



Terms and Conditions

Please ensure that you read these terms and conditions as they contain important information regarding our decluttering and organising journey. By signing below, you are stating that you understand and agree to the following terms and conditions.

We will have discussed your requirements at our initial consultation, and these will be detailed in your confirmation. We will operate within the scope of that agreement.

Services

Your Space Moore Organised provides professional support in the following areas (but not limited to):

- Room-by-room decluttering and reorganisation
 - Wardrobe and clothing storage advice
 - Kitchen and pantry optimisation
 - Paperwork and digital decluttering guidance
 - Assistance with donations and removal of unwanted items
 - Storage sourcing and recommendations
 - Tailored strategies to suit your lifestyle and personality
- Please note: Services do not include general cleaning or disposal of any waste including hazardous materials

Session Preparation

To ensure a productive session, clients are encouraged to:

- Be present and engaged throughout the session
- Make areas to be worked on accessible in advance
- Minimise distractions (e.g. phone calls, scheduled visitors)
- Discuss goals and emotional attachments honestly and openly

Confidentiality and Privacy

Your Space Moore Organised offers a professional and confidential service. I will never divulge client information to third parties, nor any personal and/or business details that I may be privy to through my work with you. Your Space Moore Organised handles all client data in compliance with the UK GDPR regulations. Any personal information collected (e.g. contact details, photos with consent) will be securely stored and never shared with third parties unless explicitly authorised. The only way in which your situation may be mentioned to others is in the context of my own services, where it will be entirely depersonalised and unidentifiable (e.g. “a client I have worked with before/I am working with at the moment”). 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. Similarly, testimonials are welcomed for use on the website and/or social media, as they can help others to make a more informed decision about whether Your Space Moore Organised might be the right choice for them. Please note, these will only be used with your permission and will be anonymised.



Insurance

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

Associations/Professional Membership

Your Space Moore Organised is a member of APDO UK (The Association of Professional Declutterers and Organisers) and abides by their Code of Ethics:

<https://www.apdo.co.uk/code-of-ethics/>

Advice

Advice is given in good faith, and it is always your decision to accept guidance or not, particularly on whether to keep or dispose of specific possessions. Your Space Moore Organised cannot accept responsibility for the consequences of such decisions. Clients are responsible for checking items themselves before removal or donation.

From time to time, I may handle items which have a potentially high market value. While I will always endeavour to identify such items amongst your possessions, you acknowledge that I am not a valuer, nor do I have expertise to identify items of special value or rarity, nor am I qualified to advise on valuation matters for insurance purposes. Items that are disposed of/donated are done so with your authorisation and responsibility is not accepted by Your Space Moore Organised for any item which you later decide was valuable, not to be disposed of, or which you are unable to find later.

Hours of Work

My hours of work are generally between 9.15am-2.15pm on weekdays. These hours may be flexible depending on requirements and availability. Please note that there is a minimum session time of 3 hours, as anything less will not allow us to start achieving your goals. It is understood that it is not always possible to anticipate exactly how long will be needed due to the nature of the job and how different clients' work. You will be charged for hours actually worked. When a booking is made, it will generally be for a pre-agreed number of hours. If we have not quite finished an area and are both available to continue working for a bit longer, we can agree this during the session. Time passed the hours agreed will be charged at my hourly rate of £40, in 15-minute increments. So, if we finish at 2.30pm, for example, you may be charged an additional £10.

Deposits & Home Consultation

I offer a free 30-minute telephone or video consultation before commencing work with a new client. If you require a face-to-face consultation, these will last up to 1 hour and are charged at my hourly rate of £40, payable at the time of booking. Any time past 1 hour may be charged at my hourly rate. Your Space Moore Organised requires a deposit before confirming the first session and providing services. The standard deposit is 50% and is payable at the time of booking. Your deposit will be taken off the invoice amount. It is not an extra charge to you. However, all or parts may be non-refundable if cancelling within 72 hours or on the day of the session as per 'Cancellations' below.

Cancellations

Both you and I have the right to cancel the contract due to unforeseen circumstances, including testing positive for COVID-19. Travel charges or further expenses paid in advance, which I cannot



obtain refunds for, are not refundable in any circumstances and will be invoiced to you at the time of cancellation. Cancelling within 72 hours will result in a charge of 50% of the session fee. Cancelling on the day of the session will result in a charge of the session fee in full. Postponing, or for matters entirely out of your control, the charge may be waived at my discretion.

Your Space Moore Organised shall not be held liable for any failure or delay in service due to circumstances beyond reasonable control, including but not limited to: severe weather, public health emergencies, travel disruptions, or technical issues.

Payment Terms

Charges for my services will be charged per hour. The total charge of the session/s will be confirmed in my email confirmation to you, but this could differ to your final invoice, should any additional time be worked as per 'Hours of Work' above. An invoice will be issued and is payable within 72 hours of completion of the session, by means of cash, secure payment link (this will be within your invoice) or bank transfer using the bank details shown on the invoice. All charges shall be payable upon invoice as set out above. Should the invoice be unpaid after its due date, the outstanding balance owed will incur a £1.50 per day late fee charge plus an administration fee of £30, unless agreed otherwise, and will be charged on any outstanding balances until the balance is £0.

Prices for services are subject to periodic review. Any change in rates will be communicated to existing clients with at least 30 days' notice. Invoices for ongoing work will reflect the most recent agreed rate.

Breaks

We will have a short break for lunch which is included within the session time. I will bring my own lunch with me. We will also have short breaks throughout the course of the session to have a drink and for you to pace yourself. These short breaks are also included within the session time.

Limits of Work/Heavy Lifting

I will do all I can to help you achieve the state of organisation and tidiness you desire. I am very happy to help you with light cleaning, as appropriate during the session. I am also happy to help you relocate items to more appropriate physical locations. However, I prefer not to attempt any heavy lifting or moving, for example, a washing machine or especially heavy furniture.

You have a duty of care to ensure that your premises are safe to work in, and you agree to disclose as soon as possible any circumstances which might put me at risk. For example, but not limited to, infectious medical conditions or structural weaknesses in your property. For the purpose of personal safety, another person will always know my location and session timings.

Your Space Moore Organised reserves the right to pause or discontinue work if unsafe conditions arise. This includes but is not limited to: structural concerns, insufficient lighting, extreme temperatures, or health-related risks. Sessions may be rescheduled or refunded as appropriate.

Travel Costs & Other Expenses

Travel expenses will be included for work completed at properties within 30 miles of SN3 in Swindon. For work undertaken further than 30 miles from SN3 in Swindon travel expenses will be charged at 45p per mile and will be discussed/agreed in advance of your booking confirmation. The mileage will be taken from Apple Maps.



Should free parking not be available, any parking expenses incurred will be submitted with your invoice for reimbursement. Any additional travel expenses including toll/congestion charges will also be submitted with your invoice for reimbursement.

Any additional expenses will be invoiced within 48 hours of them being incurred and are to be paid as per 'Payment Terms' above.

I am able to support you in choosing appropriate storage solutions and can also help you to source these. Depending on where the items need to be sourced from, mileage costs and my hourly rate may apply. No storage solutions will be purchased without your authorisation and payment will need to be made before receiving the items. An itemised recommended list can be provided along with itemised costs associated with the recommendations. If I make any purchases, you will be provided with the original receipt and you will be responsible for returning any damaged or broken items to the place of purchase. While I offer advice and support in sourcing storage solutions, I cannot guarantee the longevity or suitability of these items. Final purchasing decisions are made at your discretion, and Your Space Moore Organised is not liable for any defects or limitations associated with sourced products. You are of course welcome to source/purchase your own storage solutions. It is however my recommendation that you do not buy any storage solutions before our decluttering sessions have begun. I will be happy to discuss requirements during the process.

Please note that during sessions I will have some small items of stationery with me such as elastic bands, clips, hooks etc and these can be provided at no extra cost. I can also provide labels at no extra charge.

Sourcing of Goods or other Services

While providing comprehensive advice concerning your decluttering needs, some work may be beyond my scope. In these instances, I may be able to recommend/source appropriate professionals. You are under no obligation to use any additional services recommended by Your Space Moore Organised and may arrange your own services if preferred. In any instance, Your Space Moore Organised will not be held liable if any third party's performance falls below an acceptable standard nor will we be liable for any loss or damage caused by the aforementioned third party.

Photographs & Social Media

Your Space Moore Organised will take before and after pictures of each area we work in. This is for a number of reasons, including for insurance purposes, to refer back to when planning for storage and most importantly, for you to see the difference in a photograph as well as in person. These photos are only ever seen by Your Space Moore Organised and kept in secure digital files. However, if you grant permission, I may ask to use some of these images for social media and/or, the website. I will never do this without prior signed permission (see consent form below). I will never tag you or use locations, names or addresses in these posts. Neither will I use any images that could compromise your privacy to the general public, for example, the front of your house or images with family photographs in the background. All photos will be shown to you prior to them being added to social media and/or the website.



Testimonials

All clients are invited to share testimonials. Testimonials may appear on the website, social media platforms, or marketing materials to help future clients make informed decisions and will be completely anonymised.

Removal of Items

I can take up to one car boot load of charity items/donations away with me after our session. I can also provide rubbish bags. Items to be removed by Your Space Moore Organised from your premises, to other locations including charity shops, must be at your own discretion. The disposal will not take place without your authorisation and these items will be non-returnable. I cannot take any large items or items of furniture for rubbish or recycling. If needed, I can arrange for skip-hire and liaise with the company. This will be charged at my hourly rate or organised during our session. Additionally, I can support with sourcing storage and rubbish clearance companies. You agree for me to disclose your name and address details to the relevant company, who will arrange payment with you directly. Advice and support can also be provided on the selling of your items, as applicable. Please discuss these options further with me.

Sustainability

Your Space Moore Organised is committed to reducing environmental impact by:

- Donating items to local charities and community groups, as appropriate
- Repurposing storage
- Minimising waste during sessions
- Using digital records and invoices whenever possible
- Eco-conscious solutions will be recommended wherever feasible

Please indicate acceptance of these terms by signing below.

A signed contract is required prior to the start of any session, with no exceptions.

Claire Moore

YOUR SPACE MOORE ORGANISED

Accepted and Agreed to by:

Name.....

Signature.....

Date.....

See photo consent on next page.



Photograph Consent

I am really proud of the transformations we create together, and I like to capture photos of the spaces I have helped organise. These photos might be shared on social media, my website, or in promotional materials to inspire others on their own decluttering journeys.

Photos are always taken with care and respect. I never share anything personal or identifying unless we have agreed it together in advance, as per 'Photographs & Social Media' above. Examples might include before-and-after shots of a cupboard, a beautifully organised drawer, or a calming corner of a room – never anything that shows you or gives away your private information.

Please let me know what you are comfortable with:

☐ Yes, I am happy for photos/videos of my space to be used for marketing (as described above).

☐ No, I would prefer not to have any photos/videos of my space shared.

Name.....

Signature.....

Date.....