**Benella Home Organisation – Terms and Conditions**

This document outlines the terms under which Benella Home Organisation (referred to as “Benella”, “I”, or “me”) agrees to provide services to you (the “Client”). By engaging my services, you acknowledge and agree to the terms detailed below.

**1. Advice and Decision Making**

All advice is provided in good faith and is based on professional experience. Final decisions regarding whether to keep or discard items remain solely with the client. Benella cannot accept liability for the consequences of such decisions.

**2. Valuable Items**

While I will make every reasonable effort to identify items of potential high value, I am not a qualified valuer. If valuation or specialist advice is required, I will gladly assist in sourcing appropriate professionals, but cannot be held responsible for the accuracy of any valuations not conducted by an accredited expert.

**3. Care of Client Belongings**

I take great care when handling your belongings. However, Benella cannot be held liable for any damage or loss, howsoever caused. It is the client’s responsibility to ensure that their home and contents insurance provides adequate cover. Benella holds current Public Liability and Professional Indemnity insurance.

**4. Health & Safety**

Please inform me in advance of any known hazards within the premises, such as sharp objects, medical sharps, or potentially dangerous animals. All animals should be secured during appointments if requested). If signs of pest infestations (e.g., rodent droppings or insects) are discovered, work in that area must cease until a certified pest control professional has deemed the area safe.

**5. Heavy Lifting and Physical Work**

While I am happy to assist with light lifting, cleaning, vacuuming, and the relocation of manageable items, I do not undertake the moving of heavy items such as white goods or large furniture. Clients are advised to arrange for additional assistance if such tasks are anticipated.

**6. Removal and Disposal of Items**

Items will not be removed from the premises without the client’s express consent. Responsibility for the disposal of items lies solely with the client. I offer to take suitable items to charity shops or disposal sites and the relevant time it takes is charged.

**7. Session Duration, Fees and Payment**

* The minimum booking duration is 3 hours, unless agreed otherwise in writing.
* Fees are as follows:
  + 3 hour session: £165
  + Additional time: £55 per hour
* A pre-paid block of 10 hours is available at a 10% discount. These hours must be used within 12 months of purchase. Hours used will be logged and confirmed with the client. If a session goes over 10 hours then hours are charged at £55 per hour or another block purchase with another 10% discount can be purchased. Refunds will not be given if hours are not used unless there are mitigating circumstances.
* Travel within 30 minutes of my base is included. Any travel beyond this will incur additional charges, discussed and agreed prior to the session.
* Payment is due by cash or BACS transfer at the end of each session, unless block hours have been purchased in advance.

**8. Third-Party Services**

Where external services (e.g. handymen, removal companies, gardeners) are recommended or sourced, Benella cannot be held responsible for the conduct, pricing, or quality of these services. Clients are advised to carry out their own due diligence before engagement.

**9. Photograph & Memory Organisation**

When physical photographs are removed for offsite work:

* An inventory will be completed and agreed by both parties.
* All items will be stored securely and treated with care; however, Benella accepts no liability for loss or damage beyond reasonable control.
* Digital files will be backed up at the client’s home before any offsite organising begins.
* Clients are responsible for any costs associated with supplies (e.g. archival materials or digital storage devices).
* Due to the variable nature of memory organisation projects, some projects may not be fully completed within the initially estimated timeframe.

**10. Moving Home Support**

Advice is offered on the logistics of moving home; however, I am not a qualified legal or financial advisor. Clients should consult appropriate professionals for legal, financial, or contractual matters.

**11. Privacy and Data Protection**

Benella is registered with the Information Commissioner’s Office (ICO) and adheres to UK GDPR regulations. Personal information is held securely and never shared with third parties without your consent. A full Privacy Policy is available on our website.

**12. Marketing & Photography**

With your permission, I may take “before and after” photographs of work completed for use on my website or social media. No images will be used without explicit prior consent.

**13. Newsletter Subscription**

Clients may be added to the Benella Edit mailing list, which shares weekly organising tips and exclusive offers. You may unsubscribe at any time via the link in any email or by notifying me directly.

**14. Cancellations**

Should you need to cancel:

* Within 24 hours of your appointment: 50% of the booked session fee is payable.
* On the day of the appointment: 100% of the booked session fee is payable.  
  Benella also reserves the right to cancel or reschedule due to unforeseen circumstances.

**15. Agreement**

Please confirm your acceptance of these terms and conditions by replying via email with your agreement.

**Jo Jacob**

Professional Organiser

Benella

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