

Confidentiality and privacy

Free Your Space (FYS) provides a professional and confidential service. Client details will not be disclosed to third parties. Testimonials and photographs will only be used with your knowledge and consent. Photographs may be taken at the beginning, during and end of the session to demonstrate change. The only way in which you may be mentioned to others is in the context of FYS services, and is depersonalised and unidentifiable e.g. "a teacher I worked with"- 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 and without pressure. It is **always** the client's decision whether or not to follow any advice given. FYS can thus accept no responsibility for actions taken 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 FYS is not a valuer of art or other items of special value or rarity, you are advised to seek your own valuations of any items. FYS handles all items with care. In the case of accidental damage or loss, however caused, you hereby agree that FYS is not held liable for losses or damage caused in their engagement.

Limits of work

FYS is unable to move or lift heavy items for Health and Safety reasons. If this is required, you could consider arranging a willing volunteer. FYS is happy to undertake some light cleaning to assist the decluttering and organising process, but please note that FYS does not provide a cleaning service. FYS is unable to work in an environment where people are smoking.

If access to your home or premises is restricted or unsafe, FYS 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 FYS at risk as soon as you are aware of such circumstances.

Removal of items

FYS works with you, the client, with your own belongings. Any items not belonging to you should be decluttered with the express permission of the person concerned, who should also sign below. If driving, FYS may offer to take items to charity, however, any items to be removed from your premises for disposal will only be done at your own discretion and with your permission. You are responsible for all items disposed of in the decluttering process.

Breaks

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

Payment terms

A deposit of 50% may be required to confirm the booking. 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.

Cancellation

Both parties have the right to cancel the contract due to unavoidable circumstances. If you cancel within 7 days of the agreed date, Free Your Space reserves the right to charge 50% 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.....