



## Terms & Conditions

This document describes the terms on which **Working Order** would be happy to help you.

**Best Advice** Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. **Working Order** can't therefore accept responsibility for the consequences of such decisions. [See also **Removal of Items** below.] From time to time, I may handle items which have a potentially high market value. While I will always use my best endeavours 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. If you require such professional advice, I am happy to make enquiries about appropriate services on your behalf. [See also **Referrals** below.]

**Handling goods** When I handle goods belonging to customers I take great care to look after them. Unfortunately, accidents may occur. I shall not be liable for losses or damage, howsoever caused, and rely on you to carry insurance at all times which adequately compensates you for losses or damage howsoever caused by me in my capacity as your agent. I am, however, insured as a business for Public Liability and Professional Indemnity.

**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.** I am happy to help with such disposal (e.g. removal to charity shop) if I'm able to do so (i.e. I have travelled by car and not by train!). It is best if you are able to take items to the tip if necessary, as this is regarded as 'commercial waste' if I do it on your behalf.

**Limits of work** 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 cleaning, vacuuming or spider-chasing, as appropriate! I'm also happy to help you relocate items to more appropriate physical locations. However, we may well need to move heavy items during our work, and I prefer not to attempt any seriously heavy moving (e.g. a refrigerator) for the sake of my own back. You may wish to have a friendly neighbour, relative or handyman lined up to assist if such moving proves necessary. Similarly, while I may make suggestions about storage solutions and am able to help you create such things (such as picture-hooks in walls or the assembly of simple, lightweight flat-packed furniture), anything more specialist (carpentry, heavyweight assembly) I will generally leave to the experts in those fields. If you need suggestions for suppliers of such services, just ask and I will help in any way I can. [See also **Referrals** below.]

**Hours of work** You will be charged for hours actually worked. 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. A day's booking which turns out to involve five hours' work will therefore be charged for five hours and not seven!

**Breaks and refreshments** We'll need to break occasionally for a few minutes – I'm happy to pause every two hours or so, but if you wish to stop more often (decluttering is physically and emotionally demanding) that's fine. I won't charge you for long (e.g. lunch) breaks. If your session is likely to cover a mealtime, I am very happy to either bring my own food, leave the house with you and pay my own way in a local café, or to share a small meal provided by you if that's what you are happy to do. Just let me know in advance what your preference is and I'll come prepared.

**Travel and accommodation** If you have booked for more than one day's consecutive work, depending on your location, it may be more appropriate (and economical) to provide me with accommodation. This may either be in your own home, or in a modest local bed-and-breakfast, or (if available) with my own contacts. For travel charges, see Payment Terms below.

**Referrals** I am very happy to investigate the sourcing of items or services (for example, gardening, removal or handyman services) that may assist in our organising work. I can accept, however, no

responsibility for your relationship with such service-providers, and it is important that you satisfy yourself that their services and prices are appropriate to your needs.

**Cancellation** Both you and I have the right to cancel the contract due to unforeseen circumstances. If the cancellation is made within 48 hours of the booked session, *and* no replacement session is booked, I *may*, at my discretion, charge 50% of the intended fee. Travel charges or further expenses paid in advance for which I cannot obtain refunds are not refundable in any circumstances, and will be invoiced to you at the time of cancellation.

**Confidentiality and Privacy** **Working Order** is a professional service. I never divulge client information to third parties, nor any personal or business details that I may see in the course of my work (which, when decluttering, is generally unavoidable).

The only way in which your situation may be mentioned to others is in the context of my own services, and is depersonalised and unidentifiable (e.g. "a client in Buckinghamshire", "John in London"). 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 whilst working together. If you are in agreement, I also like to take "before-and-after" photographs for use on my website, but this will only happen with your express permission. Finally, I will ask you for your feedback after the completion of the work; if you are able to do so, I will be grateful for any testimonial you may provide.

**Payment terms**

1. Charges for services will be levied at £40 per hour (or £30 per hour under certain circumstances: see my website for details). An invoice will be issued within 7 days of the work being carried out, and this invoice is payable within 14 days. All payments should be made by cheque made payable to **Cassie Tillett**, or direct by BACS using the bank details shown on the invoice.
2. Travel charges are made up of the actual ticket cost of travel or 45p per mile by car. If travel time is in excess of one hour each way, an additional charge *may* be made for time taken to travel at £10 per hour. This will be made clear before the booking is accepted. (It won't usually apply if you live within an hour's journey from me).
3. Some jobs lasting longer than a day may involve further expenses in addition to our service charges and travel charges. Such further expenses will not be incurred without the prior approval of the customer. Examples of such further expenses include but are not limited to accommodation and subsistence.
4. All charges shall be payable on invoice, as set down in item (1) above. Interest at 2% per month will be charged on any balance due which remains unpaid 45 days after invoice.
5. I am not registered for VAT at the present time.

**Please indicate your acceptance of these terms by printing and signing this letter, and providing me with a copy when I arrive to begin working with you.**



**Cassie Tillett**  
**Working Order**

Accepted and Agreed to

By .....

Date .....