

# Terms and Conditions

Effective Date: June 7, 2025

**Business Name:** Calming Spaces by Charlotte, LLC (hereinafter “Calming Spaces by Charlotte”, “we”, “us”, “our”)

By booking services with Calming Spaces by Charlotte, LLC, the client (hereinafter “client”, “you” ) agree to the following Terms and Conditions:

## 1. Services Offered

We provide customized home organization services designed to bring order, function, and beauty to your living spaces. Services may include decluttering, organizing tools, space planning, and hands-on support tailored to your unique needs.

## 2. Privacy & Confidentiality

Clients can be assured of absolute privacy and confidentiality when working with us. The client recognizes that we may be in contact with personal items and information. We agree to use all reasonable efforts to avoid disclosure of the client’s confidential information and to maintain the highest standards of confidentiality and respect for the Client’s possessions and home.

We only collect personal information that the client voluntarily provides to us.

Photos taken for before-and-after documentation will only be used with written client consent, but any such photos taken by, or on behalf of, Calming Spaces by Charlotte will remain the property of Calming Spaces by Charlotte, and client specifically waives any financial or possessory claim to such photos. These photos will never be sold for profit by Calming Spaces.

## 3. Consultations and Appointments

An initial complimentary phone consultation must be scheduled in advance via phone, email or our website, to discuss the clients’ organizational needs.

If both parties wish to proceed, an in depth 1-hour in-home consultation will be

scheduled to view the space, discuss the client's style and understand the project goals.

The in-home consultation fee is \$25. If the client books, the \$25 will be deducted from the total fee.

Following the in-home consultation the client will receive a written proposal via email, that includes the recommended organizational package, that consists of the project time and cost for products, to transform the client's space.

There is a 4-hour minimum per appointment. In our experience, organizing sessions of shorter duration often do not produce optimal results.

A signed Service Agreement is required prior to the start of any organizing project.

#### **4. Rates and Payment**

Rates and package pricing are listed on our website and may vary depending on the scope of the project. We will not honor any verbal quotes for pricing and any deviation from our listed pricing schedule must be 1.) in writing and 2) signed by both the Client and Calming Spaces by Charlotte in order to be enforceable against either party.

A 20% deposit is required to reserve your project. The remaining balance is due upon completion of services.

We accept payment by debit or credit card, Cash, Zelle, or PayPal.

#### **5. Supplies**

Clients are responsible for paying for all agreed-upon supplies (storage containers, file folders, labels, etc.) 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 for the clients' project.

If We perform the shopping for the client, a \$50 shopping fee will be included in the written proposal.

#### **6. Service Area and Travel Fees**

Complimentary travel is included for locations within a 60-mile round trip radius of Raleigh, NC.

For sessions requiring travel beyond 60 miles roundtrip, travel is billed at \$0.70/mile and will be quoted in the proposal.

Travel fees may be waived at our sole discretion.

## **7. Cancellations and Rescheduling**

The client must provide at least 48 hours' notice for cancellations or rescheduling.

Cancellations with less than 48 hours' notice are subject to a cancellation fee of 100% of scheduled work. This fee must be paid in full within (7) days of the cancellation, and prior to the scheduling of further appointments. This fee may be waived or adjusted at our sole discretion.

No-shows will be charged the full session fee.

## **8. Client Responsibility**

Clients are required to be present during the first and last hour of the sessions. We will assist you in determining what to keep, donate, or discard. Final decisions remain the responsibility of the client.

We are not responsible for the final disposal of unwanted items unless previously agreed.

## **9. Safety and Access**

Clients must ensure the working area is safe and accessible.

We reserve the right to end a project early if the environment is deemed unsafe or unsanitary, with no refund for unused time.

We request that clients remove and secure firearms from work areas before work

begins.

#### **10. Limitations of Liability**

While every effort is made to handle items with care, we are not liable for accidental damage or loss of items.

We are not responsible for any injuries that occur due to unsafe conditions on-site.

#### **11. Performance and Delivery Guarantee**

We strive to meet a 100% client satisfaction level. It is our responsibility to analyze your organizational needs and teach you tips to maintain your new organized space. If we fail to meet any realistic expectations, we will schedule a complimentary session to make any necessary adjustments.

All claims must be submitted in writing within two business days of project completion. Letters describing in detail what parts of the project were not completed to the client's satisfaction should be emailed to

[info@calmingspacesbycharlotte.com](mailto:info@calmingspacesbycharlotte.com)

Failure to make a claim within two business days implies that the client fully accepts the completed work.

#### **12. Use of this Website**

Your use of this website is subject to the following terms and conditions. At our discretion, these terms and conditions are subject to change at any time without prior notice.