



## TERMS AND CONDITIONS

I, Wendy Zwart, am happy to help you organise or learn about organising your (digital) documents and photos, and help with organising, packing and unpacking for removals. It is my aim to create more space and time for you, so you will be able to live a more relaxed life. These terms and conditions help us both to understand what to expect.

- The main purpose is to organise together, so you should be present during the service unless agreed otherwise. If you would like me to (regularly) organise for you, special price arrangements will be made.
- Advice is given in good faith though it is always your decision what you do with it. I cannot accept responsibility for the consequence of any advice given.
- Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Disposal will not take place without your authorisation
- From time to time, I may handle items amongst your possessions that have a potential market value. While I will always use my best endeavours to identify such items, you acknowledge that I do not have expertise to identify items of special value or rarity, nor that I am qualified to advise on insurance matters.
- I am very happy to help you with cleaning and vacuuming as appropriate. I'm also happy to help you relocate items to more appropriate locations. However I prefer not to attempt any seriously heavy moving (e.g. a refrigerator).

### Free Consultation and Quote

- To get a good overview of your wishes and needs, I offer one consultation hour FREE of charge with no obligation to proceed.
- If you want to proceed, I will send you a quote after the consultation with a summary report and time estimate for the organising project.
- Organising projects can be offered in two ways:
  - You will receive a detailed report and plan of action: you will execute the project yourself (cost: £ 40).
  - Hands-on organising support: we will do the project together (cost to be decided after consultation).

### Sessions and working times

- Hours of work: 8am-6pm (weekdays and Saturdays) and 7pm-9pm (only weekdays), unless otherwise agreed upon.
- We will need to break occasionally for a short period of time. A cup of coffee or tea would be much appreciated in these moments.
- If a session covers lunchtime, I may prefer going for a walk (if weather allows). I will bring my own lunch.
- Booking is advisable but do contact me for last-minute availability.

### Payment terms

My services include individual sessions, talks, workshops and training. For talks, workshops and training a special agreement will be made. Invoices will have to be paid within 14 days.

For organising hours, the following terms apply:

- An organising session will take at least 3 hours, unless agreed otherwise.
- I charge £ 40.00 per hour, Saturdays will be charged £ 45.00 per hour.
- Travel cost consist of travel time. Travel time up to one hour one way is included in my fee. If travel time is in excess of one hour each way, an additional charge may be made for time taken to travel at £ 10.00 per hour.



## Professional Organising

- You will be charged for hours actually worked. Whilst a booking will generally be made for a pre-agreed period of time, it's understood that it is not always possible to anticipate exactly how long will be needed. A six hours' booking which turns out to involve only four hours work will therefore be charged for four hours and not six. If my services take longer than anticipated I will talk to you during the session and we will agree together what is best to do; finish the session and charge extra time or come back on another day.
- Interest at 9% per month will be charged on any balance due which remains unpaid 45 days after invoice.
- Invoices have to be paid within 14 days.

### **Cancellation**

Both you and I have the right to cancel an appointment due to unforeseen circumstances.

- If for any reason you need to cancel an appointment, a 48 hours' notice is much appreciated, and we can rearrange the session. If you cancel within 48 hours, 50% of the agreed session costs will be invoiced. Travel expenses will not be charged.
- If I need to cancel an appointment for any reason, I will let you know as soon as possible and I will re-schedule the appointment to a date convenient to both parties.
- If in any case I am not able to re-schedule the appointment within a reasonable time, I will refer you to another APDO-UK colleague. In this case you have the right to cancel all up-coming appointments.

### **Insurance and Liability**

- I hold a professional indemnity insurance with an indemnity of maximally £1 million.

### **Confidentiality and privacy - Code of ethics**

I am a member of the Association of Professional Declutterers and Organiser APDO, and I strictly adhere to their code of ethics:

- I will keep confidential all client information, both business and personal.
- When unable or unqualified to fulfil requests for services, I will make every effort to recommend the service of other appropriate organisers and/or other qualified professionals.
- I will communicate my fees and expenses to my client in advance, and will charge fees and expenses, which I deem reasonable, legitimate, and commensurate with my experience, the services I deliver, and the responsibility I accept.

The only way in which your situation may be mentioned to others is in the context of my own services, and is depersonalised and unidentifiable.

ICO registration: ZA043792.

### **Contact**

You can contact me on my mobile telephone number (+44 75-4411 9104) or by email ([wendy@cleandesk.co.uk](mailto:wendy@cleandesk.co.uk)).

### **Signature for accepting these terms & conditions**

Name: .....

Signature: .....

Date:.....