



Terms and Conditions

Confidentiality and privacy

Sarah Bickers of Free Your Space (FYS) provides a professional and confidential professional organising service. Client details will not be disclosed to third parties. However, if working face-to-face, **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. (With permission, photos 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 to follow any advice given. Sarah Bickers thus accepts no responsibility for actions taken on the basis of that advice or encouragement, or for their consequences whether at the consultation, during the organising or decluttering process, or at any subsequent date following any engagement or consultation.

As Sarah Bickers 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.

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 lunch break is not part of the session and is not charged for.

Payment terms

You will receive an invoice prior to the first session. To confirm your booking, sessions must be paid for in full, in advance.

Cancellation

Both parties have the right to cancel the contract or to request that the session date be amended due to unavoidable circumstances. However, please be aware that late cancellations represent a loss of income, so a minimum of 7 days' notice is required.

Cancellation fees:

If you cancel within 7 days of the agreed date, Sarah Bickers reserves the right to charge 50% of the amount due (see COVID exception below).

Online sessions are paid for in advance: If you cancel within 24 hours of the agreed date or do not attend the session, no refund/ re-booking will be made.

This section relates to face-to-face work in your home/ workplace

Limits of physical work

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

She commits to handle all items with care. In the case of accidental damage or loss, however caused, you hereby agree that she is not held liable for losses or damage caused during her engagement.

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 her at risk as soon as you are aware of such circumstances. If access to your home or premises is restricted or unsafe, Sarah Bickers reserves the right to leave before the session end, and to charge for lost time and expenses incurred.

Removal of items

Sarah Bickers 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 must let me know in advance in writing/ by email.**

If driving, she 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.

Covid-19 safety

For in-home visits it is essential that all parties disclose any possible Covid 19 symptoms present up to 12 days prior to a session i.e., raised temperature, new and continuous cough, the loss of, or any alteration to taste or smell. **All parties attending a session must take a Lateral Flow Test within 12 hours of the session.** All parties attending agree to maintain good hygiene practices and wear adequate protection as agreed before the session. Both parties agree to communicate clearly about any safety concerns they may have during the session.

(Should a session be cancelled due to Covid the usual fee will not be applied).

Please ensure you have read and agree to all Terms and Conditions before booking an appointment.