



## Terms and Conditions

### **Confidentiality and privacy**

I provide a confidential coaching and professional organising service and value my clients right to privacy. Identifying details of clients will not be disclosed to third parties, with the exception that, access to my calendar is shared with my Virtual Assistant and my husband.

See my [privacy policy](#) for more details.

### **Disclaimer**

Advice is given in good faith and without pressure. It is always the client's decision whether to follow any advice given. I thus accept no responsibility for actions taken on the basis of that advice or encouragement, or for their consequences whether at the initial consultation, during an organising session, or at any subsequent date following any engagement or consultation.

(As I am not a valuer of art or other items of special value/ rarity, I advise you to seek your own valuations of any items prior to sale or disposal).

### **Session times/ breaks**

**Online** sessions usually last one hour (or two hours maximum). If sessions last over an hour, we may briefly break each hour.

**In-home** organising sessions are usually a full day (six hours). We may briefly break every 90 minutes (or more often if you prefer). During a full day session, a lunch break of 60 minutes will be taken elsewhere. This lunch break is not part of your session and is not charged for.

### **Payment terms**

Sessions are booked and invoiced in advance, for the next month's bookings. Payment for either one or several sessions is due on receipt of invoice - payment confirms your booking.

**NB Sessions may be re-assigned to another client if no payment has been received 7 days prior to your session.**

### **Cancellation policy**

Both parties may need to cancel the contract or to ask that a session date be amended due to unavoidable circumstances. Please be aware that late cancellations are difficult to fill & represent additional admin time & loss of income, so please give as much notice as possible.

**NB, I reserve the right to retain payment in full if a session is cancelled with less than 48 hrs notice.**

**Please ensure you have read & agree to these Terms and Conditions before making a booking**

## **(In-Home sessions only)**

### **Limits of physical work**

For safety reasons, I will not move or lift heavy items. If this is needed, you may need to arrange additional help. We may both undertake light cleaning to assist the organising process but I do not provide a cleaning service. I do not work in a smoking environment. Please inform me in advance of any other people who will be present during a session.

I commit to handling all items with care. In the case of accidental damage or loss, however caused, you hereby agree that I am not held liable for losses or damage caused during my 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 me at risk as soon as you are aware of such circumstances.** If access to your home or premises is restricted or unsafe, I reserve the right to leave before the session end, and to charge for lost time and expenses incurred.

### **Removal of items**

I work 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, I 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 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 agree to maintain good hygiene practices and use adequate protection as agreed before the session. Both parties agree to communicate clearly about any safety concerns they may have during the session.

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