



## TERMS & CONDITIONS

### Definitions

In this agreement:

- a) 'we' and 'ours' and 'us' refers to Simplify Stuff Ltd;
- b) 'you' and 'your' and 'yours' refers to the client who has signed this agreement; and
- c) 'our services' means the provision of our services for which you have engaged us.

### Confidentiality and privacy

We provide a professional and confidential service. We are registered with the Information Commissioner's Office as a data controller (reg no: ZA238006) and adhere with data protection laws. Except to the extent disclosure may be required by law, we will keep confidential all information about you and we will not disclose any information about you to any third party. Please see our separate Privacy Policy for further information.

- **Would you like to be added to our email list? (By ticking "yes", you are agreeing to receive a quarterly email with helpful information about decluttering and organising and Simplify Stuff updates. You may opt out at any time by clicking "unsubscribe" at the bottom of the email)**

Yes       No

- **Do you consent for us to take the following photos of work done in our sessions together? Photos taken will ensure that you are not identifiable from them. (By ticking "yes" you are agreeing that we can share these on our social media accounts, press releases and on our website. You can withdraw your consent at any time by emailing [info@simplifystuff.co.uk](mailto:info@simplifystuff.co.uk))**

"Before" photos:     Yes       No

"After" photos:     Yes       No

### Disclaimer

We provide advice and encouragement in the decluttering and organising processes. It is ultimately your decision to let go of items and we accept no responsibility for the actions you take on the basis of our advice, whether given at the time of the initial consultation, during the organising or decluttering process, or at any subsequent or future date.

You will be responsible for obtaining from other parties (e.g. landlord, government or competent authority) any consents that may be necessary for our services to be provided.

We do not have the relevant expertise to identify items of special value and/or rarity. In such cases, you are advised to seek your own valuations of any items. We can make enquiries on your behalf (charged at our hourly rates) but we can accept no responsibility for your relationship with such service providers and it is important you are satisfied that their service and prices are suitable for your requirements.

We handle items with care. You acknowledge that we will not be held liable for accidental damage or loss howsoever caused.

We will not be liable to you if we do not perform our services for reasons beyond our control or otherwise.

We hold liability insurance with an indemnity of £1,000,000.

### Limits of work

We do not provide a cleaning or removal service. Any large or heavy items that need removing may require a third party to help. We can point you to removal companies, cleaning services and handymen who can assist. However, you must make the ultimate decision who to use and we cannot take responsibility for any actions of any such third party.

You must inform us if there are any hazards in your home that we need to be aware of e.g. rodents, mould, etc. If access is restricted or unsafe, we reserve the right to charge for lost time and expenses incurred.

### **Charity donations and removal of items**

Items to be removed from your home must be done at your own discretion and by yourself. We can recommend local charities and organisations for donations or recycling and licensed clearance companies to assist, if needed. If you have charity shops within a short walking distance from you, we can drop-off donations during the session.

### **Breaks**

Decluttering can be tiring and we advise taking short breaks throughout the process to ensure energy and motivation are preserved. We will help you declutter at your own pace although guiding you with our expertise. A 30 minute break is required for any sessions lasting over five consecutive hours.

### **Payment terms**

Our charges for our services are:

- Free initial 30 minute telephone consultation.
- Our standard rate is £50 per hour (minimum 3 hour booking) and we do not charge VAT or travel for Zones 1 - 6. Travel outside these zones will be charged at cost.
- Any additional costs such as storage solutions are charged at cost.
- A deposit of 50% of the price of the session is required to book your session date. The remainder of the session price is immediately payable after each session.
- You will be charged for booked hours actually worked. If you wish to continue a session for longer than the pre-agreed period, this will be charged at our hourly rate of £50.
- You will receive an invoice for each session, which you can pay by bank transfer.
- Please make payments to the bank account details set out in the invoices sent to you.
- Interest at 8% is charged on any balance remaining unpaid 14 days after session completion.
- Rates may be subject to change. You will be notified of rate changes 14 days in advance.

### **Cancellation**

Both Simplify Stuff and you have the right to cancel a session due to unavoidable circumstances. If you cancel less than 48 hours before the intended time and date of the performance of our services, your 50% deposit will not be returned. If we cancel a session then your 50% deposit for that session will be returned.

### **Covid-19**

We adhere to the latest Government guidelines relating to Covid-19 including social distancing, hygiene and safety measures. We cannot work in a household which is isolating or where an individual has been advised to shield - if this is the case, please let us know as soon as possible so we can reschedule our session. If we (or any member of our household) has symptoms then we will inform you at the earliest opportunity and reschedule our session or provide a full refund for the session booked.

### **Complaints**

We aim to provide a high quality service to you. If you are not happy with the service you have received, including our bill, please let us know as soon as possible. We will try to resolve any issues quickly.

### **General**

If any provisions of this agreement are unenforceable, such provisions shall be severed from this agreement and the remainder of the provisions shall remain in full force and effect. This agreement shall be construed in accordance with English law and you agree to submit to the exclusive jurisdiction of the English courts. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement.

**I have read and agree to the Terms & Conditions above:**

**Client Signature:** .....

**Date:** .....