy Organiser Signature: .....

Date: .....