

# SARAH WALKER

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## HOME IMAGE

### Terms and Conditions

By accepting my decluttering, organisation and/or styling services, you are confirming that you understand and agree to the following terms and conditions.

We will discuss your requirements at the initial consultation, and these will be detailed in the subsequent Proposal and Client Agreement. I will operate within the scope of that Agreement.

#### 1. Confidentiality and privacy

I operate a professional, confidential service. No information uncovered during the course of my work on your project will ever be divulged to third parties without your written agreement. Photographs may be taken before and after the project for my records and to illustrate the work I do, but these will never be published online or used in any marketing without your express written permission. Any testimonials provided by you will be credited simply to your first name and county.

#### 2. Discarding, removal & disposal of items

During the decluttering and organising process, I will advise on and make recommendations about which items should be kept and which should be discarded. I have no expertise around valuing unusual or rare items, and you are advised to seek professional valuations before discarding such things. I will advise you of any items that I believe may be worth selling.

You are under no obligation to take my advice and I will not remove any items from your home without your agreement. You agree to accept full responsibility for items that are discarded.

I am happy to remove up to one carload of clothing and smaller items to charity shops (included in the project rate). You are responsible for disposing of anything else through taking items to a waste and recycling centre, using a licenced waste carrier or hiring a skip.

If you decide not to be available during a decluttering/organising session, I will make decisions regarding what should be stored and what should be disposed of on your behalf, in good faith and using professional judgement.

#### 3. Limits of work

I will endeavour to fulfil all your decluttering, organising and styling needs, but may not be able to do everything – for example, handle heavy or unsanitary items for health and safety reasons. I reserve the right to refuse to enter any area I feel is not safe.

#### **4. Insurance**

I will always take great care when working in your property and handling your possessions. However, by agreeing to use my services, you acknowledge that accidents can happen and, in the unlikely event that a possession of yours is damaged or broken, you agree to cover this through your own home contents insurance.

#### **5. Storage solutions**

I recommend that you do not purchase any storage solutions before our project has begun and without seeking my advice. We will discuss requirements and solutions during the project, and you can either source these yourself or I can source them on your behalf.

If you would like me to purchase items on your behalf, this will require an up-front payment from you. I will provide an itemised quote that is as accurate as possible and should there be any funds left over, this amount will be deducted from your final project invoice.

#### **6. Third-party services**

Where work is required that is beyond my scope, I may be able to recommend other professionals, such as cleaners, carpenters, rubbish disposal services and interior designers. This is done in good faith and I will not be held liable for any of these third parties' work falling below an acceptable standard, nor for any loss or damage caused by them. It is your responsibility to check they have appropriate liability/indemnity insurance before engaging them.

#### **7. Fees & payment terms**

A £50 deposit is required to confirm the initial in-person consultation. This is non-refundable if the consultation is cancelled within 4 days of the appointment but can be transferred if you need to reschedule. It will be deducted from the final invoice.

Following the consultation, if you decide to proceed with a subsequent project using my services, I will provide a proposal with an estimated timescale and overall price. By signing the Client Agreement, you agree to pay these fees.

It is not always possible to calculate exactly how long a project will take, and if it becomes evident that more time is required, this will be discussed and signed off before any additional time is spent and fees are accrued, over and above the original estimate.

A final invoice will be sent within 48 hours of the end of my work on the project. Payment is required within 7 days, by cash or bank transfer, and a receipt will be provided.

#### **8. Travel costs & other expenses**

If your home is more than 30 miles from Kippen, Stirlingshire, travel expenses will be incurred. These will be itemised on the proposal. Any parking expenses will be submitted with the final invoice for reimbursement.

If you would like me to purchase storage /packing solutions on your behalf, payment will be required up front. An itemised quote will be provided and any funds remaining will be deducted from the final invoice.

## **9. Cancellations**

Any cancellations must be made at least 4 days (96 hours) before the appointment. Cancellations made with under 4 days' notice will incur a cancellation fee of 50% of the agreed estimated project cost.

You can reschedule free of charge with at least 24 hours' notice. Within 24 hours, a £100 additional fee will be applied.