

# Carrie Ottolini

PROFESSIONAL ORGANISER

## TERMS & CONDITIONS – GIFT VOUCHERS

### **Gift Vouchers**

Gift vouchers are valid for twelve months from the date of issue, a minimum of 2 hour session to be booked. A Phone consultation will be made prior to decluttering session. Only valid within Bromley, Croydon, Lewisham, Greenwich, Bexley and Sevenoaks boroughs. 10 mile radius from BR7 5DL, travel fees remain as stated below if over 10 miles.

### **Professional Care & Respect**

As a Professional Organiser I provide a decluttering and re-organising service, keeping your goals in mind at all times. I will work alongside you to achieve your goals and advise you on how to optimise the space and offer you tips and guidance on how to maintain the order afterwards.

### **Insurance**

As a Professional Organiser I hold public liability insurance and professional indemnity insurance, both of which are to the value of £1,000,000.

Your premises must be safe for me to work in and any risk factors must be divulged at your personal consultation appointment. I am not liable for any breakages or losses during the project and these must be claimed through your household insurance.

### **Hours**

Working hours are between 9.30am and 2.30pm, Monday to Friday (depending on distance).

At your personal consultation appointment an estimate of time required to complete the project will be given. The project time will be offered in sessions, each session lasting three to four hours. Should the project run over, extra hours can be mutually agreed to complete the task.

### **Fees**

Phone Consultation      £0.00

Hourly Rate                £40.00 Your invoice will be charged from arrival time to departure time.

Travel Fee                 Each mile over a 10 mile radius from my home address in Chislehurst – 75p per mile

Travel time will be calculated at your phone consultation appointment. The Congestion Charge or Dartford Crossing fee will be applied to your invoice if applicable.

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## Payment Terms

Payments can be made by Cash or Cheque to Carrie Ottolini Professional Organiser, or by electronic transfer to my bank account as per the details stated in your invoice. The Personal Consultation fee of £20.00 must be paid prior to your Decluttering session. Your invoice will be issued within seven days of completing any one session. Payment is due within seven days of the date of the invoice. If payment is made by electronic transfer, please use your Job No. and surname as payment reference. A late payment charge of £25.00 will be added if any invoice is not paid within 30 days of receipt.

## Storage Purchase

Your requirements for storage will be discussed during your personal consultation appointment; however, clients often have plenty of current storage items that can be reused. If you require more, I can purchase items such as slimline hangers, storage boxes and filing accessories, chargeable to the client

## Cancellation

Both the client and I have the right to cancel the contract at short notice due to unforeseen circumstances, I require two working days notice to reschedule an appointment, if this notice is not given by a client a 50% charge of the hourly rate per session will be invoiced.

## Covid-19

Following the government's guidelines when working in other peoples homes, which can be found here; <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes> I have set out the precautions I will take whilst working with clients in their homes.

- I will discuss with you prior to arrival, what you would like to achieve during that session. We can then plan the tasks and areas to work in, maintaining social distancing.
- I will ask that all internal doors are left open where possible to minimise contact on door handles.
- Confirm I am in good health and not displaying any symptoms of Covid-19 on the day of session.
- Upon arrival, I will wear a face covering and thoroughly wash my hands (for plus 20 seconds using hot water and soap) or wear gloves, (which will be disposed of after every session, provided by myself).
- I will always have tissues and hand sanitizer with me, paying particular attention to coughing and sneezing hygiene.
- I will increase the frequency of surface cleaning to reduce the risk of passing on infection. I will provide the antibacterial cleaner.
- Maintain social distance rules of 2m wherever possible within the home or work back to back where necessary.
- Leave all waste/recycling with the client as to avoid potential transmission of infection.

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## **Disclaimer**

Your presence is requested throughout the entire decluttering and organising project. I accept no responsibility for decisions made during this time or the consequences of the decisions made thereafter.

I will work alongside you to achieve your goals and provide you with the support to make the right choices regarding your items. Personal, legal or financial information may be required by the client prior to the sessions in order to make these decisions. As I am not a qualified valuer I take no responsibility for legal or financial decisions clients made.