



Terms and Conditions for Decluttering and Organising.

There is a separate, bespoke terms and conditions provided as part of the
Coaching contract

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This document has been produced by Organised and Proud to provide the terms in which I am able to work with you to provide a good service.

I have produced a separate [Privacy Policy](#), which needs to also be read in conjunction with this Terms and Conditions document.

Costs and Cancellation fees

Organised and Proud's minimum session for the organising service is 3 hours. I will send you an initial invoice for this booking where a 50% payment will be required ahead of the session. This payment needs to be made within 3 days of the confirmed booking. It is at this time your provisional booking will become a confirmed booking. Please be aware that the scheduled day is only secured once payment has been made. Provisional bookings will be superseded by confirmed bookings. If this happens, I will notify you that I am no longer available on that day.

Once booked you are entitled to a 14-day cooling off period. During this time a full refund will be provided. If the session is scheduled within the 14-day period, the cooling-off period will end 2 full days before the session.

Either party have the right to cancel due to unforeseen circumstances. As the service provider, I would offer you alternate dates and provide a 10% discount for this inconvenience.

As a client you can:

- Cancel the session up to 2 days in advance. A full refund will be provided, less 10% administration fee.
- Cancel the session up to 2 days in advance and book an alternative date free of charge. Please note that this is only for the first time you cancel. On the second cancellation you would be charged a 10% administration fee.
- Cancel the session within 2 days of the agreed date, the 50% deposit will not be refunded.

Example of cooling-off period: If the confirmation and payment for the booking is received on the 1st of the month with the session on the 18th of that month, you are entitled to cancel anytime up to and including the 15th of the month.

Example of 2 days' notice: If the booking is on the Wednesday, you can cancel anytime up to and including the previous Sunday.

Example of booking made within 14 days of the session: If a booking was made on a Monday, to take place on the Friday, you could cancel on the Monday or the Tuesday.

Payment Terms

1. Payment for the services of Organised and Proud will be per session. The cost of your first will be for 3 hours. If agreeable by both parties that extra time is required, an hour's session will be charged.
2. I hope that you will be delighted with the work carried out so far. If you book another session within 24 hours of the first session, you will receive a 10% discount.
3. As stated above, you will receive an initial invoice and then the final invoice will be handed to you at the end of the session. The outstanding amount will be required at this time. Confirmation of full payment will be emailed to you within 48 hours of the session.
4. Organised and Proud does not charge for travel expenses, however for travel that is in excess of 1 hour a fee of £25 will be charged for each way of the journey.
5. If there is a cost to park near a client's home, this will also be charged directly to the client.

The decluttering and organising session

During the session, I will provide guidance, advice, and suggestions. Any guidance will be given in good faith and for the benefit of the client. Ultimately the decision of whether to keep or part with any items will be the responsibility of the client. There will be no pressure or coercion and the timing of the progress will be driven by the client.

The client will be the person receiving the service and not necessarily the person who has paid for the services.

A lunch break of approximately 20 minutes may need to be taken. I will be bringing my own lunch, and you will not be charged for this time.

I am happy to clean, dust and Hoover the spaces that have been sorted through and reorganised. Please note that I will undertake these light cleaning roles in order to aid the final outcome. Lifting of heavy goods will not be undertaken. Organised and Proud are not a professional cleaning company and if needed, this service needs to be sought elsewhere.

Organised and Proud recognise that emotions can be high when making decisions about not keeping certain possessions and I will do my utmost to reassure and check in with you to see how you are feeling. Please note that any verbal or physical abuse is unacceptable and if this occurs, the session will be terminated immediately, and any amounts paid will not be refunded.

Removal of items

Organised and Proud will not remove any of your items from your house. This decision is made to ensure you have time to reflect on the decisions you have made.

Handling Goods

I will take great care when handling any of your possessions. Unfortunately accidents can happen on rare occasions. In these unfortunate events, Organised and Proud, i.e. Vicki Goffin will not be liable for losses or damage however caused. The client will need to claim on their own insurance.

Organised and Proud hold our own Public and Professional Indemnity.

I recommend you also read the Privacy Policy for more information.

I would like to thank you for booking the services of Organised and Proud.
A folder, containing this document will be available for you to see on the day.

I am very much looking forward to working with you.

Vicki