

# Sloane House Terms & Conditions



## Confidentiality and Privacy

Sloane House offers complete confidentiality and discretion, and we will never divulge client information, nor any personal or business information that we may see in the course of delivering our services, to any third parties, without your consent. All team members working for Sloane House have signed a confidentiality agreement. The handling of your personal information is governed by our [Privacy Policy](#).

Sloane House is fully compliant with all relevant legislation. By contacting Sloane House you agree that your personal details will be held securely, to be used only in connection with the services carried out by Sloane House and its trusted affiliates.

## Project Delivery - The Process

Sloane House will hold a consultation with clients prior to booking a project. Ideally this will take place in the space/s that the project concerns. If there are circumstances that prevent this, then a video call may be arranged as an alternative. During the consultation we will work with you to determine how many days you may require. The number of days will be advised as a best estimate based on our experience.

Some projects may require more days than initially thought, as each project and client is unique. If we are working with you in collaboration on the project, Sloane House will always work at your pace as it can be a physically and emotionally demanding process. Should you wish to take additional breaks to that of the Sloane House Team, these will count towards the duration of the booked project. The SH Team will take a short break around the middle of the day. This will be arranged prior to the session starting so that you are aware of timings.

## Access

Sloane House will need access to the spaces covered in the project. If we are unable to access these spaces during the project, we will reserve the right to charge for the lost time and expenses.

## Best Advice

Sloane House offer a wide range of property organisation services. Through these services you may find yourself parting with possessions or items that you decide you no longer need. The decision to keep or discard an item is entirely yours. We only guide you to help you determine what you need in your home. Advice is given in good faith, and it is always your decision to accept guidance on what to do with your items.

Sloane House may make suggestions on additional products and services by third parties. We are careful to recommend high quality products and services, however we are unable to accept any responsibility or liability should the products or services cause you direct or consequential loss or damage.

Should you wish to return any purchased products and it is still comfortably inside the return terms of the retailer, then we will arrange this return, and refund the amount paid, to you, less costs.

## **Clearing/De-cluttering**

If your Sloane House project includes clearing/de-cluttering then we will work either with you or in isolation (for your later review and decision), to organise items into 5 categories (Keep. Sell. Donate. Recycle. Skip. Unsure). If you would like Sloane House to list your items to sell (where a % of the sale profits can be paid back to you, or alternatively you can opt to donate your % to either one of Sloane Houses chosen charities or a charity of your choice) then we will advise what items we are happy to take on. Keep in mind, Sloane House are not professional valuers, nor do we have expertise to identify items of special value or rarity.

Sloane House reserve the right to stop marketing unsold items after a period of time that we deem appropriate. You will get first refusal to take these items back or allow us to donate, recycle or dispose of them, as necessary, on your behalf.

The packing and removing of these items and the time it takes to either list and complete/fulfil sales, donations, recycling or disposal, will be chargeable.

The removal of these items will only be at your instruction. This will not take place without your authorisation. The client accepts responsibility for all, or any items removed for these purposes. For larger items (such as furniture) we can suggest either a skip provider or a house clearance service provider, if required.

## **Products Assembly**

The Sloane House Team will be happy to assemble small organisation items/storage solutions and some simple furniture. However, for larger items such as complex pieces of furniture, we work with a handyman that we can arrange to come for an additional fee. Please note that assembled products cannot be returned or refunded.

## **Insurance**

Sloane House provides their services in your property and whilst every care will be taken with your possessions whilst in your home, Sloane House cannot be held liable for any direct or consequential loss or damage. It is your responsibility to ensure you have adequate and appropriate insurance for your possessions.

Sloane House Ltd holds Public Liability and Professional Indemnity Insurance to the value of £1 million.

## **Project Timings**

Sloane House ordinarily work Monday to Friday 10am - 6pm.

However, we aim to be as flexible as possible for our clients and as such, weekends, bank holidays and after-hours timings can be arranged, depending on availability, and at an additional cost.

## **Pricing**

The hourly rate is £100+VAT per team member and there is a minimum commitment of a days' charge (8hrs). However, Sloane House will usually arrange to have 2 team members delivering the project for half a day (4hrs) as opposed to 1 team member delivering a full day (8hrs). This is for safety and security purposes.

Should the project require more time over and above the days quoted, you will be charged at the same rate as above (within regular working hours), with a half day (4hr) minimum charge. Sloane House will always discuss with you if the project timelines look like they may deviate from the time scheduled and obtain your permission to continue if you wish to do so.

Should there be a need for Sloane House to incur expenses above the regular elements, these will be discussed and agreed with the client, prior to booking.

All 3<sup>rd</sup> party products and services sourced by Sloane House, are charged at retail costs.

## **Payment Terms**

Payment is required for all products and services in advance of booking your project (usually at the consultation), unless otherwise agreed. Sloane House accepts payment by bank transfer (bank details will be provided) or by or card payment, in-person with the Sloane House Team.

For clients of ongoing services, you can opt to deposit an agreed amount with us, so we can draw down as we go. Charges will not be undertaken without your express permission through our quick and simple payment approval process.

Sloane House reserve the right to increase its rates at any time. Any projects booked prior to a rate increase will be unaffected by the increase.

## **Cancellation Policy**

We appreciate that on rare occasions there may be a need to reschedule a project you have booked. Due to Sloane House potentially dedicating their entire team to each client project, we do need the opportunity to rebook this time. Therefore, all projects need 14 days advance notice to reschedule. There is no charge for rescheduling a project with at least 14 days' notice.

Should you need to cancel the project entirely, the project cost is non-refundable.

## **Cleaning**

Sloane House feel it is very complementary to some of our services to have a cleaning service attend at certain points of the project. If availability allows, we can include a domestic help team member/s to join for an additional fee.

## **Non-solicitation**

Sloane House pride ourselves on our highly talented and trustworthy team members. Therefore, as a client of Sloane House, you should not solicit, recruit, hire or engage in business activities with any employee, independent contractor or consultant of Sloane House, for a period of 24 months following the first day of your home organisation project. Unless express permission has been sought from and granted by the Sloane House Founders.

## **Referral Program**

If you refer clients to Sloane House, you will receive 2 complimentary hours of our services (1 team member), for each 2 days of client project booked and paid for. Your friends will need to quote your personalised code when booking their consultation and organisation project with us. You will be able to use your referral bonus once our organisation project at that client's property has been completed.

Sloane House reserve the right to discontinue the referral program at any time. For referrals already made, booked and paid, clients will still receive their referral bonus.