

# DECLUTTERBIRD

## Terms & Conditions

**Service Provider** – Catherine Hamilton-Cooper, trading as Declutterbird® (hereafter referred to as 'I', 'my', 'me', 'myself')

**Client** – (hereafter referred to as 'you', 'your', 'yourself')

By engaging in my services, you agree to the following terms and conditions:

### **Confidentiality**

I offer a personal, professional, and confidential service. I will never divulge your personal information to third parties unless I am required to do so by law, there is evidence of a crime, or, that you or any other parties are at risk to others or themselves.

If you have other professionals working with you, and you would like me to liaise with them, I will require your written explicit consent before I will share the required information.

### **Photos & Videos**

You have the choice to complete a consent form regarding the use or not of before and after photographs and/or videos.

### **Advice Given**

Any advice provided by me is given in good faith. It is a fundamental part of the service to provide help, support and advice on your belongings and your home or workspace. However, it is ultimately your decision whether to follow any advice given, and I will never make decisions on your behalf, including the decision to dispose/donate any items. If you feel necessary, you should obtain any financial, legal, or professional advice to support any decisions you make. I accept no liability for your decisions or the consequences of them. I am not professionally trained to value items, therefore will accept no responsibility in assessing the value of any of your possessions.

If you decide to not be available during a session, I will complete the job to the best of my ability, using professional judgement and good faith. However, I will not dispose/donate anything without your consent.

## **Handling Goods**

I will always endeavour to handle your property with the utmost care. However, accidents can happen. I will not accept liability for any loss or damage, however caused, while providing the service. It is your responsibility to ensure that you have suitable and appropriate home insurance.

You should identify fragile or valuable items to me in advance. You may wish to move fragile or especially valuable items to a safe location so they cannot accidentally be harmed or discarded.

To protect myself from injury, I am unable to move or lift very large or very heavy items, outside the limits of my physical capability. If this is required, you may wish to arrange additional assistance which I can help you source.

## **Personal Safety**

By agreeing to these terms and conditions, you agree to disclose any information relating to the working environment that might put me at risk of harm or damage to my health.

You must inform me if there are any sharp or dangerous/ hazardous objects, including medical needles, blades of any kind, broken or sharp objects or dangerous animals.

For personal safety reasons, my husband will be advised of my whereabouts, including address and time of session.

## **Infestations**

A session will be halted if evidence of any infestation is found. A professional pest control service will be required to be contacted by yourself if you wish my service to be reinstated. I can assist you with this. No further sessions will take place until the infestation has been eradicated.

## **Recommendations of other services/providers/professionals**

I may recommend to you other services/providers/professionals and may provide you with their contact details. However, I will not accept any responsibility for their performance nor liability for any fees payable for their services or for any loss or damage that they may cause. For the avoidance of doubt, any contractual arrangements will be made directly between you and the supplier.

## **Insurance**

I have full public liability and professional indemnity insurance through Westminster Insurance Brokers.

## **Access NI**

I have had an Enhanced ACCESS NI check completed. I can provide this certificate on request.

## **Waste and Charity Donations (In Person Sessions)**

I have a waste carrier licence. Registration Number ROC UT 9034 Carrier. Therefore, I can dispose of small quantities of your household waste (non-hazardous) on your behalf provided it can fit in my car. You will be required to complete a Waste Transfer note and consent form to authorise me to dispose of your waste.

If you have items that you wish for me to donate to a local charity, I can do this on your behalf. You will be required to complete a consent form to authorise for me to make any donations on your behalf, it will briefly summarise the donations.

There is no extra charge for waste and charity donations (1 car load).

For larger quantities of waste, I can assist you in sourcing options for its collection and disposal. You will be required to make any booking yourself.

## **Services – Cost**

30 Min Consultation - FREE

In Person Decluttering & Organising Session - £30 per hour (Minimum booking 3 hrs)

Travel - Included in cost (I cover a 30 mile radius of Crossgar, Co. Down). Any travel in excess of this 30 mile radius will be charged at 45p per mile, plus my rate of £30 per hour (pro rata) travel time for the excess part of the journey.

Standard inexpensive supplies to complete the job e.g., bin bags, stationery, labels, basic cleaning materials are included in the above rate.

Any additional purchases will either be made by yourself, or if I purchase anything on your behalf as directed by you e.g., storage containers, the cost of these will be added to your final invoice.

## **Virtual Decluttering & Organising Sessions**

- Virtual Declutter & Organise With Me!

You take the action while I remain online advising, guiding and supporting you. Beneficial if you are distracted easily or need reassurance/support throughout the process. £25 per hour (Min. 1 hr)

- Virtual Power Plan

A video call to discuss your needs, see your space and agree a plan forward that you will action yourself. Includes an email summarising the agreed plan. £75 (1 hr)

Accountability Calls / Follow Up Calls

15 mins call - £10 each

50% of booking fee is payable at time of booking

Further 50% plus any additional extras requested payable at end of session in person or by bank transfer same day

Whilst a booking is based on a pre-agreed estimated period of time, it is not always possible to quote exactly how long a specific job will take. This is due to many factors that can affect the time required. It may be necessary to book additional hours to finish a job and this will be agreed between you and I as and when required.

An interest of 4% per month will be charged on any balance due which remains unpaid for 14 days after invoice.

No further sessions will be provided if any monies are outstanding.

I am not VAT registered.

### **Methods of payment accepted**

Bank transfer or cash can be accepted. No refunds are given.

### **Cancellation of Services**

If required, you have the right to cancel the services you have booked. However, if this is within 48 hours of the appointment you will be charged 50% of the full session price i.e., your 50% deposit will not be refunded.

In the rare event that I need to cancel a session with you due to unforeseen circumstances, I will inform you as soon as possible and reschedule a suitable time for you.

### **Breaks/ Lunch**

Any breaks taken by me will not be included in the working hours unless the break has been on the request of yourself. Generally, I will take up to 60 mins per full day's work, or 15/20 mins per half days work. I will bring my own food and drink.

### **Cleaning**

I offer a decluttering and organising service, not a cleaning service. However, throughout the decluttering process I may carry out light cleaning, dusting, wiping surfaces to ensure items are being placed on clean surfaces.

### **Privacy**

The Declutterbird® privacy policy can be viewed at [www.declutterbird.co.uk](http://www.declutterbird.co.uk)

### **Covid-19 Safety**

I will adhere to the Northern Ireland government rules regarding COVID-19.

In addition, before commencing work, I (Catherine Hamilton-Cooper) and you (the client) agree to not attend any in-person session if have been instructed to self-isolate in accordance with current government rules.

Following work being carried out, if either party subsequently tests positive for Covid-19 neither party will be held liable.

The cancellation fee will be waived if the cancellation is related to Covid-19 symptoms/ self-isolation.

### **Customer Satisfaction**

I take pride in my work and want you to be happy with the service I provide. However, in the unlikely event that you are not happy with any part of my service then please speak to me in person or email me at [info@declutterbird.co.uk](mailto:info@declutterbird.co.uk) and I will do my utmost to address any problems or concerns.

I am a verified member of APDO, the UK's membership association for decluttering and organising professionals. APDO sets standards, provides professional development, and supports the growth of the industry.

### **Governing law and jurisdiction**

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with Northern Irish law.

The parties irrevocably agree that the courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

By signing you are confirming you have fully read, understand and agree to the above agreement. You confirm you are over the age of 18 years old.

Name and address of Client(s):

Signature(s) of Client(s):

Date Signed by Client(s):