



## **Terms and Conditions**

**Best Advice:** Advice is given in good faith; any decisions made during a decluttering session with All in Order are yours. I will advise, encourage and recommend various courses of action, but the final decision about whether to implement any of my ideas, or whether to discard an item is yours.

All in Order therefore can't accept responsibility for the consequences of such decisions whether at the time of consultation, engagement in the organising or decluttering process, or at any subsequent or future date following any engagement or consultation. [See also **Removal of Items** below.]

**Confidentiality Policy:** All in Order provide a confidential and discrete service. I will never divulge information about our work to third parties without your consent. For personal safety, the Client's name and address will be made available, in a private shared calendar, to a family member of mine so they know my whereabouts when I'm onsite at the Client's property.

By entering into a contract with All in Order, you agree that your details will be held securely, to be used only in connection with the services carried out by All in Order. I may ask you to consider giving All in Order a testimonial for the website, which can be anonymous. These help others thinking about trying my services, as it may be something they are considering for the first time. I may also ask to take "before and after" photographs and, with your consent, use these for advertising purposes. Photographs will never include identifiable personal items such as paperwork, photographs of people, or sensitive information.

**Initial consultation:** I provide an initial 20-minute phone or video call to determine whether All in Order can assist with your current organisational concerns. This is free of charge, with no obligation.

**Fees:** £40.00 per hour onsite and for any offsite hours relating to your project (e.g. sourcing, researching, planning events etc). A minimum booking of 3 hours is required for a usual organising and decluttering session but if this feels too long or too short for you, we can discuss alternatives. Session length is agreed at the time of booking. If you request to extend a session, additional hours will be charged at the standard rate.

£35.00 per hour for Virtual (Zoom) organising and decluttering sessions.

£30.00 per hour for co-working sessions, where I sit with you, to keep you focused and motivated. This is normally used where paperwork sorting and administration is involved. I too can work at the same time.

I also offer a Flex Package of 10 hours, to be used across a few sessions within an eight-week period; the charge for this is £350.00.

**Payment & Deposit Terms:** I require a non-refundable 50% deposit at the time of booking to secure your session. The remaining balance is payable at the end of each session. I accept cash, BACS transfer or cheques, made payable to Clare Manning.

**Cancellation Policies:** Both All in Order and the Client have the right to cancel the contract, whether verbal or written, due to unavoidable circumstances. In any instance, Clients have 14 days from the date of the booking to change their mind with no penalty.

Cancellations made more than 72 hours in advance of the scheduled session will not be charged. Should you cancel with less than three clear days' notice before a session, and not reschedule it for another date and time, you will be charged the remaining 50% cost for the first three hours of work. I may waive all or part of those fees if the appointment is rescheduled within one month of a cancellation.

**Travel & Parking:** Travel within a 30-minute drive time of All in Order's base in Horfield, Bristol won't be charged for fuel or travel time. Travel charges will be considered for longer distances.

If free parking is not available at your home or premises, either the Client needs to provide a visitor permit to cover the whole time of the session, or All in Order's parking costs will be added to the invoice.

**Disclaimers and Limitations:** I am not a valuer of art or antiques and cannot be held responsible for the Client's decisions made during the decluttering process. It is recommended the Client engages a valuation expert for any applicable items prior to removal from your home.

I will operate with utmost care and respect in your home or premises. In the unlikely event there is any accidental damage, All in Order will not cover the cost of the damage or repairs. All in Order will not be responsible for the cost of repairing any pre-existing damage discovered during our assignment.

All in Order will work with you to help you achieve the state of organisation and tidiness you desire. I am not a cleaner but I'm happy to help with light vacuuming or cleaning out a cupboard we've emptied, for example.

All in Order cannot lift heavy furniture or items, or carry out DIY tasks. The Client should make suitable arrangements if such work is required. [See also **Recommendations** below.]



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The Client agrees to disclose in advance any information about their premises that could jeopardise my health or safety. All in Order reserves the right to suspend or cancel an assignment in the event a serious health or safety risk is discovered or develops during the assignment. If access to your home or premises is restricted or unsafe, All in Order reserves the right to charge for lost time and expenses incurred.

The client is aware that the services provided by All in Order are in no way to be construed as psychological counselling or therapy.

**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. The Client accepts responsibility for all or any items disposed of in the decluttering process. All in Order is happy to help with such disposal if it's possible for me to do so, for example: helping you to re-use or re-purpose items, removal to a charity shop (I can usually remove a car-boot full each session), I can also suggest and support you with methods to sell your items. However, it is best if you are able to take items to the Recycling Centre, if necessary, as this is regarded as 'commercial waste' if All in Order does it on your behalf.

**Recommendations:** I am very happy to investigate the sourcing of items or services (for example, storage items, gardening, removal or handyman services) that may assist in our organising work. However, I can accept no responsibility for the additional trades' performance, nor any loss or damage incurred through their engagement. Contractual arrangements should be drawn up directly between the Client and the service provider in question.

**Hours of work, Breaks & Refreshments:** 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. You will be charged for hours actually worked. Should a session cover lunchtime, I will need to break for lunch, and you will not be charged for lunch breaks. It is recommended that we break at regular intervals for you to hydrate and refresh yourself, as decluttering is physically and emotionally demanding, so short breaks will be included in your session time.

**Client Availability:** At the start of our work together you must always be available, but as I get to know your preferences, I can continue more independently. However, I'll never dispose of anything without your agreement, so will need to liaise with you for decision making and any questions.

**Insurance:** All in Order carries full Professional Indemnity and Public Liability insurance up to £1,000,000 with Westminster Indemnity; a copy of my policy can be provided upon request.

**Agreement**

Please read all Terms and Conditions before booking an appointment. By making a booking and paying your deposit, you are agreeing to these Terms and Conditions.

I have read and agree to the above terms and conditions

Client Name (please print): .....

Signature: ..... Date: .....

Address: .....

..... Postcode: .....

**Emergency Contact Details (will only be used in case of emergency during our work together)**

Name: .....

Relationship to you: .....

Phone Number: .....

**Photography consent:** During organising sessions, photographs may be taken to help plan the space and track progress. These will be stored securely and used only for delivering the service.

I consent to before-and-after photographs being used for marketing purposes (e.g. website or social media).

I do not consent to marketing use of photographs.