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**Terms and Conditions**

**Confidentiality and Privacy**

Life Uncluttered offers a fully confidential service. Anything discussed, or information seen will not be disclosed to any third party without your approval. If you are kind enough to give a testimonial it will be used only with your prior written consent.

**It is important that you disclose any health or environmental issues that may need to be considered before a job can be undertaken.**

**Disclaimer**

All advice given by Life Uncluttered is given in good faith. We cannot accept responsibility for any subsequent decisions taken by you either during or after a session.

**Working practices**

We are happy to undertake some light cleaning to assist the decluttering and reorganising process, but please note that we do not provide a cleaning service.

We cannot move or lift very large items of furniture for Health and Safety reasons.

If access to your home or premises is restricted or unsafe and this has not been disclosed in the initial consultation, we reserve the right to charge for lost time and expenses incurred.

**All items removed from your premises or disposed of will be with your agreement and at your discretion. You are responsible for all items disposed of in the decluttering process.**

**Payment**

Charges for our service will be estimated following an initial consultation. We charge as follows:

* Free initial consultation, for up to 1 hour
* £35 per hour during normal office hours
* Travel costs and other reasonable expenses will be recharged to you (any costs will be highlighted to you as they arise)
* 50% payable on acceptance of the agreed charges for services on larger projects
* Balance on completion

Working hours will be calculated from the time we arrive at your home or premises until the time we leave, excluding any breaks.

We accept cash, BACS, or a cheque made payable to Charlotte Freeth. All invoices should be settled within 7 days of the invoice date.

**Cancellation policy**

Any cancellation by you within 48 hours of the agreed start time will incur a charge of any expenses accrued to date and up to 50% of the contract price. However, this may be credited against your account if the work is scheduled to start within one month of such cancellation.

Cancellation is sometimes unavoidable. Either party may cancel any session booked giving at least 48 hours notice.

**Insurance**

Life Uncluttered is covered by Professional Indemnity and Public Liability Insurance to a value of £1 million.