



## **Terms and Conditions**

Please make sure you have read the terms and conditions as they contain important information regarding decluttering and organising session work.

By signing the document named 'Client Agreement' you are stating that you understand and agree to the following terms and conditions.

### Nature of Service

Organise & Thrive offers support during the process of decluttering and organising a designated area identified by the client.

There are two ways this can be achieved:

1. by working alongside and in partnership with the client.
2. by working to a specified brief without the client necessarily being directly involved in the declutter or re-organisation.

Organise & Thrive is a member of the Association of Professional Declutterers and Organisers (APDO), the UK's membership association for decluttering and organising professionals. APDO sets standards, provides professional development and supports the growth of the industry.

Organise & Thrive adheres to the code of ethics as set by the Association of Professional Declutters and Organisers.

Organise & Thrive Consultants hold an Enhanced DBS check which is renewed every 3 years.

### Insurance

Organise & Thrive carries full Professional Indemnity Insurance and Public Liability Insurance to a value of £1,000,000.

### Best Advice

Advice is given in good faith. It is always the decision of the client to choose to implement that advice. Full responsibility for the decisions made remains with the client regarding which items are retained and which are disposed of.

Organise & Thrive accepts no responsibility for the actions of the client and any consequences of these.

Organise & Thrive have no experience with regards to assessing the monetary value of possessions and therefore recommend that the client seek this service from an appropriately trained provider.

### Working Practices

#### **Cleaning**

The Organise & Thrive Consultant may undertake some light cleaning to assist the decluttering process but do not provide a cleaning service. If this is required, Organise & Thrive may be able to recommend a company who can provide a cleaning service.

## **Timing of sessions**

The consultation allows us to develop an estimate of the length of time a project may require, however it is not always possible to anticipate the exact amount of time. There can be unexpected factors to take into account, including how physically or emotionally demanding a person finds the process.

## **Removal of items / Sustainable Practice**

It is the aim of Organise & Thrive to promote recycling of unwanted possessions wherever suitable and can offer advice on different options for appropriate reuse, sale or disposal.

Organise & Thrive offers to take one car load of items away from the project per visit, for example to pass on to those in need or a charity shop. This will be discussed and agreed during the project and where possible planned during the consultation. These removed items are non-returnable. This is included within the quoted hourly rate. Any additional loads will incur a fee.

Any waste items removed from the property are your responsibility to dispose of appropriately either using a licensed waste carrier, skip or taken to the recycling centre.

Items that are disposed of are done so with your authorisation. Responsibility is not accepted by Organise & Thrive for any item which you later decide was valuable or not to be disposed of. Once items have been removed from the property they can not be recovered or returned.

## **Handling Goods**

Organise & Thrive fully intends to operate with respect and care of your property and its contents. In the unlikely event that there is any

accidental damage, loss or destruction to your property (including electronic files) the client indemnifies Organise & Thrive and will cover the cost of any damage or repairs through their own insurance providers.

Please ensure you have sufficient insurance cover which will adequately compensate you, as this is not covered by our Public Liability Insurance.

### **Limitations**

Organise & Thrive will not be responsible for the cost of repairing any pre-existing damage discovered during the project.

The client is aware that the services provided by Organise & Thrive are in no way to be construed as psychological counselling or therapy.

Organise & Thrive consultants are not qualified to carry out any household DIY tasks nor carry heavy furniture.

The Organise & Thrive consultant may make suggestions on the use of other services or trades and in some instances can help to arrange these services.

Any services or trades (whether recommended by Organise & Thrive or otherwise) are the clients responsibility. Organise & Thrive will not accept any responsibility for the performance of alternative trades nor any loss or damage incurred through their engagement.

### **Shared possessions / property**

Where the items in a house belong to more than one person, it is important to involve the other person / people in the preparations and plans for decluttering and organising to ensure that our plan of work suits both / all of you. They do not have to be present during the process as long as a workable agreement has been reached with all parties.

## Payment Terms

### **Initial Consultation**

A free 30 minute consultation is offered via telephone call or video call to clarify:

1. The goals of the client.
2. Any significant issues or barriers to the project.
3. The terms and conditions that we will work under.
4. An estimate of the amount of time the project may take.

You are not obligated to book any time with Organise & Thrive following this conversation.

An in person consultation may be requested at a charge of £30.00. This will be deducted from the first session if booked within 7 days following the consultation. Please note, this deduction does not apply to virtual sessions.

### **Working hours**

Working hours will be calculated from the time of arrival at your home or premises (even if the consultant is unable to start the work for any reason, such as if access is denied.) until the time the Organise & Thrive Consultant departs. This will be charged to the nearest 15 minutes and excludes any breaks.

In order to make significant progress, the booking of a minimum of 3 hours in one day is required.

We accept bookings of 3, 4, 5 or 6 hours within one day.

Any breaks taken by the Organise & Thrive Consultant will be taken outside of the clients home and deducted from the chargeable time.

## **Rates**

An hourly rate of £35 for decluttering / organising is charged.

Organise & Thrive will provide you with an estimate following your initial consultation. By signing the Client Agreement, you agree to pay these fees.

Estimates are made based on an assessment of how many hours a job will take to complete. However, the nature of the work is such that it is not always possible to predict exactly how long a project will take.

If it becomes apparent that the initial time estimate is going to be exceeded, the consultant will discuss options with you prior to continuing past the initially stated (and agreed) time. Any additional time agreed between Organise & Thrive and you will be documented and added to the agreement prior to the additional work commencing.

## **Travel Costs**

Organise & Thrive will travel up to 15 miles each way (30 miles in total) from NE26 free of charge. Any travel over this will be charged at 45p per mile. This will be discussed and agreed during the consultation.

For projects undertaken further than 15 miles of NE26, travel expenses will be agreed in advance and itemised on the estimate. The mileage will be calculated through Google Maps.

Should free parking not be available, any parking expenses incurred will be submitted with your invoice for reimbursement.

## **Deposit**

A deposit of 50% of the session time booking must be paid within 24 hours of receiving an accepted booking to secure the date. The amount paid will be deducted from the final invoice.

The balance of your session fees plus any additional charges (travel costs, storage solutions) is due 2 days prior to the session taking place.

## **Invoice and Payment**

An invoice will be produced for each project at the clients request and sent by email. A paper copy of the invoice can be requested and will be provided on the day.

Payments must be made via bank transfer. If you are unable to pay by bank transfer, an alternative payment method must be discussed and agreed at the point of booking.

Please make payment via bank transfer to:

**Account number: 27148402**

**Sort Code: 60-83-71**

**Bank name: Starling Bank**

**Account holder name: Tracey Hindmarch**

A receipt will be provided for all payments received.

## **Cancellations**

Organise & Thrive have a strict cancellation policy to honour the time commitment given by both parties when a booking is made.

Either party has the right to cancel a session due to unforeseen circumstances. Please call or text as soon as possible if you need to cancel an appointment then follow this up in writing by email.

If you need to cancel with less than 48 hours notice of the agreed date and start time then the full agreed fee will be levied and payable.

If you cancel between 48 hours and 7 days of the agreed date and start time, 50% of the agreed fee will be levied and payable.

Organise & Thrive may (at our discretion) waive all or part of these fees if the appointment is re-scheduled to start within one month of cancellation.

### Health and Safety

#### **Duty of care**

The client holds a duty of care to ensure that their premises are safe to work in. Organise & Thrive respectfully requests that the client shares any information about the property or themselves that could jeopardise the safety or wellbeing of the Organise & Thrive Consultant. For example, but not limited to, infectious medical conditions, structural weaknesses in the property, hazardous items, liquids, heavy items, unboarded lofts, access restrictions.

Organise & Thrive reserves the right to suspend or cancel a project in the event that a health and safety risk becomes known. If access to your home or premises is restricted or unsafe, Organise & Thrive reserves the right to charge for lost time and expenses incurred.

## **Personal Protective Equipment**

When necessary, the representative of Organise & Thrive may choose to wear personal protective equipment (PPE) to protect from injury or infection.

## **Lone Working**

In line with lone working guidance, the client's name and address will always be shared with an appropriate associate of the Organise & Thrive Consultant whilst they are onsite with a client.

## **Pets**

Organise & Thrive respectfully requests notification in advance of any pets that may be within the property whilst conducting the project. Organise & Thrive requests that pets do not enter the space we are working in. Where possible, the pet(s) should be kept in another room or taken care of outside of the property during the time we are onsite, to reduce any distractions or disruptions.

## **Smoking / Vaping**

Organise & Thrive respectfully requests that you refrain from smoking or vaping within the identified working area.

## **Other household members**

1. Advance notice must be provided of any additional persons due on the premises during an onsite session.
2. In order to optimise the session it is advised that children are not present in the area we are conducting the project in and would therefore be expected to not be in the property or cared for in another room with appropriate supervision by another adult.

## Privacy and Confidentiality

Organise & Thrive is a member of APDO Association of Professional Declutterers and Organisers and adhere to their [code of ethics](#).

Organise & Thrive operates a professional, discrete and confidential service demonstrating respect of the privacy of its clients. Any information that is observed or shared during the project, whether personal or business, will be managed in confidence and not shared with any third parties without your consent.

Confidentiality is maintained at all times unless the client was to disclose that there was a serious risk of harm or danger to a persons' safety, in which case, this information would be referred to the relevant agency, and where safe to do so this referral would be shared and discussed with the client before the referral is made.

## Protecting your data

Organise & Thrive is committed to working practices in full compliance with Data Protection and GDPR Guidelines.

Organise & Thrive is registered with the Information Commissioner's Office (ICO) to ensure adherence to data protection laws.

Your details will be used to supply services, process payments and to inform you of any of Organise & Thrives services we believe may be of interest. You may opt out of such marketing at any time.

Client details will not be disclosed to any third party without the prior written consent of the individual or business concerned.

Organise & Thrive will never sell or share your data with anyone other than employees or subcontractors of Organise & Thrive.

If a third party has engaged or paid for the services of Organise & Thrive, we will not share information about the client's progress or experience of the process with that party without the client's explicit consent.

Our full privacy statement can be found on our website [here](#). Please contact us if you require a paper copy.

### Photographs / Testimonials

Organise & Thrive will ask for your permission to take before and after photographs of the area we are working in to help you to witness your progress. You have the right to refuse this.

We may ask you to provide a written or video testimonial to be used as part of our marketing. You have the right to refuse to provide this. Any written testimonials provided can be de-personalised prior to use.

It can be helpful for future clients to witness the progress of others. Only with your permission would photographs, testimonials or comments be used in marketing and publicity such as the Organise & Thrive Website and social media: Facebook, Instagram.

Use of photographs beyond the above stated purpose would be a one off e.g. in training materials and written permission would be sought first.

Organise & Thrive requests that permission is sought should you wish to take or use photographs / recordings that contain images of the consultant.