



## Terms and Conditions

### **Confidentiality and privacy**

Free Your Space (FYS) provides a professional and confidential professional organising service. Client details will not be disclosed to third parties. However, for safety reasons your name and location are always shared with one other person. Testimonials and photographs are only used with your knowledge and consent. (Photographs may be taken during the session to record progress.)

### **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 thus accepts 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 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 during their engagement.

### **Limits of physical work**

FYS is unable to move or lift heavy items for safety reasons. If this is required, you may consider arranging a willing volunteer. FYS is happy to undertake some light cleaning to assist the decluttering and organising process, but FYS does not provide a cleaning service. FYS does not work in a smoking environment. FYS must be informed in advance of all people who will be present during a session.

If access to your home or premises is restricted or unsafe, FYS reserves the right to leave before the session end, and 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.**

### **Breaks**

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

**Removal of items**

FYS works with you, the client, with your own belongings. Any items not belonging to you should be decluttered only 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 taken at your own discretion and with your permission. You are responsible for all items disposed of in the decluttering process.

**Payment terms**

Online services must be paid for in full, prior to the first session. For other services, a deposit of 50% is required to confirm your booking. Remaining payment is due immediately after a 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 (see exception below).

**Covid-19 safety**

It is essential that all parties disclose (as early as possible) any possible Covid 19 symptoms present up to 14 days prior to a session i.e. raised temperature, new and continuous cough, the loss of, or any alteration to taste or smell. (Should a session need to be cancelled for such reasons no cancellation fee will be due). All parties present agree to maintain good hygiene practices and wear adequate protection as agreed before the session. Both parties agree to keep communicating about any safety concerns they may have during the session.

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

I have read and agree to the above terms and conditions:

Free Your Space: Sarah Bickers Signature.....Date.....

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