



# Tidy Places

creating stress-free homes

declutter · move · makeover

## **Working Terms and Conditions**

**My aim when working with you is to make it as stress free and enjoyable as possible. It is important for you and I to understand what needs to be achieved to give you the space, room or home you are seeking.**

**I will agree working times and parameters before the start of each project and for peace of mind on both parts I ask all clients to read and sign these working terms and conditions before work begins.**

### **Best Advice**

Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. Tidy Places cannot therefore accept responsibility for the consequences of any decisions.

### **Handling Goods**

When I handle goods belonging to clients I take great care to look after them. Unfortunately accidents may occur. Unfortunately I cannot be liable for losses or damage, howsoever caused and rely on you to carry insurance at all times which adequately compensates you for losses or damage howsoever caused by me in my capacity as your agent.

From time to time, I may handle items, which have a potentially high market value. While I will always use my best endeavours to identify such items amongst your possessions, you acknowledge that I am not a valuer, nor do I have expertise to identify items of special value or rarity, nor am I qualified to advise on valuation matters for insurance purposes.

### **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.

### **Paper Sorting**

If paper sorting and form filling is required as part of the work I help you with, you accept that I am not a solicitor and will not be held legally liable for any advice given. Any forms, which require signing to clear them will be signed by yourself and you will take full responsibility for their accuracy and dispatch.

### **Limits of work**

I will do all I can to help you achieve the state of organisation and tidiness you desire. I am happy to help you with general cleaning, vacuuming or spider – chasing as appropriate, however, Tidy Places is not a cleaning service and it may be appropriate for you to enlist the help of professional cleaners if deep cleaning is required.

I am happy to help you relocate items to more appropriate physical locations. We may well need to move heavy items during our work and I prefer not to attempt any seriously heavy moving (e.g. refrigerators or wardrobes) for the sake of my back or indeed yours. You may wish to have a friendly neighbour, relative or handy person lined up to assist if such moving of items proves necessary.

## **Hours of Work**

You will only be charged for hours worked. Whilst a booking will generally be made for a pre agreed period of time, it is understood that it is not always possible to anticipate exactly how long will be needed. A day's booking which turns out to be only five hours will therefore be charged for five hours and not seven.

## **Breaks and refreshments**

If a session covers lunchtime, it's assumed we'll stop for a light lunch. I will bring my own sandwiches and I won't charge you for lunch breaks. We will need to break occasionally for a few minutes – I'm happy to pause every two hours or so, but if you wish to stop more often that's fine – if we are decluttering it can be physically and emotionally demanding.

## **Other Suppliers and Services**

It may be appropriate for you to use other suppliers or services for example a cleaning service. I am happy to suggest other suppliers and services however, as you would expect I cannot be held liable if their services are not of an acceptable standard, nor for any loss or damage caused by any such supplier.

Other supplier charges are always payable by you.

## **Confidentiality and Privacy**

Tidy Places is a professional service. I never divulge information to third parties, nor any personal or business details that I may see in the course of my work which when decluttering and/or organising is often unavoidable.

It is helpful to be able to give clients examples of how particular situations can be addressed. An example may be how long a type of room took to clear, the type of storage which was required, the approach to dressing room etc. If I use an example I depersonalise it and use the terminology for example as "a client in Cambridgeshire".

If you are in agreement I sometimes like to take before and after photos for use on my website, but this only happens with your express permission.

## **Cancellation**

Both you and I have the right to cancel the contract due to unforeseen circumstances.

If I have to cancel I will give you as much notice as possible and offer you an alternative date.

Where possible if you cancel I ask that you give up to two days notice.

## **Pricing**

To determine your needs a free initial consultation takes place at your home or office this is usually about an hour.

Once work begins charges are as agreed or at the hourly rate quoted on [tidyplaces.co.uk](http://tidyplaces.co.uk).

Travel costs are included in the hourly or project rate unless travel is more than an hour to you in which case an appropriate mileage allowance will be agreed beforehand.

## **Payment Terms**

Fees will be agreed beforehand.

An invoice will be issued on completion of work and payment is required on the day unless other payment terms are agreed prior to the work starting.

Payment can be made in cash, by cheque or by bank transfer.