Oakes Organising Terms & Conditions

This document lists the terms by which Oakes Organising would be happy to help you clear your clutter & organise your space.

**Confidentiality and Privacy**

* Oakes Organising offers a professional service, which is confidential & will always be sensitive to my client’s needs.
* Personal Information will never be shared, unless agreed by yourself with regards to my business. This will be totally anonymous with no names mentioned.
* With your agreement I would like to take before and after photos for use on my website, but they will only be used with your permission.
* On completion of my work your feedback and any testimonial will be gratefully received.

**Travel**

* I am happy to travel within a 10-mile radius of my home in Watford. Any further distances may incur a charge which will be agreed at the time of your booking.

**Cancellation**

* Both client & Oakes Organising have the right to cancel planned sessions due to unavoidable circumstances. If the client cancels less than 3 days prior to the agreed session Oakes Organising reserves the right to charge 50% of the agreed quote.

**Insurance**

* I am fully insured for public liability & professional indemnity
* I am also registered with the Information Commissioners Office under the Data Protection Act 1998

**Payment Terms**

* Full payment is required by the end of each completed session.
* Clients will be sent an invoice before or at the end of each session.
* Payment can be made by cash or bank transfer.
* A deposit will be required up front of 50% of the overall fee for larger jobs.

**General**

* I will give you the best help and advice during each session however the final decision will be yours. I cannot accept any responsibility for the decisions you make.
* I cannot be held responsible should any items be damaged or broken during our sessions but please rest assured I will take the utmost of care.
* I am happy to help rearrange a room during my visit however I am unable to lift/move heavy objects or furniture.
* I am willing to help with light cleaning during our reorganising and decluttering however no deep cleaning will be undertaken.
* Professional advice will be needed on all items of value if you wish to sell them. I cannot advise on such matters.
* I do not have a license for general waste and/or recycling disposal therefore you would need to take items gathered during our process to your local waste/recycling centre. Smaller quantities could be placed in your household bins.
* I am happy to take charitable items to my local charity at no extra cost. This will be restricted to one small car boot per session. Your written permission will be required.
* Clients must accept all responsibility for any items disposed of during the decluttering process.
* I do not charge for lunch breaks. I will provide my own lunch however a hot or cold drink would be much appreciated.
* A 30 to 60 minutes lunch break will be taken during any sessions of 6 or more hours. During a 3 to 5 hours session short breaks will be taken approximately every 90 minutes & these will be considered part of your billed time.
* I am proud to be a member of the Association of Professional Declutterers & Organisers & adhere to their code of ethics.

Clients Name

Has read and agreed to the terms and conditions above.

Has agreed for charitable items to be taken by Kellie Oakes to a local charity.

I do/do not agree\* to before or after photos being used by Oakes Organising

\*Delete applicable

Clients Signature Date

Organisers Signature Date

Kellie Oakes (on behalf of Oakes Organising)