

Please read all Terms and Conditions before having an appointment.

Declutter My Space Terms & Conditions

Thank you for choosing Declutter My Space to help you clear your clutter, organise your space and reclaim your home, we can't wait to get started.

Please find our Terms and Conditions below.

Confidentiality and Privacy

- Declutter My Space is registered with the Information Commissioner's Office to ensure adherence to data protection laws. Your details will be used to supply services, process payments and to inform you of any of Declutter My Spaces services believed may be of interest to you.
- You may opt out of such marketing or request deletion of your personal data held at any time. Client details will not be disclosed to any third party without the prior written consent of the individual or business concerned.
- For personal safety, the client's name and address may be made available to a close friend or family member of any Declutter My Spaces representative whilst onsite at the client.
- Any testimonial, comment or photographic examples used in Declutter My Spaces publicity is reproduced in accordance with consent as given by the client signature below. Photographic evidence will always be anonymous (unless the client specifically agrees otherwise).
- On completion of our work your feedback and any testimonial will be gratefully received.

Travel

- We are happy to travel up to one hour however for distances over a 10-mile radius, we will add a charge, set at 45p per mile from your organisers home. This will be agreed upon before a booking is made and confirmed in the booking confirmation.

Cancellation

- Both client & Declutter My Space have the right to cancel planned sessions due to unavoidable circumstances. If the client cancels less than 3 days prior to the agreed session Declutter My Space reserves the right to charge 50% of the agreed quote.

Insurance

- I am fully insured for public liability & professional indemnity

Payment Terms

- Full payment is required by the end of each completed session.
- Clients will be sent an invoice at the end of each session. This invoice should be paid within 24 hours of being sent.
- Payment can be made by cash, cheque or bank transfer.

General

- We will give you the best help and advice during each session however the final decision will be yours. We cannot accept any responsibility for the decisions you make.
- Declutter My Space will operate with utmost care and respect in your home or office. In the unlikely event there is any accidental damage, the client indemnifies Declutter My Space and will cover the cost of any damage or repairs through their own insurance providers.
- We are happy to help rearrange a room during my visit however we are unable to lift/move heavy objects or furniture.
- We can assist with light cleaning during our reorganising and decluttering sessions however no deep cleaning will be undertaken.
- Professional advice will be needed on all items of value if you wish to sell them. I cannot advise on such matters.
- I do not have a license for general waste and/or recycling disposal therefore you would need to take items gathered during our process to your local waste/recycling centre.
- I am happy to take charitable items to my local charity at no extra cost. This will be restricted to one carload per session.
- Clients must accept all responsibility for any items disposed of during the decluttering process.
- A 15-minute or 30-minute break will be taken during the session and will be documented on the booking confirmation sent. Please make sure you take regular breaks as decluttering can be physically and mentally tiring.
- I am proud to be a member of the Association of Professional Declutterers & Organisers & adhere to their code of ethics.