**Home Tidy – Terms & Conditions**

By engaging Lynsey Forrest t/a Home Tidy (“Home Tidy) for your bespoke home organisational needs, you agree to the Terms and Conditions as set out below:

**Confidentiality and Privacy**

Home Tidy acts with professionalism and discretion and will not share your information with any third parties without your consent. Please see our Privacy Policy for more information or contact Lynsey at lynsey@hometidyorganisers.com

**Pricing & Payment Terms**

Home Tidy offers a free 30 minute consultation by phone or video call to discuss your needs.

A typical Home Tidy working day is 10am – 3pm.

Every job is different, however, a minimum 3 hour booking is required.

The Home Tidy charge out rate is £40 per hour, per organiser.

An £80 deposit will be taken at the time of booking.

Travel to the areas within Cornwall detailed on the Home Tidy website is included in the price. Travel to locations outside these areas may be possible and additional charges may apply.

Any items purchased for the job will be invoiced to you. Home Tidy will provide receipts for all expenses. Inexpensive items, eg. refuse sacks, labels, stationary, are included in the booking.

Bookings for weekends, bank holidays or after normal business hours can be arranged at an additional cost.

By booking with Home Tidy you are agreeing to our Terms and Conditions as set out on our website. Please contact us for a hard copy, if required, which can be sent via email.

Payment, via cash or BACS to the bank details shown on the invoice, must be made at the end of each job. Payment terms are 7 days from the date of invoice.

If you disagree with an invoice from Home Tidy, please notify us in writing within 7 days of the invoice date. Any undisputed invoices will be regarded as valid.

Late payments will be subject to late payment interests (which will accrue each day at 4% a year over the Bank of England base rate from time to time but at 4% a year for any period when that base rate is below 0%) payable from when the overdue sum became due until it is paid, together with compensation for debt recovery costs under the Late Payment legislations.

Home Tidy reserves the right to increase its rates at any time. Any sessions booked prior to a rate increase will be unaffected by the increase.

Home Tidy is not VAT registered.

**Cancellation Policy**

Both Home Tidy and you have the right to cancel due to unforeseen circumstances.

If you cancels the booking more than 48 hours before the agreed start time, then an alternative date can be arranged or the deposit refunded. However, if cancelled within 48 hours of the agreed start time, or mid-job, Home Tidy will charge the minimum amount of hours as per the contract, plus any additional expenses incurred.

If Home Tidy needs to cancel the appointment at any time, then we will endeavour to re-schedule to a mutually convenient time; if this is not possible or is unacceptable to you, then the deposit will be refunded in full.

**Hours of work**

The working day on site is generally 10am-3pm. You will only be charged for hours worked (minimum 3 hour booking is required). Whilst a booking will generally be made for a pre-agreed period of time, it is understood that it is not always possible to accurately estimate how long will be needed. Should a days booking take longer than anticipated, Home Tidy will talk to you during the session to agree on a favourable solution: finish the session that day and charge for additional hours worked, or return another day to complete the job.

Home Tidy organisers work 10am-3pm Monday to Friday. Weekends, bank holidays and after hour sessions can be arranged at an additional cost.

Home Tidy organisers will bring their own refreshment supplies with them and do not expect you to provide food or drink. As decluttering is physically and emotionally demanding, we will break occasionally for a few minutes every few hours. Lunch breaks for Home Tidy organisers will not be charged to the Client.

**Access**

If access to your property is restricted or unsafe, Home Tidy reserves the right to cancel and charge for lost time and expenses incurred.

**Third Parties and Recommendations**

Home Tidy can organise for third party service providers (“Third Parties”) to assembled large items of furniture or provide storage solutions and/or disposes of items from your property. You should agree payment and contract terms directly with any such Third Parties directly. Home Tidy accepts no responsibility for your relationship with Third Parties and it is important that you satisfy yourself as to any Third Party services and prices.

Home Tidy may make suggestions on additional products and services by Third Parties and are unable to accept any responsibility or liability should the products or services cause you direct, indirect or consequential loss or damage.

**Limits of Work**

Home Tidy will assemble small storage solutions and other similar items. For larger assembly projects, we can help organise a handyman to assemble the item for a fee. Assembled items cannot be returned or refunded.

Home Tidy is not a cleaning or removal service and Third Parties may be required to undertake these tasks.

**Removal of Possessions**

You accept responsibility for all items disposed of during the decluttering/home organisation process. Whilst advice can be provided regarding recycling, selling and/or donating, Home Tidy is not responsible for disposing of any items from your property; it is up to you to action these disposal methods. Home Tidy will not dispose of any items without your authorisation.

**Best Advice**

You are advised to seek independent valuations of any high value possessions. All advice is given in good faith and it is ultimately your decision as to whether you keep or dispose of your possessions. Home Tidy cannot accept responsibility for the consequences of such decisions.

**Insurance**

Home Tidy provides an in-home service and whilst every care will be taken when handling your possessions, unfortunately, accidents can happen. Home Tidy cannot be held liable for any direct, indirect or consequential loss or damage to your possessions. You should have appropriate insurance for your home and possessions. Home Tidy holds professional liability and personal indemnity insurance and can provide details of such policies on request.

**Photography**

Home Tidy might use before and after photographs in our marketing materials. These photographs are the property of Home Tidy. We will always anonymise the photographs, unless otherwise agreed and we will never use a photograph of your property without your permission.