



The Clutterflies Terms & Conditions

Confidentiality and Privacy

The Clutterflies are a professional service. We will never divulge client information to third parties, nor any personal and/or business details that we may be privy to through our work with you.

As a member of the **ICO** (Information Commissioner's Office) we are aware of relevant privacy regulations, therefore all detail and information regarding the client's personal and business life and possessions will be kept completely confidential.

The only way in which your situation may be mentioned to others, is in the context of our own services, and then it will be depersonalised and unidentifiable (e.g. "a client in Hampshire"). It is helpful to be able to give examples to other clients of how particular situations can be addressed. For example: how long it took to deal with a room of a certain size, the furniture that was used for storage, the solutions we found while working together.

If you agree, we also like to take 'before-and-after' photographs for use on our website, but this will only take place with your specific permission. Similarly, testimonials are welcomed, for use on our website but these will only be used with your specific permission and personal details will not appear.

Insurance

We hold full Professional Indemnity and Public Liability Insurance cover for our services. While we will always handle your possessions with great care and consideration, accidents may happen. We shall not be liable for damage or losses and ask that you have appropriate and current insurance policies that compensate you adequately.

Associations

The Clutterflies are a full Member of APDO UK (The Association of Professional DeClutterers and Organisers) and abides by their Code of Ethics.

Cancellation

Both you and we have the right to cancel the contract due to unforeseen circumstances. Travel charges or further expenses paid in advance, which we cannot obtain refunds for, are not refundable in any circumstances and will be invoiced to you at the time of cancellation.

Hours of Work

You will be charged for hours actually worked. While a booking will generally be made for a pre-agreed number of hours, it's understood that it is not always possible to anticipate exactly how long will be needed.

Breaks and Refreshments

If a session covers lunchtime, we will bring our own lunch with us; you will not be charged for lunch breaks. We'll need to break occasionally for a few minutes to hydrate and for you to pace yourself. These short breaks are included within the session time.

Limits of Work

We will do all we can to help you achieve the state of organisation and tidiness you desire. We are very happy to help you with light cleaning, as appropriate. We are also happy to help you relocate items to more appropriate physical locations. However, we prefer not to attempt any seriously heavy moving (e.g. a refrigerator).



THE CLUTTERFLIES
TIDY HOUSE. TIDY MIND.

Removal of Items

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.

Best Advice

Advice is given in good faith and it is always your decision to accept guidance on whether to keep or dispose of specific possessions. The Clutterflies cannot accept responsibility for the consequences of such decisions. From time to time, we may handle items which have a potentially high market value. While we will always use our best endeavours to identify such items amongst your possessions, you acknowledge that we are not valuers, nor do we have expertise to identify items of special value or rarity, nor are we qualified to advise on valuation matters for insurance purposes.

Payment Terms

Charges for our services will be levied per hour or by package chosen. An invoice will be issued and is payable at the completion of the assignment, in cash, or direct by BACS using the bank details shown on the invoice. All charges shall be payable on invoice as set out above. Interest at 2% per month will be charged on any balance due which remains unpaid 14 days after the invoice.

Please indicate your acceptance of these terms by downloading these T&C's, signing them, and providing us with a copy when we arrive to begin working with you. A signed contract is required prior to the start of any session. In some circumstances The Clutterflies may require a deposit before confirming appointments and providing services.

Name:	
Signature:	
Date:	