



## **Terms and Conditions**

These Terms and Conditions aim to make it clear how we will work together. Please read them carefully and sign at the bottom to confirm your acceptance.

### **Confidentiality & Privacy**

Blissfully Organised offers a confidential and non-judgemental service. We are committed to protecting your privacy and will handle all personal information received from you in accordance with the Data Protection Act 1998.

Blissfully Organised will collect personal information about you when you engage us to support you to declutter and organise your space. This will include your name, address, email address and telephone number and any additional information which is necessary for us to carry out the tasks you request. This information is never shared with third parties without your prior written consent except to the extent necessary to carry out the tasks.

Blissfully Organised also holds details of current and finished tasks and feedback from you to help us improve the service we provide.

Blissfully Organised does not take before or after photos but is more than happy for you to share your own photos with friends and family.

When our work is complete I will ask you for feedback and would be grateful for any testimonial that you would be willing to provide. This will only be shared on social media and my website with your written consent.

Blissfully Organised Home Organisation and Decluttering is registered with the Information Commissioners Office.

### **Best Advice**

Any advice and suggestions given by Blissfully Organised are given in good faith and the final decision of whether you keep, or discard an item is entirely yours. I will never tell you to dispose of any item but will advise how to best organise your space and reduce the effects of living in a cluttered environment. Blissfully Organised accept no responsibility for the consequences of any decisions you may make. Our role is to facilitate the organisational process.

Blissfully Organised will always endeavour to help you identify any items among your possessions that have potentially high market value, but you must acknowledge that we are not qualified valuers. We do not have the expertise to identify items of special value or

rarity or advise on valuation matters for insurance purposes. When you need such professional advice, I am more than happy to put you in contact with the appropriate service.

We shall do our best to ensure that any supplier or person (such as decorator, handyman or other tradesperson or service) we recommend is suitably qualified and competent for the job. However, we will not be liable if their performances fall below an acceptable standard, nor for any loss or damage caused by any such supplier or skilled person. These charges will be payable by you.

### Virtual Coaching Sessions

Blissfully Organised also offers virtual organisation coaching sessions via Zoom, WhatsApp and Facetime. These sessions are usually shorter 1-1.5 hours but can be spread out over several days/weeks to help you achieve your goals. Each session will work on a specific area each session at the start of that session. Unlike an in-home session the client will move and organise each space with my guidance.

### Handling goods

We will handle your possessions with the greatest care, but accidents can occur. Blissfully Organised will not be held liable for any damage to property or persons that occurs because of our work.

We are happy to support you to re-locate items of furniture that can be managed easily but are unable to move or dispose of large, heavy items. We will however be happy to arrange local resources to dispose of these items and can request a quotation when this is relevant.

Blissfully Organised is covered as a Professional Organiser /Decluttering Practitioner and has certificate of Professional Indemnity and Public Liability Insurance with Westminster Ltd. A condition of our insurance is that our clients accept full responsibility for items disposed of during this process. Your signature below confirms your agreement.

### Removal of Goods

Items to be removed from your premises will be at your own discretion. Disposal will not take place without your full authorization. Therefore, you accept responsibility for all items disposed of in the decluttering process. Upon removal of a client's possessions, such possessions cease to be a client's property and Blissfully Organised has the right to dispose of these items.

Blissfully Organised is happy to dispose of smaller items (small car load) at the end of each session. We will always aim to facilitate disposal in a charitable or environmentally friendly

way. e.g. removal to local recycling centre or to nominated charity shop. I will also advise on specialist donations that can be made to specific causes.

### Hours of Work

You will be advised on how many hours will be required to complete your project. While a booking will usually be made for a pre-agreed period, it is understood that it is not always possible to anticipate exactly how long will be needed. A day's booking which turns out to involve a lower number of hours work to complete the agreed objective will be charged to the nearest full hour.

### Referrals

When required Blissfully Organised will recommend trade services, storage solutions, removal companies and other specialist services that will assist with your decluttering and organisation work. We will ensure that all such recommendations have their own insurances as we cannot accept responsibility for your relationship with any third-party providers. It is therefore important that you satisfy yourself that these services and that any quotes are appropriate to your needs.

### Duty of care

Blissfully Organised requests that you provide an environment that is safe for us to work in, and if possible, inform us in advance of any unsafe circumstances (i.e. un-boarded loft, no fixed loft ladder, infestation issues or infection risk).

Blissfully Organised reserves the right to do a risk assessment and to cancel a session should we deem the conditions present an unsafe working environment.

### Cancellation

Both parties have the right to cancel or postpone a consultation due to unforeseen circumstances.

- If the cancellation is made within 48 hours of the booked session, and no replacement session is booked, I may, at my discretion, charge 50% of the intended fee.
- If the cancellation is made within 2 hours of the booked session I may, at my discretion, charge 100% of the intended fee.

### Payment Terms /Fees

An invoice will be sent at end of each session, except in the case of a series of consultations that have been booked at an agreed special price that is payable in advance. Payment is due within three days.

Payment can be made by debit card, bank transfer, in cash, or by cheque. There may be additional charges for any materials used, such as boxes.

- A charge of £20 is charged for use of private vehicle to manage charity and recyclable goods.
- Any parking charges (not fines!) will be invoiced at cost.
- Mileage beyond 10 miles from AL1 will be charged at 50p per mile.
- Any items purchased on your behalf with prior approval will be invoiced at cost with a handling fee of 15% (e.g. hangers, boxes, light bulbs).

Please indicate your acceptance of these terms and conditions by signing below.

Tracy Ross

Professional Organiser

Blissfully Organised

**[www.blissfullyorganised.co.uk](http://www.blissfullyorganised.co.uk)**

Accepted and agreed to:

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

