



TERMS & CONDITIONS

This document describes the terms on which Joy of Space would be happy to help you.

Appointment Confirmation/Start time: Joy of Space will contact you before your scheduled appointment to confirm. Agreed appointment will begin at the scheduled time regardless if client is delayed.

BEST ADVICE

Advice is given in good faith, it is always your decision to accept guidance on whether or not to keep particular belongings.

Joy of Space can not therefore accept responsibility for the consequences of such decisions. From time to time, there may be items which have a potentially high market value. While I will always use my best endeavours to identify such items amongst your possessions, you acknowledge that 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 purposes.

HANDLING GOODS

When I handle goods belonging to clients I take great care to look after them. Unfortunately accidents do 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 you for losses or damage howsoever caused by me in my capacity as your agent. I am covered as a Personal Organiser/Decluttering Practitioner with Public Liability & Professional Indemnity Insurance.

REMOVAL OF ITEMS

Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Disposal will not take place without your authorisation.

LIMITS OF WORK

I will do all I can to help you achieve the state of organisation and tidiness you desire. I am very happy to help you with light vacuuming or light cleaning, as appropriate. I am also happy to help you to relocate items to more appropriate physical locations.

However, we may well need to move heavy items during our work, and I prefer not to attempt any heavy moving (refrigerator) for the sake of my own back. You may wish to have a friendly neighbour, or relative or handyman lined up to assist if such moving proves necessary.

HOURS OF WORK

You will be charged for hours actually worked. Whilst a booking will generally be made for a pre-agreed period of time, it is understood that it is not always possible to anticipate exactly how long will be needed. A day's booking, which results in five hours work, will therefore be charged for five hours work and not more eg seven.

BREAKS AND REFRESHMENTS

Should a session cover lunchtime, we will need to break for lunch, you will not be charged for lunch breaks. It is recommended that we break at regular intervals for you to hydrate, and to pace yourself, decluttering is physically and emotionally demanding, these short breaks will be included in your appointment time.

TRAVEL

For travel charges see payment terms below.

CANCELLATION

Both you and I have the right to cancel the contract due to unforeseen circumstances. Travel charges or further expenses paid in advance, for which I cannot obtain refunds, are not refundable in any circumstances, and will be invoiced to you at the time of cancellation.

CONFIDENTIALITY

Joy of Space is a professional service. I never divulge client information to third parties, nor any personal or business details that I may see in the course of my work (which, when decluttering, is generally unavoidable). Joy of space follows the written code of ethics, provided by Association of Professional Declutterers & Organisers UK (APDO).

The only way in which your situation may be mentioned to others is in the context of my own services, and is depersonalised and unidentifiable (e.g. "a client in Glasgow"). It is helpful to be able to give examples to other clients of how particular situations can be addressed. For example: how long it took to deal with a room of a certain size, the furniture used for storage, the solutions that we found whilst working together.

I am registered with the Information Commissioner's Office.

PAYMENT TERMS

(1) Charges for services will be levied at per hour. An invoice will be issued on completion of each lesson and will be payable in full at that date. Payments can be made by BACS using the bank

details shown on the invoice. Payment will also be accepted in cash.

(2) Travel charges are included, within 10 miles of Southside of Glasgow. Out with this travel charges will be agreed on an individual basis. Abnormal charges will be charged at cost.

(3) All charges shall be payable on invoice, as set down in item (1) above. Interest at 2% per month will be charged on any balance due which remains unpaid 14 days after the invoice.

Please indicate your acceptance of these terms by signing this letter and providing me with a copy when I arrive to begin working with

you. A signed contract is required prior to the start of any appointment. In some circumstances, Joy of Space may request a deposit or a retainer before confirming appointments or providing services.

COVID 19 DISCLAIMER

I acknowledge the Government's most up to date recommendations regarding social distancing and use of PPE and these will be followed at all times. Protective measures will be undertaken; equipment will be cleaned before the appointment and after the appointment. Sterile gloves and a mask will be worn for the duration of the appointment. I, Clara Moore, am not experiencing any symptoms of illness, nor have I travelled internationally in the past 14 days.

CONSULTANT

Name - Clara Moore

CLIENT

Name -

DATE
