

## Terms & Conditions for Decluttering & Organisation Service

It is Concetta's objective to provide an excellent service that gives her customers the desired end result for their home or workspace.

### Hours of Work

Before accepting a job, Concetta will provide an estimation of the hours required. Please note that it is not always possible to accurately estimate how long each project will take before it starts. At the end of each session, Concetta will update the client regarding the progress of the job to agree on whether more or fewer hours are required than originally estimated. Subsequently, at the end of the day, she will charge for the hours worked to the nearest 15 mins from arrival to departure (excluding lunch break).

### Unwanted Items

During the decluttering process, Concetta will advise on several methods of disposing of unwanted items. She will do this in good faith, and it is always the client's decision to keep specific items or not. Concetta cannot be held responsible for the consequences of any decisions since they are made on your part. She will offer to take the unwanted items to select, local charity shops, providing they are not significantly large, heavy objects.

### Cleaning

Concetta does not offer a cleaning service other than what would be reasonably included in the course of organising your home or office. It may be considered useful for the client to hire a cleaner after their space has been decluttered and organised. Concetta can help to find a local cleaner if requested.

### Other Suppliers and Services

There may be occasions where the client needs to use other services or products related to the project, i.e. a decorating or furnishings company. Concetta will suggest other companies and their services and products; however, she cannot be held liable should there be issues with their work/products or for any loss/damage caused by any such alternative supplier. Any alternative supplier charges for services or products are always payable by the client.

### Privacy

Concetta takes customer privacy very seriously. As a member of the ICO (Information Commissioner's Office) she is aware of the relevant privacy regulations, therefore all detail and information regarding the client's personal and business life and possessions will be kept completely confidential. Concetta will always seek the client's permission and approval to take pictures showing the progress of their project which can be shown anonymously on our website.

### Insurance

Concetta holds a full professional indemnity and public liability insurance cover for her services.

### Associations

Concetta, as an experienced member of APDO (The Association of Professional Declutterers and Organisers), abides by their Code of Ethics. Concetta is currently a member of TSMP (The Senior Move Partnership) which specialise in providing downsizing services to senior customers. Finally, she

is also a member of Houzz, which is a digital hub of national and international construction, design and house management professionals and experts.

### **Pricing**

There is a 15 minutes free initial consultation by telephone or video call included to understand the client's requirements. Should the client go ahead and book Concetta's service, a non-refundable booking fee of £50 is required which will then be deducted from the bill at the end of the session.

Once work begins charges are as agreed or at the hourly rate quoted on [pricing page](#) related to the particular service required by the client.

Travelling time is not charged for a 15-mile radius, this is included in our hourly or project rate. Any additional mileage will be charged at 0.45p per mile. Concetta generally will not travel more than 60 miles away. However, emergencies or special cases will be considered.

### **Payment**

When the work for the day is complete the client will be asked for payment, either by cash or BACS/digital transfer into our business bank account.

### **Cancellation**

In the event of an emergency or unforeseen circumstance causing the need to rebook the appointment, both Concetta and the client will give as much notice as possible and rearrange the appointment. Should the client cancel, a minimum of two days' notice is requested. Neither party shall be liable for the failure to perform any obligation under this Agreement if the failure is caused by any circumstance beyond reasonable control.

## Online Decluttering & Organisation Service

### Terms & Conditions

#### **Online session – preliminary information**

A customer can book a minimum of one session (60 minutes) or a package of three sessions (3 hours) that are to be scheduled within 4 weeks, after an initial FREE consultation.

Privacy and confidentiality are part of the service and are considered paramount. Videocalls will not be recorded.

An online session will start with a video call via Whatsapp or Zoom.

An online session will include a visual assessment of the project involved, setting smart objectives, practical advice, guidance on how to achieve them and an approximate time scale.

The customer is advised to have sturdy bags, sticky labels or seal tape, pens, and scissors that normally are a part of household stationery.

#### **Online session – during a session**

During the online session, Concetta will be asking questions to understand the customer's habits and normal routine around the space in question. The customer will be invited not to be distracted whenever possible by children's needs, pets, people visiting or phone calls.

Normally when the customer is performing an assigned task, Concetta can pause the session and resume it again when the customer completes it or calls back for further advice. There is no charge for pauses. However, each session ought to be completed within 2 hours from the starting time.

Concetta can produce a log sheet to record tasks done during the session and to record what to do after in your own time. The log sheet will be sent to the customer at the end of each session to keep track of the work and time involved.

Concetta will ask customers to take photos before starting the project so they will be able to compare the before and after, this way Concetta and the customer can appreciate the progress achieved at the end of each task.

Concetta will seek the customer's approval to use before and after pictures for marketing purposes, which will be anonymous and will not show the location.

During the online session, Concetta will highlight health and safety recommendations, such as how to lift heavy objects, to be extra careful when using ladders or tools, or to be aware of any household hazards which may be around the house. Concetta may advise sourcing storage only when necessary, and this can be purchased accordingly.

#### **Payment**

Payments will be made prior to the session via BACS/money transfer.