

# Terms & Conditions

October 2019



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.

## Satisfaction Guarantee:

SortMySpace Ltd is 100% committed to your personal fulfilment, development and success. If after the initial consultation or our first 3-hour session you feel that the professional organising has not moved you forward towards your goal, let us know within 24 hours and we will give you a full refund, no quibbles. We would appreciate your honest feedback to improve our service.

## Initial Consultation:

Following initial contact to determine whether we can assist with your current organisational concerns, you can choose to have an initial consultation either at onsite or virtually (if appropriate) via Zoom, Skype, Facebook, WhatsApp etc to assess your requirements. You will be invoiced following the consultation.

## Deposit & Payment:

Should you wish to team up with us, a £100 deposit (per organiser per session) is due at least 7 days in advance to secure time in the diary. The balance of your session fees plus any additional charges (travel costs, storage solutions etc) is due upon completion of each session.

Cash or cheque (made payable to SortMySpace Ltd) can be accepted in person or payment via bank transfer to SortMySpace Ltd. Sort Code: 09-01-50, Acc: 04915631 is due within 7 days of the session.

## Changes & Cancellations:

**For B2C (business to consumer) clients only:** 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 initial consultation) have been performed during this "cooling off period" time SortMySpace will be entitled to charge for those elements accordingly.

**All clients:** 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 48 hours notice of the agreed date and start time, the full agreed fee\* will be levied and payable. If you cancel between 48 hours and 7 days of the agreed date and start time, 50% of the agreed fee\* will be levied and payable..

\*We may waive all or part of these fees at our discretion if the appointment is re-scheduled within 1 month of such cancellation.

## Health & Safety Considerations:

1. The client agrees to disclose in advance any information about themselves or 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.
2. When required, our team will wear personal protective equipment (PPE) to protect us from injury or infection during the project.
3. 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 main project room(s).
4. 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 they are onsite at the client.

## Privacy and Confidentiality:

1. SortMySpace Ltd is registered with the Information Commissioner's Office as a data controller (reg no [ZA169006](#)) 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.
2. 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.
3. Any testimonial, comment or photographic examples used in SortMySpace Ltd's publicity is reproduced in accordance with the client's preferences.
4. During the course of an assignment we may become privy to personal information about you, your household / work set-up, your finances etc. As a member of APDO Association of Professional Declutterers and Organisers I adhere to their [Code of Ethics](#) and maintain the client's confidentiality at all times (irrespective of who instructs or pays for the services).
5. If another party has engaged and or paid for SortMySpace services, we will not share information about the client's progress or challenges with that party without the client's explicit consent. Additionally, the client's preferences, skills, habits etc will be our foremost priority to ensure they can use any recommended systems or organizational products effectively themselves. Please be aware this may not always align with the personal styles and methodologies of another party who has instructed or paid for the services.

## Insurance & Limitations

1. SortMySpace Ltd carries full Professional Indemnity Insurance up to £1,000,000 and Public & Products liability insurance up to £1,000,000.
2. We offer 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.
3. Once any surplus items have been removed from the property they cannot be returned.
4. 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 premises.
5. Our team will operate with utmost care and respect in your home or office. In the unlikely event there is any accidental damage, loss or destruction to property (including electronic files), the client indemnifies SortMySpace Ltd and will cover the cost of any damage or repairs through their own insurance providers.
6. SortMySpace Ltd will not be responsible for the cost of repairing any pre-existing damage discovered during our assignment.
7. We will make every effort to ensure items are placed in a 'home' that makes sense to the client. Our team is not responsible for remembering the location of the client's belongings, especially months after the project completion.
8. The client is aware that the services provided by SortMySpace Ltd are in no way to be construed as psychological counselling or therapy.
9. 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.
10. In the event that a client requires ongoing and regular support beyond the initial expectations, SortMySpace may, with full agreement of the client, bring in additional or alternative representatives to fulfil the project's requirements and to support the client's energy and motivation levels.
11. The client may not at any time during the project or for a period of 18 months following the termination of the project knowingly approach, deal directly with, or directly engage any individual or business introduced as a representative of SortMySpace Ltd for their project.

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## Personal Preferences:

### Photographs:

It is often motivating for clients to see their starting point on a project so before, during & after photographs are taken during the project.

These can often be motivating to others too so please advise if you would be happy for SortMySpace to share your successful projects. Photographic evidence will always be anonymous with any identifying / sensitive aspects omitted or screened as appropriate.

- I agree to before & after photos being taken by SortMySpace Ltd **for my own use.** Yes / No \*
- I agree to before & after photos being used (anonymously) by SortMySpace Ltd **for external use** (eg social media / talks) Yes / No \*

### Costs Notifications:

Prices may be subject to increases from time to time. They will not impact any existing rates and scheduled assignments once a deposit has been paid.

If you would like advance notification by email of any increase to take advantage of current rates please indicate so here:

- I wish to join the SortMySpace Ltd specific Cost Notifications mailing list Yes / No \*

(\*delete as applicable)

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

Client Signature: .....

Date:.....