



Email: [angela@artfulorder.com](mailto:angela@artfulorder.com)

Mobile: 07407207476

## **Artful Order Terms & Conditions**

All clients are asked to read these Terms and Conditions and provide Artful Order with a signed copy before the start of the first session.

### **1. Introduction & Scope of Services**

**a.** Artful Order is a full member of The Association of Professional Declutterers & Organisers <https://www.apdo.co.uk/> and adhere to their Code of Ethics, which guides our professional conduct with clients, providing a service that is professional, confidential, honest and holds integrity.

**b.** Artful Order will provide professional organising services as agreed upon in the consultation phase.

### **2. Insurance and Limitation of Liability**

**a.** Artful Order has full Professional Indemnity and Public Liability Insurance cover with Westminister Insurance for our services. Artful Order will always handle your possessions with great care and consideration, but accidents do sometimes happen. In the event of accidental damage or loss, the Client acknowledges that Artful Order will not be held liable for any direct or consequential loss of damage. It is the Clients responsibility to ensure they have the appropriate insurance for their possessions to compensate them adequately.

**b.** Artful Order provides advice and encouragement in the decluttering and organising process. It is ultimately the Clients decision to let go of items and Artful Order accepts no responsibility for the actions the Client takes on the basis of that advice be that, at the time of consultation, engagement in the organising or decluttering process, or at any subsequent or future date following any engagement or consultation.

**c.** Artful Order encourages recycling items where possible or donations to registered charities. Clients may choose to sell their possessions or items that they no longer need, Clients would have to do this on their own terms as Artful Order is unable to provide a valuation service. Items to be removed from your premises either for disposal, refuse center or charity shop must be done at the Clients own discretion. Artful Order can provide advise on organisations who may be able to help them achieve this, but Artful Order is unable to remove these from their home.

**d.** Artful Order are not valuers of art, antiques or special items. It is recommended the Client seeks out their own valuations of these items prior to selling/disposal.

**e.** Artful Order will not be responsible for the cost of repairing any pre-existing damage discovered during the assignment.

**f.** Artful Order will make every effort to ensure items are placed in a 'home' that makes sense to the client. Our team is not responsible for remembering the location of the Client's belongings, especially months after the project completion.

### **3. Recommendations**

**a.** Artful Order may make suggestions on additional products and services by third parties. Although we always do our best to ensure we recommend high quality products and services we are unable to accept any responsibility or liability should the products or services cause you direct or consequential loss or damage.

**b.** Clients are responsible for paying for all agreed-upon supplies necessary for the completion of the project. We will either make suggestions about what supplies should be purchased and the Client will do the shopping or we will shop and purchase supplies without the Client being present and make arrangements to have those supplies delivered to the Client's location. Our standard, hourly rate applies for shopping.

### **4. Privacy and Confidentiality**

**a.** Artful Order is registered with the Information Commissioner's Office as a data controller (Registration number: ZB555786) to ensure adherence to data protection laws. The Clients details will be used to supply services, process payments and to inform the Client of any of Artful Order services we believe may be of interest. The Client may opt out of such marketing at any time.

**b.** Artful Order agrees to keep all information shared by the Client strictly confidential and will not disclose any information to any third party without prior consent, unless required by law. The handling of the Clients personal information is governed by our Privacy Policy.

**c.** If another party has paid for Artful Order services, we will not share information about the Client's progress or challenges with that party without the Client's explicit consent.

### **5. Photography**

It can be motivating and helpful for Clients to see their progress on their journey, therefore Artful Order may use before and after photographs on our website or social media platforms as an example of our work and to inspire Clients. Photographs will always be anonymised, Clients cannot be identified through them. We will only publish these with the Clients full knowledge, permission and written consent.

Testimonials are encouraged and will only be used with the Clients permission and personal details will not appear.

## **6. Hours of Work**

- a.** Artful Order always conducts a consultation prior to booking sessions. During the consultation we will work with the Client to determine how many sessions they may require. It is not always possible however to give an accurate estimate and jobs may require more sessions/hours than initially thought depending on a variety of factors as each job and client is unique.
- b.** Typically one session will range from three to five hours, but will not exceed five hours unless additional hours are purchased. Should the time of the session go over five hours, The Client will be charged £60 per hour for the hours worked. Artful Order will always inform the Client when the booked time is up and obtain their permission to continue if they wish to do so. Clients will only be charged for hours actually worked. Should the task be completed quicker than anticipated the hours charged will be for actual hours.
- c.** Artful Order works Monday to Friday 9 am - 6 pm. Weekends and after-hours sessions can be arranged at an additional cost.

## **7. Breaks and Refreshments**

Artful Order will always work at the Clients pace as tidying can be physically and emotionally draining. Breaks can be taken as the Client chooses, however please be aware that these breaks will count towards the duration of the booked session. Should the session duration take place during breakfast, lunchtime or dinner we may need to take a break (no more than half an hour) and the Client will not be charged for this time. This will be arranged prior to the session starting so the Client is aware of timings.

## **8. Limits of Work**

Artful Order will work with the Client to help them achieve the state of organisation and tidiness discussed during the initial consultation. The decluttering process may involve moving things around and some light cleaning, which we are happy to assist with. We are unable to help with moving heavy items of furniture/appliances for Health and Safety reasons. If this is required, please make alternate arrangements i.e. handyman, family member or friends.

## **9. Personal Safety and Respect**

- a.** Artful Order appreciates that emotions can rise during sessions, however to ensure a safe and respectful environment for all involved, any form of physical or verbal abuse is unacceptable. In the event that such behaviour occurs, the session may be terminated and any monies refunded, including those for current and future sessions, may be forfeited.
- b.** The Client agrees to disclose in advance any information about themselves or their premises that could jeopardise the health or safety of any representative of Artful Order. Artful Order reserves the right to suspend or cancel an assignment in the event a serious health & safety risk is discovered or develops during the assignment.
- c.** Artful Order advises that you work one on one with an Organiser. It is therefore strongly advised that family members, children, others you may share a home with and pets should not be present when a session is taking place, and as such would recommend that children have suitable childcare arrangements in place and animals may be safely placed in a separate room. The Client agrees to disclose in advance any additional persons due on the premises during an onsite session.
- d.** To ensure safety of our team, the Client's name and address may be made available to a close friend or family member of any Artful Order representative whilst they are onsite at the Client's premises. This will then be deleted straight after the session.
- e.** When required, our team will wear personal protective equipment (PPE) to protect them from injury or infection during the project.

## **10. Fees and Payments**

- a.** The Client agrees to pay Artful Order the fees outlined in the agreed-upon estimate for the Services. The prices of the services shall be stipulated on the Website. The price is inclusive of VAT. A consultation session is to be paid in full prior to the session. For In-House sessions, if paying for block sessions payment is required in advance of your session unless otherwise discussed. For individual sessions, a 50% deposit is required before a session and the rest to be paid preferably following the session or within 7 days of the invoice date.
- b.** Payment terms and methods will be as agreed upon between the Client and Artful Order. Artful Order accepts payment by cash, cheques, debit card or credit card (Visa, MasterCard), or direct by BACS using the bank details shown on the invoice.
- c.** Failure to make timely payments may result in suspension or termination of the Services.
- d.** Artful Order reserves the right to increase its rates at any time. Any sessions booked prior to a rate increase will be unaffected by the increase. We will provide you with advance notice of any price changes.

## **11. Cancellation and Rescheduling**

- a.** The Client may cancel or reschedule the Services by providing Artful Order with reasonable notice in advance. Clients will have the option of either having their deposit/money refunded or being used towards booking an alternative session. Please be aware that late cancellations are difficult to fill & represent additional admin time & loss of income, so please give as much notice as possible. Cancellations of rescheduled sessions are not eligible for refund. Booked sessions that are rescheduled must be used within 1 year from the date of purchase.
- b.** Artful Order reserves the right to charge a cancellation fee if the cancellation or rescheduling occurs within a specified timeframe. Clients can cancel a booking for any reason up until 4 days (96 hours) before the start time of a session without a cancellation fee being charged, cancellations made 3 days before the start of a session are subject to cancellation fee of 50% of scheduled work and cancellations made with 48 hours are subject to cancellation fee of 100% of scheduled work (with the exception of a true emergency or serious illness). This fee must be paid in full within 7 days of the cancellation, and prior to the scheduling of any further appointments.
- c.** In the event that Artful Order needs to cancel or reschedule the services, reasonable efforts will be made to provide the Client with alternative arrangements or a refund. Artful Order will notify the Client well in advance if this is the case.

**12. Client Responsibilities**

- a. The Client agrees to provide Artful Order with accurate, complete, and reliable information necessary for the provision of the services.
- b. The Client will grant Artful Order access to the necessary spaces and materials required to complete the services.
- c. The Client will cooperate and communicate effectively with Artful Order to help ensure an efficient and satisfactory completion of the services.

**13. Client Rights**

The Client has the right to request what information is held about them and why. The Client has the right to ask for rectifications and/or for information to be erased. Please contact the Data Controller directly and we will aim to meet your request within 14 days: [angela@artfulorder.com](mailto:angela@artfulorder.com)

**14. Dispute & Resolution**

If the Client disagrees with an invoice they have received from Artful Order, please email us within 7 calendar days and we will get back to you in a timely manner. Any invoice which has not been disputed within 7 days will be regarded as valid and undisputed.

Artful Order is 100% committed to your personal fulfilment, development and success. If after the initial Consultation or our first 3-hour session you feel that the professional organising has not moved you forward towards your goal, let us know within 24 hours and we will give you a full refund. We would appreciate your honest feedback to improve our service.

By entering into contract with Artful Order you agree that your personal details will be held securely, to be used only in connection with the services carried out by Artful Order. Please indicate your full acceptance of these Terms and Conditions by signing this letter.

I agree to before & after photos being taken by Artful Order for my own use. **Yes / No \***  
 I agree to before & after photos being used (anonymously) by Artful Order for external use **Yes / No \***  
 (\*delete as applicable)

..... has read and agreed to the Terms & Conditions above. (INSERT CLIENT NAME)

Client Signature: .....

Date:.....