

## **Terms and conditions**

### **ADVICE DISCLAIMER:**

Your decluttering journey is personal. We're happy to provide suggestions and help, but the choice to keep or let go is entirely yours.

### **CONFIDENTIALITY:**

We Organise by Zoe agrees not to disclose, for any purpose, any Confidential Information which is obtained. The obligations of confidentiality will apply during the term and will survive indefinitely upon termination of this agreement.

We may ask for a testimonial to help others consider our service.

**DEPOSIT:** A non-refundable deposit equivalent to three hours of service is required to secure your booking. This deposit is due seven days prior to your scheduled session. The remaining balance will be invoiced at the end of the week of service and is due upon receipt.

### **PAYMENT:**

In-person organising and decluttering services are billed at a rate of £50 per hour. To ensure the optimal utilisation of our time and expertise a minimum booking of 3 hours is required. However, we are flexible and can adjust the session duration based on your specific requirements and project scope.

Co-working sessions are available for tasks such as bookshelves, paperwork and administrative duties at a rate of £55 per hour. These sessions provide dedicated support and accountability. We work alongside you to maximise productivity.

Virtual (Zoom) sessions are also available.

### **CANCELLATIONS:**

Both parties reserve the right to cancel or reschedule appointments due to unforeseen circumstances. Clients may cancel or reschedule within 14 days of booking without penalty. Cancellations made less than 72 hours in advance, without rescheduling, will incur a charge for the first three hours of the scheduled session.

**PHOTO/VIDEO RELEASE:** To illustrate the transformative power of decluttering, we may take before-and-after photos of your space. These photos will be used anonymously to inspire others and to promote our services on this website and on our social media platforms.

## WORK CONDITIONS:

- **FOCUS ON THE PROJECT:** The Client must commit to the completion of the project by keeping focused and making time to meet and discuss the progress and/or any issues relating to the project. We should not be left alone in the house.
- **WORKING HOURS & BREAKS:** We offer free initial consultations, either by phone or in person. In-person consultations are typically scheduled for weekends or evenings. Each session has a minimum duration of three hours. For sessions exceeding three hours, we will take a 15-minute break every 90 minutes. Lunch breaks are optional.
- **ACCESS, SMALL CHILDREN AND PETS:** To ensure a safe and efficient decluttering session, please prepare the work area by providing clear access to your home. If the working environment is deemed unsafe, we reserve the right to cancel the session without a refund. For the comfort and safety of everyone involved, please keep small children away from the work area. This will allow us to maximize our time and focus on the task at hand. Unfortunately, I am unable to work with clients who own dogs.
- **LIMITATIONS TO WORK:** While we'll keep the space tidy as we work, we are not a cleaning company. Our primary focus is organising and decluttering. We can assist with moving smaller furniture items, but for safety reasons, we cannot handle large or heavy items. If you have such items, please arrange for help or let us know.
- **REMOVAL AND RECYCLING:** Items to be removed from your premises either for recycling, disposal, donating or to other locations during the decluttering process will be your responsible.

☐ I have read and agree to the above terms and conditions.

## SIGNATURES

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### CLIENT

Name:

Date:

Sign:

### PERSONAL ORAGNISER

Name: Zoe Mukoro-Dibie

Date:

Sign: