

Your Space *in* mind

Terms & Conditions

This document describes the Terms and Conditions on which Your Space In Mind (S.I.M) would be happy to work with their client (You). The following are terms of a legal agreement between You and S.I.M. By signing this document You acknowledge that You have read, understood, and agree, to be bound by these terms and to comply with all applicable laws and regulations.

Best advice is given in good faith and it is always Your decision to accept guidance on whether or not to follow that advice. I can therefore accept no responsibility for actions You take on the basis of that advice or encouragement or their consequences whether this be at the time of consultation, engagement in the organising or de-cluttering process or at any subsequent or future date following any engagement or consultation.

Confidentiality and Privacy

S.I.M is a professional service and I regard confidentiality as paramount. Whenever I have access to and become aware of any kind of private and confidential information, I never save, make use or disclose such information to any third party. Should you wish me to do so I am happy to sign a confidentiality agreement.

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

Handling goods

I take great care to look after Your belonging and possessions.

In the case of accidental damage or loss, howsoever caused, You acknowledge that S.I.M will not be held liable for losses or damage howsoever caused.

I do not provide warranties for any goods recommended or obtained by me on Your behalf, and will not be held liable if the goods or services are defective or unfit for the intended purpose. In any event, the maximum cumulative aggregate liability of S.I.M to You for any claims for loss or damage will not exceed the total price paid by you to S.I.M under this Agreement. This does not affect Your statutory rights as a consumer.

I am insured as a business for Public Liability and Professional Indemnity with Westminster Indemnity. A copy of the insurance certificate is available on request.

Professional Membership

I am an associate member of The Association for Professional Declutterers and Organisers. I am also registered with the Information Commissioners Office (ICO). I am professional about data protection and I make every effort to maintain the highest standards in dealing with personal information in accordance with the Data Protection Act.

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. You accept responsibility for all or any items disposed of in the de-cluttering process. I am always keen to find an organisation that will make good use of anything You wish to donate and will share this with You, but the ultimate decision is Your own.

Limits of work

I will do all I can to help You achieve the state of organisation and tidiness You desire, but I am not responsible for the cleaning of Your premises. I am happy to undertake some light cleaning to assist the de-cluttering and organising process. If access to Your home or premises is restricted or unsafe, I reserve the right to charge for lost time and expenses incurred.

I am happy to help You relocate items to more appropriate physical locations. However, I cannot move or lift heavy items for Health and Safety reasons. Where heavy items (furniture, heavy boxes or other) need moving You will need to make the necessary provision. Similarly, while I may make suggestions about storage solutions and help You buy or create such things, anything more specialist (carpentry, heavyweight assembly) I will generally leave to the experts in those fields. If You need suggestions for suppliers of such services, just ask and we will try to help as much as reasonably possible.

Should I identify Health and Safety hazards issues I retain the right to interrupt the work until provisions have been made to solve the issues. I accept no responsibility for the existence of the issues and their solutions.

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's understood that it is not always possible to anticipate exactly how long will be needed. A day's booking which turns out to involve five hours' work will therefore be charged for five hours and not six.

Referrals

I am very happy to investigate the sourcing of items or services (for example, gardening, removal firms or builders) that may assist in our organising work. I can accept, however, no responsibility for Your relationship with such service providers, and it is important that You satisfy yourself that their services and prices are appropriate to Your needs. This is done in good faith and has no financial benefit to us.

Records of work

When relevant and possible, and with Your permission, I will take "before - and - after" photographs for use on my website (for which you will sign a photo consent form).

Request of feedback

I will ask You for feedback after the completion of the work; with Your permission the feedback will be published on our website for promotional purposes.

Payment terms

Charges for services will be levied at:

- Half Day Session:

3 hours £150 (£100 deposit).

-Full Day Session:

6 hours including lunch break £280 (£130 deposit).

Bank Holidays will be charged at an extra £20 for half days and £40 for full days.

Any extra hour will be charged £45.

- Home staging:

3 hours: £160.

6 hours: £ 320.

- Design and Styling:

From £350.

All payable at the end of each session by cash or bank transfer. An invoice will be issued within 7 days of the work if needed.

Should the help on an assistant be required she will be charged at £30 per hour payable at the end of each session by cash. An invoice will be issued within 7 days of the work if needed.

Travel charges by public transport are not included in the fees. If the car is needed a charge of 45p per mile will be applied.

Cancellation

Both You and I have the right to cancel the contract due to unforeseen circumstances. If the cancellation is made within 48 hours of the booked session, and no replacement session is booked, we may, at our discretion, charge 50% of the intended fee. 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.

Please indicate Your acceptance of these terms by printing and signing this letter, and providing me with a copy when we arrive to begin working with You.

Johanna Valeur
Your Space in Mind

Hereby accepted and agreed to By

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Date

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