



- This document describes the terms on which Benella would be happy to help you.
- Best advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. Benella cannot therefore accept responsibility for the consequences of such decisions.
- 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. If you require such professional advice, I am happy to make enquiries about appropriate services on your behalf.
- 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.
- I will need to be told in advance if there are any hazardous or dangerous items in your household which may harm me as I come across them – ie medical needles, or sharp items. I also request that any dangerous pets are put away for the duration of our session.
- If we come across any rodent droppings or bug infestations then we will have to stop clearing that area until a professional pest exterminator has attended and made the area safe.
- 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 de-cluttering process. I am happy to help with such disposal (e.g. removal to charity shop) and charge £20 for a car load.
- 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 light 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 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.
- 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.
- 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.
- **Photograph organizing** – if photographs are removed for work in my home office then I confirm that all endeavours will be made to keep them stored appropriately and securely to avoid any



damage but that Benella cannot be held liable for any extenuating circumstances. We will both agree and note which photos have been removed from your home via Benella's inventory form. All digital photos will be backed up at your home before being copied and organised at my office. I will work diligently and efficiently on the agreed upon photo organising projects. As the scope of projects vary, the client acknowledges that not all projects may get completed within the maximum number of hours allocated.

Supplies: Client agrees to pay for all additional supplies that are used during services rendered.

- **Confidentiality and Privacy Policy**

I am registered with the ICO for Data Protection and adhere to their rules on keeping your details which I take upon booking. I do not share your email address or contact details with anyone or any business. Please see separate Privacy Policy in line with GDPR.

- If you are in agreement, I also like to take "before-and-after" photographs for use on my website or social media, but this will only happen with your express permission.
- A 3 hour decluttering session costs £120 and £40 per hour thereafter.
- Travel is not charged for up to 30 minutes but will be charged if longer and discussed before booking.
- Payment is by cash, BACS or cheque (payable to Benella) at the end of our session.
- I am not registered for VAT at the present time.
- Both you and I have the right to cancel the contract due to unforeseen circumstances. If the cancellation is made within 24 hours of the booked session, then there will be a charge of 50% of the planned session.

Please indicate your acceptance of these terms by responding via email that you agree.

I will from time to time email clients regarding any offers I have or updates – please let me know if you are happy to be added to my mailing list when you respond to this email or you can sign up via the website. Please note these emails can be unsubscribed from at any point via the email.

Many kind regards,

**Jo Jacob**

Professional Organiser

**Benella**