**Terms & Conditions of Service**

**Scope of Services**

RE:Organise is a professional decluttering and organising business that aims to assist individuals in decluttering and organising spaces in their homes. These services include, but are not limited to: assessing a Client’s organisational needs; decluttering items; creating and implementing organisational systems; supporting and assisting Clients in preparing and presenting a home for a house move and offering guidance on maintaining an organised space.

The home environment can affect an individual’s emotional well-being, concentration, energy levels & motivation. If you’re struggling with disorganisation, a very full home, or a lack of routine or habits, the first step is getting in touch with RE:Organise for a free consultation.

Once an agreement is reached to provide services to the Client, the Provider, RE:Organise, shall agree to the following terms and conditions.

**Confidentiality & privacy**

RE:Organise is committed to Client privacy. Anything seen in a Client’s home, or anything a Client tells the Provider during the course of working together, will remain strictly confidential. The Provider is a member of the Association of Professional Declutterers and Organisers (APDO) and shall follow its code of ethics. The Provider is also registered with the Information Commissioner’s Office (ICO), is DBS registered and fully insured.

RE:Organise will store all Client information securely and will only use a Client’s personal details in connection with the services that we provide. RE:Organise will never divulge any Client information to third parties without consent.

**Invoicing and payments**

A 4- hour decluttering session costs £160 and £40 per hour thereafter. If the Client would like to extend the session and are available to do so, extra time will be charged at the hourly rate above.

RE:Organise will invoice the Client by email after each session and payment will be required in full not later than 2 days from the invoice date. Late payments may be charged interest as per the Late Payment of Commercial Debts Act 1998.

RE:Organise does not charge a deposit but reserves the right to charge a cancellation fee as per the terms in my Cancellation Policy below.

When organisng and decluttering with the Client, RE:Organise will always work at the Client’s own pace, as decluttering can be physically and emotionally demanding. Breaks can be taken as the Client wishes, however please be aware that these breaks will count towards the duration of the booked session. The Provider does not usually charge travel costs if working within 40 minutes travel of Lewes, and will negotiate travel costs outside of this area.

While working together, materials such as bin bags, labels, post-it notes etc will be used. These are generally included in the price. RE:Organise will make suggestions on storage solutions if required, but these will need to be purchased by the Client.

**Cancellation Policy**

It is understood that there might be times when you need to cancel a session at short notice. The Provider asks that the Client provides as much notice as possible and reserves the right to invoice the Client a £50 cancellation fee if cancelled within 24 hours of a session without a reasonable explanation. Similarly, if the Provider arrives at a Client’s home and they are now unavailable, a £50 cancellation fee will be charged.

**Insurance**

RE:Organise will treat each Client’s home and possessions with care and respect. In the case of any direct or consequential loss or damage of your possessions, the Provider cannot be held liable. RE:Organise holds Public Liability and Professional Indemnity Insurance. It is the Client’s responsibility to ensure you have appropriate insurance for their possessions.

**Third Party Products and Services**

RE:Organise may provide the Client with recommendations and/or website links to additional products and services from third parties. Examples include storage products and recycling services. RE:Organise cannot be held liable or responsible for any direct or consequential loss or damage resulting from the products and services it recommends.

**Access**

The Client should ensure there is good access immediately outside and inside the home. Should the working area be considered unsafe, RE:Organise reserves the right to cancel the session without refund.

**Cleaning**

During the process of decluttering and organising, the Provider is happy to undertake some light cleaning. Please note that the Provider does not provide a specialised cleaning service.

**ECO**
RE:Organise is an environmentally friendly business, with a disposal policy to recycle, re-sell and donate to charity shops. With over 20 years of experience selling items on selling platforms, the Provider is happy to advise and support Clients on how to help give items another home and also make a little money themselves. The Provider’s goal is not only to declutter a Client’s space but also to reduce waste and promote sustainability.

**Removal of Possessions**

Items to be removed from a Client’s premises, either for disposal or to other locations, must be at the Client’s own discretion. Disposal will not take place without their authorisation. The Client accepts responsibility for all or any items disposed of in the decluttering process. RE:Organise is happy to assist with small scale disposal for a fee of £15 (e.g. removal to local refuse tip or to charity shop).

**Working conditions**

Because one-to-one tidying sessions require a Client’s concentration and they are to be present for the duration of the session, it is strongly recommended that young children, family members, pets and other sources of distraction are not present during sessions. If a Client is unsure whether something or someone will be a distraction, the Client should raise the matter with the Provider ahead of the session.

**Photography and testimonials**

RE:Organise will take before and after photographs to demonstrate and celebrate the Client’s journey. Photography or videography from Client sessions will not be shared on RE:Organise’s website or social media without a Client’s prior and express consent.

The Provider gladly welcomes testimonials and feedback, but these will not be shared on the Provider’s website or social media without the Client’s prior consent.