

# Uplifted Organisation Services Ltd



## Terms & Conditions

These Terms & Conditions set out the agreement between you (“the Client”) and Uplifted Organisation Services Ltd (“Uplifted”, “I”, “me”). By booking and engaging my services, you confirm that you have read and agree to the Terms & Conditions outlined below.

### 1. Nature of the Service

Professional organising and decluttering is a collaborative and practical process. My role is to provide structure, guidance and hands-on support to help you create systems that suit your home and your life. While I may offer suggestions and observations, all decisions regarding your belongings remain entirely yours. Responsibility for what is kept, donated, sold or disposed of always rests with the Client.

Although this work can feel supportive and reflective, the services provided by Uplifted are not counselling, psychotherapy, or mental health treatment.

### 2. Confidentiality

I am grateful for the opportunity to work in your home and take your privacy seriously. All information shared during the course of our work together — including details about your home, belongings or personal circumstances — will remain strictly confidential and will not be disclosed without your consent, unless required by law.

For personal safety and in line with good lone working practice, a trusted person will always be aware of my location and session timing. No personal details about you or your home will be shared.

### 3. Data Protection

Any personal information you provide will be used solely for the purpose of delivering my services, managing bookings, and processing payments. Your data will be stored securely and will not be shared with third parties without your consent unless required by law. You have the right to request access to, correction of, or deletion of your personal data at any time.

### 4. Booking & Payment

Session fees will be agreed in advance. To secure a booking, a non-refundable deposit of £100 is required. Your session date is not confirmed until this deposit has been received. The deposit will be deducted from your final invoice.

Invoices are issued following each session (or as otherwise agreed) and are payable within 7 days by bank transfer (preferred). If bank transfer is not possible, I can accept cash but am unable to take a cheque.

If a session is cancelled with less than 48 hours’ notice, the deposit will be retained and any additional balance due may be invoiced in accordance with the cancellation policy. Late payment may result in future sessions being postponed until the outstanding balance has been settled.

### 5. Cancellation & Rescheduling

If you need to cancel or reschedule a session, please provide at least 48 hours’ notice. Cancellations made with less than 48 hours’ notice may incur a charge of 50% of the session fee. Where a session cannot reasonably be reallocated, Uplifted reserves the right to charge the full session fee.

I understand that exceptional circumstances can arise and will always aim to act reasonably and fairly.

### 6. Right to Cancel (Consumer Contracts Regulations 2013)

If services are booked remotely (for example by phone, email or online), you have the right to cancel within 14 days of entering into the agreement. If you request that services begin within this 14-day period, you acknowledge that you may be charged for any sessions delivered prior to cancellation.

## 7. Health & Safety

The Client agrees to inform Uplifted in advance of any health, safety, access or environmental issues that may affect the session. Uplifted reserves the right to pause or terminate a session if continuing would present a risk to health or safety.

Where possible, pets and young children should be supervised away from the immediate working area to allow sessions to proceed safely and efficiently.

Uplifted does not provide cleaning services.

If heavy lifting or moving of large furniture is required, suitable assistance must be arranged. Any services or trades, (whether recommended by Uplifted or otherwise), are the client's responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. Uplifted will not accept any responsibility for the performance of another contractor nor any loss or damage incurred through their engagement.

## 8. Removal & Donation of Items

If agreed, Uplifted may transport one carload of items to a charity shop of its choosing within the session rate. The Client accepts full responsibility for all decisions to donate or dispose of items. Once items have been removed from the property, donated, or disposed of at the Client's request, they cannot be retrieved. Uplifted cannot guarantee that a charity will accept all donated items.

Uplifted holds a valid Upper Tier Waste Carrier Licence and is legally authorised to transport waste to appropriate disposal facilities where required. If items are to be taken to a household waste recycling centre (tip) or other disposal facility:

- Time spent transporting and disposing of items will be chargeable at the standard hourly rate.
- Any charges levied by the disposal facility will be payable by the Client.
- Disposal costs vary depending on the type and quantity of waste.

All disposal arrangements will be agreed in advance.

## 9. Disclaimer

Uplifted is not a valuer of art, antiques, or specialist items. The Client is advised to seek appropriate financial, legal or specialist advice before disposing of items of potential value. All decisions regarding disposal remain the responsibility of the Client.

## 10. Insurance & Liability

Uplifted holds Professional Indemnity, Public Liability, and Cyber & Data Protection insurance through Westminster. In the unlikely event of accidental damage caused during a session, this will be handled appropriately in line with the relevant insurance arrangements. Uplifted cannot be held responsible for:

- Pre-existing damage discovered during a session
- Loss or damage arising from decisions made by the Client
- Items once they have been removed, donated, or disposed of at the Client's request

Nothing in these Terms & Conditions excludes liability where it would be unlawful to do so.

## 11. Photographs & Social Media

Before-and-after photographs may be taken during sessions as a record of progress. Images will never be shared publicly without the Client's explicit consent. Where consent is given for marketing use, Uplifted will ensure that no personally identifiable information is visible. The Client may withdraw consent for image use at any time prior to publication.

## Working Agreement

Thank you for choosing to work with Uplifted.

These Terms & Conditions are here to ensure clarity, fairness and a shared understanding of how we will work together.

By signing below — or by confirming your booking in writing — you acknowledge that you have read, understood and agree to these Terms & Conditions.

If anything is unclear, I'm always happy to talk it through before we begin.

### ***For written confirmation***

#### **Client Details**

Client Name:

Signature:

Date:

#### **For Uplifted Organisation Services Ltd**

Hannah Crabtree

Signature:

Date:

#### **Photography consent**

I agree to progress photographs being taken by Uplifted for my own use      Yes / No \*

I agree to progress photographs being used (anonymously) by Uplifted for external use, which may include social media, blogs and talks      Yes / No \*

#### ***For Digital Confirmation***

If signing electronically, you may confirm your agreement by replying by email with: "I confirm that I have read and agree to the Terms & Conditions of Uplifted – Professional Organising Services." Please also indicate your responses to the photography consent section above.

Thank you for placing your trust in Uplifted – Professional Organising Services. I look forward to working alongside you to create practical, supportive systems that make everyday life easier.