

# Terms and Conditions - our working together contract

## Confidentiality and Privacy

Homes in Harmony is a professional decluttering and organising service. Client information will not be divulged to other parties. As a member of the ICO (Information Commissioner's Office) I adhere to the guidance set out by the ICO and can confirm that all client's personal information will be kept strictly confidential. The only circumstances where I may reference a client is in regard to providing examples of services, however, the information used will not be able to be identified, as it will refer to a client by initial(s) and general location only. This information can be useful to help potential clients gauge certain aspects of the services I provide. It can be very rewarding to take before and after photos, so that you can truly appreciate the transformation achieved. If you were in agreement, it's nice to use these photographs on my website, however, this would only be arranged with your consent and again, there is no need for any individual to be identified. Testimonials are a great way of providing feedback and once again, these would only be displayed using initials and location and with your consent to do so.

## Insurance

I have in place both Professional Indemnity and Public Liability Insurance cover for the services I offer. I will always endeavour to handle your belongings with great care; however, accidents may happen. I shall not be liable for damage or losses and ask that you have appropriate insurance policies in place that compensate you sufficiently. Associations Homes in Harmony is a Member of APDO (The Association of Professional Declutterers and Organisers) and abides by the APDO Code of Ethics.

## Cancellation

We both have the right to cancel the contract to unforeseen circumstances. If I have incurred travel expenses and any other expenses paid in advance which I am unable to obtain a refund for, then these costs will be invoiced at the time of cancellation and payment will be due upon receipt of invoice.

## Working hours

We will have agreed on an estimated number of hours to be worked and this session will have been booked and scheduled in for you. However, it is recognised that it is not always possible to gauge the exact length of time that will be required, as it will be dependent on a number of factors (such as the amount of work to be undertaken, the speed at which we work [possible interruptions], etc). So that this is accurate, you will only be charged for the actual time that I have worked.

## Breaks

If a session is scheduled to take place over lunchtime, I will bring my lunch with me and you will not be charged for my lunch break (which normally last 20-30 minutes). Occasionally, there may be the need to take a break to quench one's thirst, etc. These breaks only last for a few minutes and are included in the chargeable session time.

## **Travel**

Where mileage is up to a 30-mile round trip, this is included in the £30 initial consultation fee. NB: The fee is refundable on payment of your first booked session, of 3 hours or more (up to 5 hours [or more by special arrangement]). If I need to travel in excess of 30 miles, then each additional mile is charged at 60 pence. In some circumstances an initial consultation fee is waived, when for example the client lives further away and matters can be discussed in detail over the phone.

## **Limits of Work**

I will of course do all that I can to help you accomplish your goals and achieve your desired outcome. While the decluttering and organising, service does not include cleaning, I am happy to assist with some light cleaning tasks if required. I'm also happy to assist in repositioning items, although I am unable to assist in moving heavy and/or bulky items.

## **Removal of Unwanted Items**

Whilst I do not carry a waste disposal licence, I am happy to accompany you to your local waste recycling centre at the end of our tidying session, as appropriate. Items/bags will only be removed with your consent.

## **Best Advice**

My advice is provided as guidance and in good faith. It is always your decision as to what you wish to keep, discard and recycle. Homes in Harmony cannot accept responsibility for the consequences of decisions taken.

## **Valuables**

Whilst working I may occasionally handle items of high monetary value and/or great sentimental value. I am not qualified to identify items of monetary or sentimental value and therefore you acknowledge that in the case of accidental damage or loss, however caused, that I am not held responsible. Please reference to the heading Insurance, under Terms and Conditions.

## **Products**

To aid the organising of items, I often utilise a range of storage products. I will use these to demonstrate the advantages of having specific items stored in a particular way. Should you love this idea and the products then the items are available to purchase at cost price at the point of invoicing. I provide an invoice for payment for my services and where appropriate a product invoice for payment in addition to this.

## **Payment Terms**

My services will be charged by the hour and an invoice for the hours worked will be issued at the end of our session. Payment can be made either by debit or credit card or by bank transfer to my account, details of which will be provided with your invoice. \*Please note for all bookings I require a 50% deposit and payment can be made by bank transfer; bank details are provided on the invoice. I prefer not to accept cash and am unable to accept cheques. The remaining balance of the invoice requires payment at the end of our session upon presentation of your invoice, again this can be paid by bank transfer or by debit or credit card. I will bring along a hard copy of our agreement of the terms of our working together contract. I will require a signed copy of this upon my arrival

before we commence working together. Please read all Terms and Conditions of our working together contract before booking an appointment.

I have read and agree to the above terms and conditions

Homes in Harmony signature \_\_\_\_\_

Date \_\_\_\_\_

Client signature \_\_\_\_\_

Date \_\_\_\_\_