



TERMS & CONDITIONS

Last updated: November 2025

These Terms & Conditions (“Terms”) outline the agreement between you (“the Client”) and The Home Project Companion (“the Company”) for all project days, consultations, and related services. By booking or purchasing any service or gift voucher, you agree to the Terms below.

1. SERVICES PROVIDED

- 1.1 The Home Project Companion offers hands-on support, guidance, and collaboration on home-related projects including decorating, organising, styling, DIY tasks and similar activities.
- 1.2 Services are provided in person within the agreed timeframe and location.
- 1.3 The Company reserves the right to decline any project deemed unsafe, unsuitable, or outside the scope of the service.

2. BOOKING, PAYMENTS & CANCELLATIONS

2.1 Standard day rate:

- **£200** for a session **9am – 2pm** (minimum booking).
- **£40 per additional hour** thereafter, subject to availability.

- 2.2 Full payment must be made **at least 48 hours prior** to the booked project day(s).
- 2.3 Bookings are only confirmed once full payment is received.
- 2.4 Cancellations made with more than 48 hours' notice will be refunded in full.
- 2.5 Cancellations made with less than 48 hours' notice are non-refundable.
- 2.6 The Company may reschedule due to illness, emergency, or unforeseen circumstances. A replacement date will be offered as soon as possible.

3. EMOTIONAL & PHYSICAL WELLBEING

- 3.1 Many clients find that sessions longer than 5 hours can become emotionally and physically tiring.
- 3.2 For this reason, the minimum session length is recommended as the most effective and manageable format.
- 3.3 Should the Client prefer a longer day, this can be arranged by prior agreement.

4. MATERIALS, PRODUCTS & PURCHASES

- 4.1 The Client is responsible for purchasing **all resources, materials, decor, storage solutions, and products** required for their project.
- 4.2 The Company will bring a basic toolkit and consumables such as standard screws and nails.
- 4.3 Any additional items supplied by the Company (e.g., hooks, 3M Command strips, specialist fixings) will be charged to the Client.
- 4.4 The Company can provide links, recommendations, or introductions to products, trades, and suppliers.
- 4.5 The Company takes **no responsibility** for:
 - the performance, availability, or quality of any recommended products;
 - the workmanship or reliability of any tradespeople;
 - delays, faults, or issues arising from third-party suppliers.

5. TRAVEL & LOCATION

- 5.1 The Company is **based within a 15-mile radius of Petersfield (as the crow flies)**.
- 5.2 Work outside this radius will incur a travel fee of **£1.00 per mile** for the **round trip from the 15-mile boundary**.
- 5.3 If an overnight stay is required due to distance, timing, or project duration, the Client will cover **accommodation and reasonable food expenses**.
- 5.4 Travel arrangements will be discussed and agreed before booking.

6. CLIENT RESPONSIBILITIES

- 6.1 The Client must ensure the workspace is safe, accessible, and free from hazards.
- 6.2 The Client must disclose any relevant health or safety concerns prior to the project day.
- 6.3 Children and pets must be supervised and kept away from tools and work areas.
- 6.4 The Client accepts that DIY, decorating, and organisational work can involve mess or disruption during the process.

7. INSURANCE, LIABILITY & LIMITATIONS

- 7.1 The Home Project Companion holds **public liability insurance**.
- 7.2 The Company is not liable for:
 - damage caused by pre-existing structural issues, poor-quality fixtures, or wear and tear;
 - accidental damage caused by products or materials supplied by the Client;

- injury resulting from Client instructions against professional advice.

7.3 The Client is responsible for checking that all decisions—style, placement, colours, fixtures, or organisation systems—meet their personal preferences and needs.

8. GIFT VOUCHERS

8.1 Gift vouchers must be paid for in full at the time of purchase.

8.2 Vouchers are non-refundable and valid for **12 months** from the date of issue.

8.3 Recipients must book their project day(s) in advance and are subject to availability.

8.4 Vouchers cover the session time only; all materials and products are still the responsibility of the Client.

9. PHOTOGRAPHY & TESTIMONIALS

9.1 The Company may request permission to photograph projects for use on the website or social media.

9.2 No images will be used without the Client's explicit consent.

10. GOVERNING LAW

10.1 These Terms are governed by the laws of England and Wales.

10.2 Any disputes will be handled under the jurisdiction of the relevant courts in this region.