



The Declutter Lady

The Declutter Lady Client Agreement & Terms and Conditions

This AGREEMENT is made as of {DATE} by Rachel Riches trading as The Declutter Lady and the undersigned client.

Please review the following Terms and Conditions which provide the basis for our working relationship.

Before a session, these Terms and Conditions will be emailed to you for electronic signature and must be completed and returned before any session can occur.

Rachel Riches; The Declutter Lady is a verified member of the Association of Professional Declutterers and Organisers (APDO) and adheres to a code of ethics and working practices.

We will keep confidential all client information, both business and personal

We will only undertake work within the areas of my expertise, abilities, and competence. When appropriate, we will invite clients to seek other forms of professional help.

We will communicate in advance all terms and conditions to clients, including fees, expenses, methods of working and cancellation policies.

All guidance is given in good faith. The Declutter Lady cannot accept responsibility for actions and consequences arising from these.

Privacy and Confidentiality

Rachel Riches T/A The Declutter Lady provides a fully confidential, completely non-judgmental service and will not divulge any information to a third party without your prior approval. All conversations and disclosures made by you will remain confidential, and I will not divulge client information to third parties.

By agreeing to the Terms and Conditions and entering into a client agreement with The Declutter Lady, you agree that you are giving The Declutter Lady permission to process your data and personal details to be used in connection with the services conducted by The Declutter Lady

The Declutter Lady will not divulge a client is a client of The Declutter Lady unless the client has given permission.

The Declutter Lady may request to take before and after photos and or videos for marketing and promotional material to show the work conducted by The Declutter Lady

Written permission from the client is required before taking and sharing photos and/or videos, testimonials, and reviews.

When shared by The Declutter Lady photos and videos will be anonymised and you will not be tagged on social media.

The Declutter Lady will never use your photos and or videos, testimonials, and reviews unless the client has given prior written, signed permission.

I may leave a note of your address with a third party to ensure my own safety only.

Working Practice - Client co-operation

The client understands that the amount of time taken to complete a project will vary depending on factors such as the client's attention, ability to make decisions and participation in the organising process, and the number and type of items that we come across during any decluttering and organisation processes.

Each client and project are unique, so it is not always possible to give an accurate estimate, and projects may require more sessions than initially thought. The client is responsible for payment of services exceeding any estimates given.

The client is required to be present during all organising and decluttering sessions of a project.

To get the best out of your session The Declutter Lady advises that you make the best efforts to minimise disruptions during a session. It is therefore strongly advised that any pets and/or young children are not present in the area in which we are working when a session is taking place.

The Declutter Lady will always work at your pace as organising and decluttering can be physically and emotionally demanding.

Costs and Payment Terms

Organising and decluttering sessions are charged at an hourly rate starting from £30 per hour with a minimum of 2-hour sessions. There is no charge for an initial consultation by phone or in person.

My working hours are calculated from the time of arrival to the time of departure in 15-minute increments. The cost of removal and disposal of any items to recycling or charity, agreed by you, will be billed at my hourly rate.

Following an enquiry and consultation, a quote detailing session costs will be emailed to you for your agreement and approval.

The hourly rate includes the time taken on organising and or decluttering services and does not include any cost of any products that need to be supplied, these can be but not limited to storage products and labelling supplies.

Following sessions, an invoice will be issued plus any additional charges (storage and supplies) with full payment due. Cash, Bank transfer or Card payment are preferred methods of payment.

Travel up to thirty miles (round trip) is free. However, the travel distance will be extended for full-day sessions. Details will be discussed on the initial discovery call.

Excess travel may incur a charge by agreement in writing with the client.

Any car parking fees will be billed to you.

Changes to these payment terms can be made throughout the course of the services by mutual consent.

Changes to sessions and Cancellation Policy

The Declutter Lady understands that unavoidable circumstances can arise where confirmed sessions need to be cancelled or re-scheduled.

The client is required to notify The Declutter Lady by phone or email as soon as possible if your session cannot take place on the given date and time.

You have the right to cancel or amend my services, 24 hours' notice is required, otherwise, 50% of the planned fee will be charged.

I have the right to withdraw my services at any time due to unforeseen circumstances.

Removal of Clients Items

All guidance/advice provided by The Declutter Lady is in good faith, it is always the client's decision to accept guidance on whether to keep or dispose of belongings.

The decision and responsibility for Items to be removed from premises, either for disposal or to other locations lies entirely with the client regarding which items remain and which should be discarded and or donated/recycled.

Reusing, recycling, and donating items will be promoted wherever possible, The Declutter Lady is happy to advise on organisations that can help with this process. The Declutter Lady will not be held liable for these items and they cannot be retrieved once removed.

I will on occasion assist with taking suitable items to Charity shops.

I cannot move or lift very large or heavy items. Should you require disposal of bulky items I can assist in finding a suitable licensed provider.

Disclaimers

The Declutter Lady gives advice in good faith, it is always the client's decision to accept any guidance and advice.

The Declutter Lady cannot accept any responsibility for the client's actions, nor the consequences of the client's decisions.

The Declutter Lady is not qualified to provide psychological counselling or therapy, legal, tax, accounting, or financial advice. The Declutter Lady is also not qualified to assist with any mental health issues including hoarding disorders.

The Declutter Lady may make suggestions for additional products and services by third parties. Although The Declutter Lady will always endeavour to ensure it recommends high-quality products and services, The Declutter Lady is unable to accept any responsibility or liability should the products or services cause you direct or consequential loss or damage.

Any services or trades (whether recommended by The Declutter Lady or otherwise), are the clients' responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. The Declutter Lady will not accept any responsibility for the additional trader's performance nor any loss or damage incurred through their engagement.

There is often some light cleaning involved in the organising and decluttering process, however, The Declutter Lady is not a cleaning company and is unable to provide a full cleaning service

Health and Safety

The client agrees to disclose in advance any information about themselves or the premises where the session will take place that could impact the health and safety of a representative of The Declutter Lady including Covid-19, unhygienic, dirty conditions, evidence of hoarding disorder or infestations or any persons or animals that are in your home or premises for the session.

The Declutter Lady reserves the right to wear PPE (Personal Protective Equipment) and other equipment where it is deemed necessary.

Any large or heavy items will not be carried or moved by The Declutter Lady

The Declutter Lady reserves the right to suspend or cancel any sessions in the event of a health and safety risk discovered during a session.

Insurance

The Declutter Lady is covered by Public Indemnity Insurance up to £1,000,000 and Public Liability Insurance up to £1,000,000

Please indicate your acceptance of Terms and Conditions of The Declutter Lady by signing and dating the below:

- I have read and understood and accept the Terms and Conditions
- I agree and this is my written consent to photographs and videos being taken within a session
- I agree to photographs and videos taken of my sessions to be used for marketing purposes

Print Name:

Signature: