

## Confidentiality and privacy

Free Your Space provides a professional and confidential service. Client details will not be disclosed to third parties. Testimonials and photographs will only be reproduced with the knowledge and consent of the client concerned. (Photographs may be taken at the beginning, during and end of the session.) The only way in which you may be mentioned to others is in the context of my own services, and is depersonalised and unidentifiable e.g. "a client in Peckham", "a teacher in South East London". (It is sometimes helpful to be able to give examples to other clients of how a particular situation may be addressed).

## Disclaimer

Advice is given in good faith. It is always the client's decision whether or not to follow any advice given. Free Your Space can thus accept no responsibility for actions the client takes on the basis of that advice or encouragement or their consequences whether at the time of consultation, engagement in the organising or decluttering process, or at any subsequent or future date following any engagement or consultation. As Free Your Space are not valuers of art or other items of special value or rarity, clients are advised to seek their own valuations of any items.

Free Your Space handle items with care. In the case of accidental damage or loss, however caused, the client agrees that Free Your Space is not held liable for losses or damage caused in their engagement.

## Limits of work

Free Your Space cannot move or lift heavy items for Health and Safety reasons. If this is required, the client could consider arranging a willing volunteer. Free Your Space is happy to undertake some light cleaning to assist the decluttering and organising process, but please note that Free Your Space does not provide a cleaning service. Free Your Space is unable to operate in a smoking environment.

If access to your home or premises is restricted or unsafe, Free Your Space reserves the right to charge for lost time and expenses incurred. You have a duty of care to ensure that your premises are safe to work in, and you agree to disclose any circumstances that may put Free Your Space at risk as soon as you are aware of such circumstances.

## Removal of items

Items to be removed from your premises either for disposal or to other locations will be done at your own discretion and by yourself. The client is responsible for any items disposed of in the decluttering process.

## Breaks

When sessions last more than two hours we will break briefly every 90 min or so. A 60 minute lunch break will be taken during sessions lasting five or six hours. This is not part of the session and is not charged for.

## Payment terms

Full payment is required at the end of the session. The client will receive an invoice, which they can pay using cash, bank transfer or cheque (made payable to Sarah Bickers).

## Cancellation

Both Free Your Space and the client have the right to cancel the contract due to unavoidable circumstances. If the client cancels between 7 days and the agreed date and time, Free Your Space reserves the right to charge 75% of the amount due.

## Please read all Terms and Conditions before booking an appointment.

I have read and agree to the above terms and conditions

I would like to join the Free Your Space mailing list to receive my free 10 Top Tips for decluttering

Free Your Space: Signature..... Date.....

Client Name: Signature..... Date.....