

## **Terms & Conditions – Project Organise**

The following are terms of a legal agreement between you “the client” and Elaine Adams, trading as Project Organise. By accessing, browsing, using this website, and making a booking, you acknowledge that you have read, understood, and agree, to be bound by these terms and conditions and to comply with all applicable laws and regulations. This document describes the terms on which Project Organise would be happy to help you.

**Breaks:** While the end result of decluttering and organising is satisfying, the process can be demanding. When working with you I will take things at a pace you feel comfortable with, taking a break when you want to.

**Cancellation:** Both you and I have the right to cancel the contract due to unforeseen circumstances.

- If the cancellation is made within 7 calendar days of the booked session, and no replacement session is booked, I will refund you 100% of the deposit.
- If the cancellation is made within 48 hours of the booked session, and no replacement session is booked, I will charge 50% of the intended fee.
- If the cancellation is made within 2 hours of the booked session, and no replacement session is booked, I will charge 100% of the intended fee.

It is highly unlikely that we will need to cancel or reschedule your booking. We do however reserve the right to do so at any time due to unforeseen circumstances. In this instance you will be given the option to receive a full refund of your deposit or for this to be carried over to a re-scheduled booking date.

**Cleaning:** I want to leave you with a tidy and organised home. I am happy to help you with any light dusting, vacuuming and cleaning as needed as part of our work but Project Organise is not a professional cleaning service.

**Confidentiality and Privacy:** Project Organise is a professional service. I never divulge client information, nor any personal or business details that I may see in the course of my work, to third parties without your consent e.g., contact details to an auctioneer/waste removal company. The only way in which your situation may be mentioned to others is in the context of my own services and it is depersonalised and unidentifiable (e.g., “a client in Newcastle”).

If you are in agreement I would like to take “before and after” photographs and videos for use on my website, Facebook or Instagram pages, but this will only happen with your express permission and the images used anonymously. Where you are happy to be tagged in to posts I will do so, with your prior agreement.

When our work is complete, I will ask you for feedback, and I would be grateful for any testimonial or review that you would be willing to provide. As a small business this helps me build client confidence.

A link to my Privacy Policy can be found here: <http://www.projectorganise.co.uk/fag>

**Consultation fee:** An in person, 1hr consultation, where I visit your home or office is charged at £35 an hour.

A virtual, 30 minute consultation either by phone or video (FaceTime, WhatsApp or Teams) to discuss your organising requirements and how we will achieve them is free. Any time over the 30 minutes is chargeable at a rate of £35 an hour.

**Contact details:** Elaine Adams is the owner of Project Organise and can be contacted by email at [info@projectorganise.co.uk](mailto:info@projectorganise.co.uk) or by telephone on 07833643781.

**Costs:** It is not always possible to tell you exactly how long it will take to conduct a declutter or organising session. I can give you my best estimate based on other work, but each job and each client are bespoke. You will only be charged for the hours worked whether that be on your premises, delivering charity donations or undertaking administrative work in my home on your behalf e.g., researching specific storage solutions.

3 hour session £105

6 hour session £210

Once a booking has been confirmed the cost of services cannot be amended by either party however, any additional charges accrued on the day will be added to the final invoice.

**Customer Satisfaction and Complaints:** I take pride in my work and want you to be happy with the service that you receive. However, in the unlikely event that you are not happy with any part of our service then please send an email to [info@projectorganise.co.uk](mailto:info@projectorganise.co.uk) within 48 hours of your booking to raise any concerns you may have. I will endeavour to resolve any issue you have with our service within a reasonable time. Throughout the day if there are any elements of the service that you feel do

not work for you then please let me know, your feedback is of great importance and allows me to understand your needs much better.

**Data Protection:** I collect and use certain information about you e.g., name, address, telephone number, to enable me to provide the support you require. I take responsibility for this information in accordance with the General Data Protection Regulation and I am registered with the Information Commissioner's Office (ref. ZB224430) to ensure I comply with current laws.

To protect your personal information, I have password access on my mobile phone and laptop computer, I do not store any paper documents relating to my clients. Your information is only held for as long as is necessary to complete the purpose I collected it for, i.e., your details will be deleted from my mobile phone once our work is complete. Invoices are retained electronically in accordance with HMRC requirements, i.e., for 6 years from the invoice date.

**Deposit:** A 50% deposit is due upon booking. An invoice for the deposit will be sent to your billing address via email or post unless otherwise specified. Bookings are not considered confirmed until the deposit is received. Confirmation of your booking will then be provided via text or email.

**Guidance:** I am not a valuer, nor do I have expertise to identify items of special value or rarity, nor am I qualified to advise on valuation matters for insurance purpose. Throughout our session I may offer recommendations of products and other services that I feel may be of benefit to you, however we do not accept any responsibility or liability for such products or services or for any loss or damage caused in their engagement/use. Any recommendation I do make will be based on my knowledge and previous use of that product or service. You are advised to seek your own valuation of any items which you are looking to sell and quotes for services you may wish to use. Should any of the products or services I recommend fall below the expected standard then please let us know, to prevent us using them in the future.

I will not pressure you to get rid of things. Guidance is given in good faith. You might ask for advice and I might make suggestions, but decisions are yours and you accept responsibility for all, or any, items disposed of in the decluttering process.

**Handling:** I am happy to help you re-locate items of furniture that I can manage alone, or we can manage between us. For heavy pieces of furniture, we will need some help. You may wish to have a friendly neighbour or relative to call on for this.

I will handle your possessions with great care, but should an accident occur, I shall not be liable for losses for damage, howsoever caused and rely on you to carry insurance at all times which adequately compensates for your losses or damage howsoever caused by me in my capacity as your agent.

**Insurance:** I am covered as a Personal Organiser/Decluttering Practitioner with “Westminster Insurance” who provide Public Liability & Professional Indemnity insurance (certificate available upon request).

**Hours of Work:** Hours of work will be agreed in advance of any work undertaken. If further sessions are required, this will be discussed and again agreed with you in advance of any further work being conducted.

**Payment:** Is required within 2 days of the invoice date (or as otherwise stated) by bank transfer. Payment at the time of the appointment is appreciated. A 5% charge will be added every week for any late payments. If a customer demonstrates a failure to pay within a reasonable time and makes no attempt to consult with the business, then I reserve the right to make a referral to a third party who will seek to recover these monies or take legal proceedings to recover the debt.

**Personal Safety:** Your name and address may be made available to a family member whilst I am working with you. This is following personal safety guidance.

**Refunds:** Due to the nature of Project Organise services, we operate a no-refunds policy.

**Removal of items:** Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. I am happy to provide available options for any charity donations, resale of items, and discard of items. Items for charity can be removed from the premises by Project Organise, to be agreed before any work commences.

**VAT:** As a small business I am not currently VAT registered and will therefore not charge VAT on your invoice.

**Waste:** Any items which are to be disposed of are done so by you the client, either by using your own bin or waste collection service, or local recycling centre. If for any reason you are unable to dispose of your own waste then I can arrange for a licensed waste disposal company to collect your waste and remove it on your behalf, this service will be chargeable at the waste disposal company’s own rate, done so at your own risk and payable direct to the waste disposal company by you the client.

Signed: .....

Company:.....Project Organise.....

Client Signature..... Date:.....