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# Terms and Conditions for Decluttering and Organising

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**Introduction**

This document, produced by Organised and Proud outlines the terms under which your service will be provided. It is essential to read this document in conjunction with the separate **Privacy Policy**. This document also serves as a contract. After your **FREE consultation**, you will receive this document for signing, which needs to be returned.

## Consultations

A consultation lasting 30 minutes can take place over the phone or remotely using Google Meet or Teams. Alternatively, you can request a free 30-minute consultation at your home. The aim of the consultation is to gain a good understanding of your space and your decluttering and/or organising needs, as well as to determine if we are a good fit.

For clients interested in purchasing new storage items, information will be gathered as part of the consultation. Organised and Proud will provide the advice upon receipt of the deposit.

## Costs and Cancellation fees

1. **Minimum Session Requirement**: The minimum session for the decluttering and organising service is 3 hours. Please refer to the Process and Packages page to determine which package will suit your needs.
2. **Deposit**: A £50 deposit will be required for the first session. Payment is required within 3 days of the booking in order to secure the booking. Deposits are non-refundable if guidance, tips or advice has been provided, on your request, on specific storage products.
3. **Payment of Completed Session**: An invoice will be sent within 24 hours of the session. This needs to be paid within 3 days of the invoice. A confirmational email will be sent on receipt of the payment.
4. **Travel:**  Travel taking 60 minutes or more will be charged at £20 per hour plus 45p per mile
5. **Parking:** Parking fees incurred will be invoiced.
6. **Cooling-Off Period**: After booking, you have a 14-day cooling-off period during which you can cancel for a full refund (minus the deposit if advice for purchasing items has been sought). If your session falls within this period, the cooling-off ends 2 full days before the session.

**Examples:**

* **Cooling-Off Period**: If you confirm and pay on the 1st for a session on the 18th, you can cancel until the 15th.
* **2 Days’ Notice**: For a Wednesday booking, cancel by the previous Sunday.

1. **Cancellation Rights**:
   * **By You**:
     + Cancel more than 3 days in advance, a full refund will be provided (less deposit if advice has been sought)
     + Cancel up to 2 days in advance for a full refund, minus a 10% administration fee and less deposit if advice has been sought.
     + Cancel within 2 days of the session; the £50 deposit will be non-refundable.
   * **By Us**: If we need to cancel, we will provide alternative dates and offer a 10% discount on the rescheduled session.

## Session Details

During the session, I will provide guidance and suggestions in good faith. The final decision on items remains with the client, and there will be no pressure to part with possessions.

A lunch break of approximately 20 minutes may be required, during which I will bring my own lunch. I will assist with light cleaning tasks related to the session but will not handle heavy lifting.

Recognising that decluttering can evoke strong emotions, I will check in with you throughout the process. Any verbal or physical abuse will result in immediate termination of the session, with full payment required.

## Removal of Items

I will not remove items from your home. This allows you time for reflection. However, I can assist with trips to the recycling centre or charity shops in your vehicle as part of the session within the time booked.

## Handling Goods

While I take great care in handling your possessions, accidents may occur. Organised and Proud will not be liable for any losses or damages, and clients should ensure they have appropriate insurance coverage.

Vicki Goffin Name of client:

**Organised and Proud** Date:

Organised and Proud have the right to update the Terms and Conditions at any point prior to the first Session Date. Updated Terms and Conditions will be sent to the client.