

Client Agreement and Terms and Conditions

Date. _____

Before booking a session, please review the following Terms & Conditions, which provide the basis for our working relationship. A copy of these Terms & Conditions will be emailed to you for an electronic signature and must be completed and signed before any sessions can take place.

C Major Change abides by the code of ethics of APDO (The Association of Professional Declutters and Organisers UK);

- I will keep confidential all client information, both business and personal.
- When unable or unqualified to fulfil requests for services, I will make every effort to recommend the service of other appropriate organisers and or/other qualified professionals.
- I will communicate our fees and expenses to clients in advance and will charge fees and expenses, which we deem reasonable, legitimate, and commensurate with my experience, the services delivered, and the responsibility I accept.

PRIVACY AND CONFIDENTIALITY

C Major Change values the trust of its clients and, accordingly, agrees to maintain the confidentiality of all information about the client learned through the performance of services. All sessions are completely confidential, non-judgemental and carried out with the utmost care and attention.

C Major Change will not divulge that a client, is in fact, a client, as a courtesy to the client's privacy, unless the client gives permission.

If another party has engaged and/or paid for C Major Change services, we will not share information about the client's progress or challenges with that party without the client's explicit consent.

C Major Change (Caroline Major) is registered with the ICO (Information Commissioner's Office) as a data controller (reg no ZA818276) and is fully

compliant with all relevant legislation. The handling of your personal information is governed by our Privacy Policy.

By agreeing the 'Terms and Conditions', and entering into a client agreement with C Major Change, you agree that you are giving C Major Change permission to process your data and personal details to be used in connection with the services carried out by C Major Change.

We will obtain written permission to take photos for the benefit of the project, and separate permission to allow us to share photos. Photographs and testimonials/reviews will only be shared with the clients permission and shall only be shared within the spectrum of organising and decluttering.

For personal safety, the client's name and address may be made available to another C Major Change representative or a close friend or family member whilst onsite at the client.

CLIENT SUPPORT AND CO-OPERATION

The client understands that the amount of time taken to complete a project will vary depending factors such as; the client's attention, ability to make decisions and participation in the organising process, and also the number and type of items that we come across during any decluttering and organisation processes.

Each client and project is unique, so it is not always possible to give an accurate estimate, and projects may require more sessions than initially thought. The client is responsible for payment of services exceeding any estimates given.

The client is required to be present during decluttering sessions or decluttering parts of a project.

To get the best out of a session, C Major Change advises that you make the best efforts to minimise disruptions during a session. It is therefore strongly advised that any pets and/or young children are not present in the area in which we are working when a session is taking place.

We will always work at your pace as decluttering and organising can be physically and emotionally demanding. Breaks can be taken as you wish, however, please be aware that these will count towards the duration of your booked session time.

Should the session duration take place during breakfast, lunchtime and or/dinner we may need to take a break, and you will not be charged for this time.

SESSION COSTS AND BOOKING PROCESS

Session Costs

Sessions are charged at an hourly rate, which starts from £30.00 per hour, per organiser (with a minimum of 3-hour session), plus travel and mileage costs.

Following an enquiry, a quote detailing session costs will be emailed to you for approval.

Should the time of the session exceed the time booked, you will be charged at the hourly rate (to the nearest 30 minutes) for the additional time worked. C Major Change will always inform you when the time booked is up and obtain your permission to continue if we are able, and you wish to do so.

The hourly rate is for time spent on decluttering and organisation services only, and does not include the cost of any supplies or products that may be needed to complete the project (e.g. storage, stationary or labelling supplies).

Prices may be subject to increase from time to time. They will not impact any existing or scheduled sessions once booked and a deposit paid.

Session Payment and Confirmation

A deposit is required at the time of booking to confirm the date in our diary. If a booking is made in person, via email or phone, an invoice will be emailed to you.

The deposit required will be dependent on factors such as; the number of hours/sessions booked, the number of organisers and travel and location cost. Bookings are not considered confirmed until we have received a completed copy of the 'Terms and Conditions' (for new clients) and a deposit for the session/s booked.

The full and remaining balance of your session, plus any additional charges (parking costs, storage and supplies etc) is due at the end of each session.

Payment can be made by cash or bank transfer.

Additional Session Costs

If it is agreed that C Major Change will purchase necessary storage or supplies on a clients behalf, the cost price plus time, postage, mileage and any other

expenses, or a % fee (depending on amount and type of product/s) will be invoiced for immediate payment. Payment for such items to be purchased may be requested in advance.

C Major Change assumes no liability due to the quality of the items or services provided by third parties for the client and items cannot be returned once purchased.

Travel and Mileage charges

Mileage is charged at £0.45 per mile to and from your home or business. Additional travel time may also be charged. Travel charges will be advised before a session takes place.

If no private parking can be provided by the client, we will try and obtain paid parking as close as possible to you. Any parking (or additional travel costs) must be covered by the client and will be added to your invoice.

SESSION CHANGES AND CANCELLATION POLICY

We understand that unexpected incidents and appointments do come up and you may need to re-schedule or cancel a session you have booked. We are always flexible where we can be, but please note before booking that we reserve the right to apply the following terms and conditions;

- Changes to a session should be carried out at least 2 days in advance (except in the case of an emergency). Your deposit will be carried forward to the rescheduled booking.

- If you need to postpone or cancel with less than 2 days of the agreed date, the booking deposit is non-transferrable and non-refundable.

We may waive all or part of these fees at our discretion if the appointment is rescheduled within 1 month of such cancellation.

- If you wish to cancel an appointment more than 2 days in advance and not re-schedule for another time, please get in touch and we will issue you with a full refund of the deposit paid for that session.

- If you fail to attend an appointment on the day or are late for our booked session time, payment will still be required for the full amount of time booked.

REMOVAL OF CLIENTS ITEMS

C Major Change offers guidance and support to help in the decluttering and organising process but the decision and responsibility lie entirely with the client regarding which items should remain and which can be donated or discarded.

C Major Change cannot be held liable for any possessions or items that have been discarded.

If private parking is available at your home, We are happy to take a car boot load of charity donations (to local registered charities only) as part of a decluttering session, but we are unable to remove any waste, rubbish or recycling from your home.

If C Major Change is able to arrange for items to be donated to charity (following the client's approval) C Major Change will not be held liable for these items and they cannot be retrieved once removed.

DISCLAIMERS

Any advice is given in good faith and it is always the client's decision to accept and guidance and advice.

C Major Change cannot accept any responsibility for the client's actions, nor the consequences of the client's decisions.

C Major Change is not qualified to provide psychological counselling or therapy, any information provided to you is not intended as such. Client's should refer all psychological counselling or therapy to appropriately qualified professionals. C Major Change is also not qualified to assist with any mental health issues.

We will make every effort to ensure that items are placed in a 'home' that makes sense to the client. But we cannot be responsible for remembering the location of the client's belongings, especially months after the project completion.

C Major Change may make suggestions in additional products and services by third parties. Although we always do our best to ensure we recommend high-quality products and services we are unable to accept any responsibility or liability should the products or services cause you direct or consequential loss or damage.

Any services or trades (whether recommended by C Major Change or otherwise), are the clients' responsibility. Contractual arrangements should be drawn up directly between the client and the service provider in question. C Major Change will not accept any responsibility for the additional trades performance nor any loss or damage incurred through their engagement.

C Major Change is not a cleaning company and we are therefore unable to provide cleaning services.

HEALTH AND SAFETY

The client agrees to disclose in advance any information about themselves or their premises that could jeopardise the health or safety of any representative of C Major Change.

This includes any health concerns (such as Coronavirus) dirty or unhygienic conditions, hoarding disorder or any animals that are kept in your home or premises. A home consultation may be required to determine whether we are able to assist you if any of these apply.

We reserve the right to wear protective masks, gloves and other equipment where we feel necessary and to adhere to any guidelines in place (such as Covid-19 Government guidelines).

C Major Change is unable to work in very dirty or unhygienic premises.

C Major Change cannot lift heavy furniture or items due to reasons of health and safety, nor carry out any DIY tasks. The client should make suitable arrangements if such work is required.

The client agrees to disclose in advance any additional persons due on the premises during an onsite session.

C Major Change reserves the right to suspend or cancel any projects or sessions, without refund, in the event a health and safety risk is discovered or developed during a project or session.

Working Safely during Covid-19

The client agrees that it is their choice to allow C Major Change to work in their home, and understands the risk that we cannot know for certain if we (C Major Change team members) or they (the client) are not carrying the virus.

The client must advise, in advance of any session, if they or any other household members are/or have been showing any signs of the virus, or have come into contact with anyone else who has been shown sign or has a confirmed case of Covid-19. C Major Change will advise the client of the same, and any sessions booked will be cancelled until safe to work together.

During a session, we will follow up to date government guidelines, including;

- Daily temperature checks
- Increased frequency of handwashing and hand sanitising.
- Maintain social distance as far as possible.
- Wear personal protection where social distancing cannot be maintained.
- Ask that the client do the same as much as possible.

If we (C Major Change) contract Covid-19 within 48-hours of meeting in person. we will be obliged to give your name and contact details to Public Health England. We would not mention the nature of our relationship and would contact you personally beforehand prior to doing this.

VALUABLE POSSESSIONS

C Major Change is not a valuer of art or antiques and cannot be held responsible for the client's decisions made during the decluttering process. It is recommended the client engages a valuation expert for any applicable items prior to removal from your home.

We take the utmost care and respect when handling a client's possessions, but in the unlikely event that any accidental damage occurs, the client indemnifies C Major Change and will cover the cost of any damage or repairs through their own insurance providers. Client's may wish to remove any such items before a project starts.

insurance

C Major Change is covered by Public Indemnity Insurance up to £1,000,000 and Public Liability Insurance up to £1,000,000.