

## Terms & Conditions of Service

By booking an appointment with us, you agree to be bound by our Terms and Conditions, as detailed below. A copy of these Terms and Conditions will be e-mailed to you for electronic signature and must be signed before any decluttering and organising sessions can take place. These Terms and Conditions may be amended from time to time, and apply to all of the services The Clearing Concept provides.

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<b>About our services:</b>	<p>Professional decluttering and organising services are focused on the client's agenda and are delivered in a non-judgmental and supportive manner. The Clearing Concept will offer impartial advice and implement organisational systems that are designed to ease daily stresses and optimise the use of space within the client's home.</p> <p>All decluttering services are provided as full day appointments and are charged hourly, ranging between 4 - 8 hours. All appointments include a 30-minute break for lunch and short tea breaks as required.</p> <p>Decluttering Coaching sessions are set at a pre-determined price and duration, as detailed on our service pricing breakdown guide. Exact start and finish times for all services will be confirmed at the time of booking.</p>
<b>Client support &amp; cooperation:</b>	<p>The client understands that the time required to complete a decluttering and organising project may vary depending on the client's participation, decision-making ability and the amount of items that need to be sorted throughout an appointment. Unless otherwise agreed, the client must be present throughout a decluttering and organising session and will make best efforts to minimise any disruptions during an appointment. It is advised that any young children or pets are supervised by an additional person in a different room throughout a session.</p>
<b>Cleaning:</b>	<p>The Clearing Concept will not provide cleaning services during the appointment, but may assist in light cleaning such as dusting where it aids the decluttering process.</p>
<b>Removal of items:</b>	<p>The Clearing Concept offers guidance and suggestions to help throughout the decluttering and organising process, but all final decisions as to what possessions are donated or discarded are made by the client, not The Clearing Concept.</p> <p>The Clearing Concept is unable to remove items from a clients home due to License regulations as stated in the Collection and Disposal of Waste Regulations 1988 and will not be held responsible for items the client decides to remove from their property.</p>
<b>Valuable possessions:</b>	<p>Our representatives will always take great care when handling a client's possessions, but in the unlikely event that an accident occurs, The Clearing Concept will not be held liable for any losses or damages incurred. It is the responsibility of the client to ensure that their home insurance is up to date and sufficient to cover any potential breakages. Clients may decide to remove valuable or delicate items before an appointment begins.</p> <p>The Clearing Concept is not a valuer of art or other items of value or rarity and cannot be held accountable for the decisions made by the client during the decluttering process. It is recommended the client seek advice from a valuation expert for any items believed to be of high value prior to removal from the property.</p>
<b>Health &amp; Safety:</b>	<p>The client agrees to disclose in advance any information about themselves or their premises that could jeopardise the health and safety of The Clearing Concept and its representatives. This can include but is not limited to the following; animals kept within the premises, dirty or unhygienic conditions and hoarding disorders. If additional persons are due on the premises during the appointment, the client agrees to disclose this information in advance.</p> <p>The Clearing Concept cannot lift heavy items or furniture and cannot carry out DIY tasks. If such work is required, the client should make suitable alternative arrangements.</p> <p>The Clearing Concept reserves the right to cancel or suspend any appointment in the event a health and safety risk is discovered or develops during a session or appointment.</p>
<b>Deposit &amp; Payment:</b>	<p><b>Deposit</b></p> <ul style="list-style-type: none"><li>• A 50% deposit is required, due either 4 weeks in advance of the booking date or immediately if the booking is initiated within 4 weeks of the booking date.</li><li>• Bookings are not considered confirmed until the booking form is signed and received and the deposit paid in full.</li><li>• An invoice for the deposit will be sent to your billing email address unless otherwise specified.</li></ul> <p><b>Payment</b></p> <ul style="list-style-type: none"><li>• Full payment for services is due strictly upon completion of works.</li><li>• Payments can be accepted by credit card or bank transfer.</li></ul> <p>Bank transfers to be paid to Julia Mirzoian, using your name as reference. Sort Code: 20-70-93 Account Number: 43689891</p>

- A separate invoice will be provided for any additional charges incurred e.g. travel costs and parking charges. This invoice must be settled within 5 working days of the invoice date.
- Due to the nature of work, The Clearing Concept operates a strict 'No Returns' policy once work is completed.

**Changes & cancellation:**

**Postponed or Cancelled Bookings**

- All requests to reschedule or cancel a booking must be made in writing by e-mail.
- The client has a right to cancel a scheduled appointment within 14 days of signing. No charges will be incurred and any deposits paid will be refunded in full.
- Cancellations made less than 10 working days prior to the appointment start date will incur no charges, however any deposits paid will be forfeited.
- Reschedule requests made less than 10 working days prior to the appointment start date will incur no charges and any deposits paid can be transferred to a new appointment date to be scheduled no later than 2 months from the original booking date.
- Cancellations made less than 2 working days prior to the appointment start date will be charged in full for services as detailed on the appointment booking form and any deposits paid will be forfeited.
- Failure to attend your appointment on the day or any request to reschedule an appointment made less than 2 working days prior to the appointment start date will be treated as a cancellation and a new deposit will be required for any future appointments made.

**Disclaimer:**

The Clearing Concept offers impartial advice and suggestions which are always given in good faith, but it is always the client's decision to accept any advice and guidance offered. The Clearing Concept cannot accept any responsibility for the client's actions, nor the consequences of the client's decisions based on any advice given, be that at the time of consultation, throughout the decluttering and organising process, or at any subsequent or future date following any engagement or consultation.

The client understands that The Clearing Concept is not qualified to provide legal, tax, accounting or financial advice, and any information provided is not intended as such. Clients should seek the advice of appropriately qualified professionals if such questions arise throughout an appointment. The client is aware that the services provided by The Clearing Concept are in no way to be construed as psychological counselling or therapy.

Any additional services or trade the client decides to engage with (whether recommended by The Clearing Concept or otherwise) are the client's responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. The Clearing Concept will not accept any responsibility for the additional trades performance, nor any loss or damage incurred through their engagement.

If when engaged to work at a particular location, access is restricted, The Clearing Concept reserves the right to charge the client for any lost time and related expenses incurred.

**Insurance:**

The Clearing Concept is fully insured for Public Liability and Professional Indemnity.

**Confidentiality & privacy:**

The Clearing Concept provides a professional and confidential service and agrees to maintain the confidentiality of all information about the client learned through the performance of services. All appointments are completely confidential, non-judgemental and carried out with the utmost care and attention. Confidentiality agreements are available on request.

For personal safety, The client's name and address may be made available to a close friend or family member or any representative of The Clearing Concept whilst attending a scheduled appointment.

The Clearing Concept will never give out any of the information we collect from you to any other party unless compelled to by law. All information held by The Clearing Concept is classed as completely confidential.

The Clearing Concept is registered with the Information Commissioners Office as a Data Controller. Details available on request.

You can view details of our privacy policy [here](http://theclearingconcept.com/decluttering-services-uk-privacy-policy/) - <http://theclearingconcept.com/decluttering-services-uk-privacy-policy/>