



A LIFE MORE ORGANISED

TERMS AND CONDITIONS

A Life More Organised is registered with the ICO (Information Commissioners Office) and is a full Member of APDO UK (The Association of Professional Declutterers and Organisers).

Insurance: A Life More Organised holds full Professional Indemnity and Public Liability Insurance cover for services as a Professional Organiser/ Decluttering Practitioner and Relocation Advice Service with Westminster Insurance.

Confidentiality and privacy: A Life More Organised provides a professional and confidential service, I will never divulge client details to third parties. If, during the course of my work, I am privy to confidential information this information will not be shared with third parties.

The only way in which your situation may be mentioned to others, is in the context of my own services, and then it will be depersonalised and unidentifiable (e.g. "a previous client"). It is sometimes helpful to be able to give examples to other clients of how a particular situation may be addressed, for example; the type of storage solutions used, the amount of time taken to organise the room.

Photographs may be taken at the beginning and end of the session to demonstrate how much you've achieved. I welcome Testimonials and I may ask to use these, or the photos from your session, on my website. These will only ever be used with your specific permission and personal details will not appear.

Limits of work: A Life More Organised will work with you to help you achieve the state of organisation and tidiness discussed during the initial consultation. The decluttering process may involve moving things around and some light cleaning, which I am happy to assist with. I am unable to help with moving heavy items of furniture/appliances items for Health and Safety reasons. If this is required, please consider arranging a willing volunteer.

Best Advice: Advice is given in good faith and without pressure. It is always the client's decision whether to keep or dispose of specific possessions and whether to organise the house as suggested. A Life More Organised cannot therefore accept responsibility for the consequences of such decisions. As A Life More Organised is not a valuer of art or other items of special value or rarity, you are advised to seek your own valuations of such items.

Handling Goods: A Life More Organised will always handle clients' possessions with great care, unfortunately accidents do sometimes occur. A Life More Organised shall not be held liable for damage or losses however caused during my work with you and request that you have current insurance policies to compensate you adequately.

Removal of items: A Life More Organised works with you, the client, with your own belongings. Any items not belonging to you can only be decluttered with the express permission of the person concerned, who should also sign below. Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Any loss incurred through such removal will be borne by you. Disposal will not take place without your authorisation.

Hours of work: You will be charged for hours actually worked. Working hours will be calculated from the time I arrive at your home or premises until the time I leave excluding lunch breaks. While a booking will generally be made for a pre-agreed number of hours, it's understood that it is not always possible to anticipate exactly how long will be needed.

Breaks and Refreshments: When sessions last more than two hours we may break occasionally for a few minutes to hydrate and for you to pace yourself. These short breaks are included within the session time. If a session covers lunchtime we will break for lunch and you will not be charged for this time.

Cancellation: Both you and A Life More Organised have the right to cancel the agreement due to unforeseen circumstances. With the exception of illness, for which another session will be arranged, cancellations within 48 hours of an appointment will be charged at 50% of the fee and cancellations within 24 hours of an appointment will be charged at 100% of the fee unless we are able to fill the appointment.

If A Life More Organised cancels, I will give you as much notice as possible and will reschedule at your convenience. If a suitable alternative date cannot be arranged, we will refund any monies paid for hours not worked. If I arrive at your house or office on the day of the booked session and you are not there I will invoice for the full session amount and any travel expenses incurred

Payment Terms

1. A Life More Organised will take a 50% deposit upon booking your sessions. The dates agreed for your sessions will be held in my diary upon receipt of this deposit.
2. Charges for my services will be levied per hour. Full payment is required at the end of the session. You will receive an invoice, which you can pay by using cash or bank transfer.
3. Travel within 10 miles of the postcode SO23 is included in my fees. Any travel costs outside this will be agreed at the time of booking the session. Abnormal travel costs (flights, trains) will be charged at cost.
4. Interest at 2% per month will be charged on any balance due which remains unpaid 14 days after the invoice.

Please indicate your acceptance of these terms by signing this letter and providing me with a copy when I arrive to begin working with you. By signing this form you are agreeing to A Life More Organised holding personal information about you.

Signed Terms & Conditions are required prior to the start of any session.

Consultant: Sue Spencer, A Life More Organised

I have read and agree to the above terms and conditions

Client Name:

Signature:

Date: