

Carrie Ottolini

PROFESSIONAL ORGANISER

TERMS & CONDITIONS – GIFT VOUCHERS

Gift Vouchers

Gift vouchers are valid for six 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. 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 2.00pm, Monday and Tuesday (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 NA

Hourly Rate £35.00

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.

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.