

# Terms & Conditions

Version 2.0 (June 2017)

Please return this page to SortMySpace Ltd by email ([katherine@sortmyspace.co.uk](mailto:katherine@sortmyspace.co.uk)) or in person or at the commencement of the Personal Consultation.



Professional Organising,  
Decluttering & Interior Redesign

**Nature of Service:** Professional Organising, Decluttering and Interior Redesign is 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.

**Personal Consultation:** Following an initial phone call to determine whether I can assist with your current organisational concerns, we will have a Personal Consultation either at your premises or via Skype (if appropriate), for me to see the scale of the job. The Personal Consultation fee will be offset fully against your package price if you progress with further organising services from SortMySpace and pay a deposit within 30 days of the Personal Consultation.

**Costs:** 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.

**Payment:** Payment for your Personal Consultation is due within 30 days of the appointment. Alternatively, if you decide to purchase a package, an invoice will be raised for your package of choice instead. A minimum £100 deposit is due prior to the first package session. The balance of your package fees must be settled by the end of the session (or final session for a Project package).  
Another invoice will be provided for any additional charges (travel costs, storage solutions etc as detailed above). This must be settled within 30 days of the invoice date.

Cash or cheque (made payable to SortMySpace Ltd) accepted in person.  
Bank transfer to be paid to SortMySpace Ltd. Sort Code: 09-01-50, Acc: 04915631

**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. If however any services (including the Personal Consultation) have been performed during this "cooling off period" time you will forfeit your right to cancel under this act.  
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, 50% of the agreed fee\* is payable.  
\* (or pro-rata for a Project package session)  
We may waive all or part of these fees at our discretion if the appointment is re-scheduled within 1 month of such cancellation.

**Privacy and Confidentiality:** SortMySpace Ltd is registered with the Information Commissioner's Office as a data controller (reg no A8100967) to ensure adherence to data protection laws. Your details will be used to supply services, process payments and to inform you of any of SortMySpace Ltd's 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 SortMySpace Ltd representative whilst onsite at the client.

Any testimonial, comment or photographic examples used in SortMySpace Ltd's publicity is reproduced in accordance with consent as given by the client' signature below. Photographic evidence will always be anonymous (unless the client specifically agrees otherwise).

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**Disclaimers:** SortMySpace Ltd 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.

SortMySpace Ltd 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.

SortMySpace Ltd will operate with utmost care and respect in your home or office. In the unlikely event there is any accidental damage, the client indemnifies SortMySpace Ltd and will cover the cost of any damage or repairs through their own insurance providers.

SortMySpace Ltd will not be responsible for the cost of repairing any pre-existing damage discovered during our assignment.

SortMySpace Ltd cannot lift heavy furniture or items nor carry out DIY tasks. The client should make suitable arrangements if such work is required. Any services or trades, (whether recommended by SortMySpace Ltd or otherwise), are the client's responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. SortMySpace Ltd 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 SortMySpace Ltd. SortMySpace Ltd 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 agrees to disclose in advance any additional persons due on the premises during an onsite session. To optimise sessions, it is advised that any pets and / or children are supervised in an adjacent room to the project room(s).

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

**Insurance** SortMySpace Ltd carries full Professional Indemnity up to £1,000,000 and Public & Products liability insurance up to £1,000,000.

**Satisfaction Guarantee:** I am 100% committed to your personal fulfilment, development and success. If after the Personal Consultation or our first 3-hour session you feel that the Professional Organising has not moved you forward towards your goal, let me know within 24 hours and I will give you a full refund, no quibbles. I would appreciate your honest feedback to improve my service.

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

I do / do not\* agree to before & after photos being used by SortMySpace Ltd.  
(\*delete as applicable)

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

Supplier Signature: ..... Date:.....  
Katherine Blackler (on behalf of SortMySpace Ltd):