**TERMS AND CONDITIONS**

By signing the legally binding contract a client agrees to these terms and conditions listed below:

**1. Privacy and Confidentiality**

The Gleam Girls always offer a discrete and professional service. We adhere to the Association of Professional Declutters and Organisers Code of Ethics and we take confidentiality seriously, treat every client with respect and discretion. We will not discuss any matters with a third party

**2. Contract**

If you decide to hire The Gleam Girls, we will require you to sign a contract for services. Services will not start until The Gleam Girls receive a signed contract and either; packages have been pre-paid in full or a 50% deposit has been paid for all by-the-hour projects.

**Time is limited to; at a minimum four (4) hours and at a maximum six (6) hours per day.**

The customer thus agrees to support The Gleam Girls to complete the contract in a timely manner by keeping appointments, completing homework assignments and keeping a space decluttered throughout the duration of the contract. Not doing these things may inflate the cost and time to finish a job. The contract is a binding agreement between The Gleam Girls and the client and should be adhered to by both parties at all times.

**3. Payment Obligations**

Packages are to be paid for in full and up front. Full payment must be received within five (5) business days of receiving a final invoice.

Invoices for hourly paid services will be sent to the client after each session via email or by paper, if requested, minus the deposit already paid.

If the balance is not paid in full within thirty (30) days of the final invoice date, your balance will be considered a debt and interest will start to accrue at a rate of twenty (20) percent in monthly intervals. Once your balance due is considered a debt, The Gleam Girls have the right to pursue legal means to collect the debt and the client will be responsible for any legal fees incurred. Clients will be informed of fees and expenses well in advance of services starting or continuing.

The Gleam Girls are happy to accept bank transfers and online PayPal payments (using the ‘send money’ option only)

**4. Expectations**

The Gleam Girls recognise that every client’s needs and projects are different and we take pride in creating systems that meet each individual client’s needs. For this reason, we are unable to give specific time estimates for projects. The number of sessions required will depend on each individual client’s situation. It is important that the client gets the most out of the project and our main focus is for everyone to work efficiently. Here are some ways in which the client can help make the process more efficient and remain within budget; the client should:

* stick to appointments, get an early night beforehand and eat
* make clear decisions to purge, sell or repurpose non-essential items
* complete all “homework” assignments given before the next session
* be open minded about suggestions from The Gleam Girls.
* keep all areas previously organised in order.

**5. Cancellations/Postponement of Pre-paid Hours/No Shows**

Clients are required to cancel or amend an appointment 48 hours prior to their scheduled appointment time. Clients who cancel fewer than 48 hours prior to their appointment time will be billed the full cost of that day(s) organising session(s). This fee will be doubled if two Organisers were booked. Clients who do not show up or arrive to the site late will be billed for the full cost of that days organising session.

Package deal/pre-paid hours are non-refundable and must be redeemed within 12 weeks of purchase. In the event that a client is owed hours they have already paid for, The Gleam Girls will make one (1) attempt to re-book in those hours and then we will assume you wish to terminate the contract. Those hours will not be refundable.

**6. Guarantee**

The Gleam Girls guarantee a more organised and safer environment upon completion of each session. We are not miracle makers and need the full support of the client to achieve optimal results. The Gleam Girls cannot guarantee that clients will maintain the upkeep of the organised space but we can guarantee to provide continued support and maintenance care to clients, if they wish. The Gleam Girls are not psychologists and we are unable to serve as a therapist for clients with extreme hoarding practices and/or emotional complexities. We always suggest seeking professional help for these services.

**7. Third Parties**

The Gleam Girls will not be held responsible for the performance of third-party companies referred to or booked by our staff. This includes performance that falls below an acceptable standard, or damages made by third party referrals.

Any items that the client decides to discard of will remain the responsibility of the client.

The Gleam Girls are not qualified to value specific items and would recommend the use of field experts for such services.

**8. Termination of Contract**

The Gleam Girls will inform clients verbally and in written form of any termination of contract prior to effectuation. This notification will include all conditions that contributed in the termination.

* The Gleam Girls reserve the right to terminate any contract (without refund) if there is a violation of the terms and conditions, contract, and/or The Gleam Girls determines any abuse made by the client (including the clients family, friends, or associates).
* The Gleam Girls reserve the right to reject or terminate any contract (without refund) in the event The Gleam Girls are forced to stop work due to the client failing to receive prior authorisation for the job, if required.
* The Gleam Girls reserve the right to reject or terminate any contract (without refund) for clients who fail to satisfy their balances due. This will affect future contracts, where all monies are due in full before work is started.

**9. Walk-Through & Wrapping Up**

The Gleam Girls will perform a final walk-through after each session and with the client to ensure that everyone is in agreement with the job performed. Concerns or complaints must be identified by the client before The Gleam Girls leave site. In the case where a concern or complaint could not be addressed immediately, the contract and work is put on hold until the matter is resolved

**10. Service Area**

The Gleam Girls primarily serve residents and businesses located in North & West Yorkshire and will travel for free within a 15 mile radius of LS22 5BH or LS21 1LH (depending on organiser). We will also travel to client locations further away as required. Travel fees will apply to distances greater than 15 miles; you will be charged from mile 16 onwards, at a rate of £0.48p for each mile to and from each session (this applies to each travelling member of The Gleam Girls staff).

Example: Client lives 40 miles outside the radius, first 15 miles each way are free making 25 miles in each direction chargeable. With x1 The Gleam Girls employee = 25x2x0.48 = £24.00 travel fee

**11. Supplies**
In most cases, clients will cover the costs of supplies such as storage containers, labels, files and folders etc. The Gleam Girls and the client will decide if The Gleam Girls will purchase the items (time spent purchasing items will be charged against the hourly rate) or if the client will purchase the suggested items on their own. Receipts will be provided to the client at the time of invoicing.

**12. Donation Hauling Fees**

The Gleam Girls will remove one car loads of sellable, charitable donations at the end of the project. These cannot be electrical items. In the case that the client requests The Gleam Girls donate more items, a fee of £30 per haul will be added to the final balance. Any fees and arrangements for the delivery and removal of skips will be the responsibility of the client.

**13. House Clearances/Yard Sales/Car Boots/Flea Market Sales/Online Auctions**

The Gleam Girls are happy to assist in house clearances, yard sales, car boot sales, flea market sales and online auctions. This service includes help with organising, identifying items to sell, pricing and set up. The client can use the proceeds toward the cost of The Gleam Girls contract if they see fit. Hourly rates do apply to this service unless a customised package has been agreed.

**14. Health & Safety**

The Gleam Girls are fully insured however, we cannot undertake to lift or move very large or heavy items.

In line with government advice regarding Covid-19, we test organisers using the lateral flow test on the morning of a scheduled booking and we will contact clients to rearrange appointments should we feel unwell or that it is unsafe to work. We also undertake strict hand sanitisation procedures, social distance where possible and when requested, will wear masks for the duration of the assignment.