

## Terms & Conditions Version 2.0 (2022)



### **Nature of Service:**

Professional Organising and decluttering are focused on the client's agenda and is non-judgmental. It is about giving impartial advice or making suggestions that could ease your daily stresses and optimise the space(s) you live or work in. The process can create self-awareness and lead to dramatic life changes.

### **Initial Consultation:**

Following an initial phone call to determine whether I can assist with your current organisational concerns, we will have an on-site consultation at your premises (or, if appropriate, via Skype or Facetime) for us to see the scale of the job.

A free initial no obligation on site consultation will be the next step where we will assess your space, discuss expectations and put a plan in place if you wish to proceed.

### **Costs:**

£35/hr hour onsite and for any hours offsite (sourcing, researching, planning events)

Minimum 4-hour session can be booked, 6-hour session beyond a 10-mile radius from Aberdeen or Inverness.

### **Mileage:**

Mileage beyond Aberdeen City Centre or Inverness City Centre will be charged at £0.45 per mile and will be added to the invoice.

### **Travel Cost:**

If you are beyond the 10-mile radius then travel time will be added to your invoice.

### **Parking:**

If we are unable to park at your house/premises for free then paid parking will be added to your invoice.

### **Removal of items:**

Cleanslate has numerous contacts in both locations where pre loved items can be given a second home, for £30 per car load which is inclusive of petrol, items can be taken to the recycling centre, charity shops, community centres where they can be distributed to give people joy from your items you no longer need.

If you choose to dispose of your items yourself then we ask that this is done before the next session to enable us to continue with the work.

### **Payment:**

Payment is due 5 days after receipt of invoice. We accept cash, cheque and bank transfer. An invoice will be sent detailing the service provided.

All prices quoted are inclusive of VAT. Prices may be subject to increases from time to time but will not impact existing package rates once a deposit has been paid. Current customers will be given at least 30 days' notice of any price increase to allow them to purchase additional packages at the current rates.

**Changes & Cancellations:**

Under the Consumer Contracts Regulation 2013, you have the right to cancel this contract within the 14 days “cooling off period” from signing these Terms and Conditions. No penalties will be enforced, and any deposit paid will be refunded in full.

Either party has the right to cancel a package session due to unforeseen circumstances. Cancellation should be provided in writing by email. If you need to cancel with less than 2 days (48 hours’ notice) of the agreed date and time, the full agreed fee\* will be levied and payable. If you cancel between 48 hours and 7 days of the agreed date and time, no fee will be charged. We may waive all or part of these fees at our discretion if the appointment is re-scheduled within 1 month of such cancellation.

**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 refresh yourself, decluttering is physically and emotionally demanding so the short breaks will be included in your session time.

**Privacy and Confidentiality:**

Clean Slate is registered with the Information Commissioner’s Office as a data controller (reg no ZA490948.) to ensure adherence to data protection laws. Your details will be used to supply services, process payments and to inform you of any of Clean Slates 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. For personal safety, the client’s name and address may be made available to a close friend or family member of any Clean slate’s representative whilst onsite at the client.

Any testimonial, comment or photographic examples provided by clients for Clean Slate publicity is reproduced with the knowledge and consent of the clients concerned. Photographic evidence will always be anonymous (unless the client specifically agrees otherwise).

**Disclaimers:**

Clean Slate offers guidance and encouragement to help in the decluttering and organisational process, but responsibility lies entirely with the client regarding which artefacts and possessions should remain and which can be disposed of. Clean Slate is not a valuer of art or antiques and cannot be held responsible for the client’s decisions made during the decluttering process. It is recommended the client engages a valuation expert for any applicable items prior to removal from your home.

Clean Slate will operate with utmost care and respect in your home or office. In the unlikely event there is any accidental damage, Clean Slate will not cover the cost of the damage or repairs. Clean slate will not be responsible for the cost of repairing any pre-existing damage discovered during our assignment. Clean Slate cannot lift heavy furniture or items nor carry out DIY tasks. The client should make suitable arrangements if such work is required.

Clean slate will work with you to help you achieve the state of organisation and tidiness you desire. We are happy to help with light vacuuming or light cleaning where appropriate.

Any services or trades, whether recommended by Clean Slate or otherwise, are the client’s responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. Clean Slate will not accept any responsibility for the additional trades’ performance, nor any loss or damage incurred through their engagement. The client agrees to disclose in advance any information about their premises that could jeopardise the health or safety of any representative of Clean Slate. Clean Slate reserves the right to suspend or cancel an assignment in the event a serious health & safety risk is discovered or develops during the assignment.

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

**Insurance:**

Clean Slate carries full Professional Indemnity up to £1,000,000 and Public & Products liability insurance up to £1,000,000.

..... has read and agreed to the Terms & Conditions above. (INSERT CLIENT NAME)

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

Supplier Signature: ..... Date:.....