



Terms & Conditions

This document describes the terms on which a Tidy Mind would be happy to help you.

Confidentiality and Privacy: A Tidy Mind is a professional service. We never divulge any client personal or business details that we may see in the course of our work (see separate privacy policy)

Would you like to be added to our email list? (by signing up to this, you are agreeing to receive monthly emails containing updates and helpful information about decluttering and organising)

Yes

No

Do you give consent for us to take the following photos of the work?

A 'Before' photo

Yes

No

An 'After' photo

Yes

No

Do you give consent for us to share these images anonymously on social media/our website?

Yes

No

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. A Tidy Mind can't therefore accept responsibility for the consequences of such decisions. [See also Removal of Items below.] From time to time, we may handle items which have a potentially high market value. While we will always use our best endeavours to identify such items amongst your possessions, you acknowledge that we do not have expertise to identify items of special value or rarity. If you require such professional advice, we are happy to make enquiries about appropriate services on your behalf. [See also Referrals below.]

Handling goods: When we handle goods belonging to clients, we take great care to look after them. Unfortunately, accidents may occur. We shall not be liable for losses or damage and rely on you to carry insurance at all times which adequately compensates you for loss or damage. We are, however, insured as a business for Public Liability and Professional Indemnity.

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 items disposed of in the decluttering process. We can help with such disposal i.e. take items to charity shops for you and to a recycling centre (we have a waste carrier's licence in order to do so legally). We can also arrange to shred paperwork for you (for a fee). Once agreed items have left your home, it is not possible to get them back i.e. as a result of changing your mind.

Limits of work: We will do all we can to help you achieve the state of organisation and tidiness you desire. We can help you relocate items to more appropriate physical locations, including moving heavy items during our work, but there will be limitations within our physical capability. We may make suggestions about storage solutions and are able to help you create such things (such as picture-hooks or command hooks on walls or the assembly of simple, lightweight flat-packed furniture) but anything more specialist (drilling, carpentry, heavyweight assembly) we will leave to the experts in those fields. If you need suggestions for suppliers of such services, just ask and we will help in any way we can. [See also Referrals below.]

Hours of work: You will be charged for hours actually worked and not for the travel time or donation/disposal of items either side of the booking.

Breaks and Refreshments: We do not expect you to provide us with food or drink and take our own supplies with us. This because we prefer you not worry about offering us refreshments as the process of decluttering and organising can be quite physically and emotionally demanding for you. If a session covers lunchtime, we might agree to stop for a 15-30 minute break and you will not be charged to this.

Referrals: We are very happy to investigate the sourcing of items or services (for example, gardening, removal, skip hire or handyperson services) that may assist in our organising work and may have links with trusted service people. We 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.

Cancellation: Both you and we 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. However, this will usually not apply if your cancellation is due to unforeseen circumstances. All we ask is that you do not cancel should you feel demotivated or nervous on the day. You will feel reassured and motivated as the session gets underway, we promise! Travel charges or further expenses paid in advance for which we cannot obtain refunds are not refundable and will be invoiced to you at the time of cancellation.

Payment terms

1. Charges for services will be levied at an hourly rate of: £35/£32/£30 (circle as appropriate). The payment terms are agreed as:

All payments should ideally be made by BACS using the bank details shown on the invoice. However, we can also accept a cheque made out to

2. We are happy to travel up to 20 miles each way from . Any journey over 40 miles in total will be charged (at our discretion) at 47p per mile. This will be made clear before the booking is accepted.

3. We may use various materials as part of our work with you. Inexpensive items are included in the hourly rate (refuse sacks, storage bags, labels, stationery equipment) Other items that we carry with us are to show you by way of example and we can help you purchase these items if you wish in order to enhance the decluttering/organising experience.

4. All charges shall be payable on invoice, as set down in item (1) above. Interest at 2% per month will be charged on any balance due which remains unpaid 14 days after invoice.

6. We are not registered for VAT at the present time.

Please indicate your acceptance of these terms by signing this form

May we take this opportunity to congratulate you for taking such positive action and are very excited to be assisting you in transforming your space!

A Tidy Mind

Accepted and Agreed to

By

Date