

TERMS AND CONDITIONS

Best Advice

Advice is given in good faith and it is always the client's decision on whether to accept guidance on which items to keep. Holistic Home will not accept responsibility for the consequences of such decisions. I am not a valuer, nor do I have expertise to identify items of rarity or special value. Therefore the final decision on what to keep and what to dispose of is your responsibility. I encourage the reuse and recycling of as much as possible.

Confidentiality

All information will remain confidential unless both the client and I agree to discuss something with a third party. The only circumstance where confidentiality might be broken would be if there was a serious risk to the client's life or to another person's life, alternatively in the rare instance where I was liable to civil or criminal court proceedings if I did not disclose client information. If possible this would be discussed at length with the client beforehand and everything would be done to safeguard client confidentiality despite. The only way in which your situation may be mentioned to others is in the context of my own services, and is totally anonymous. It can be helpful to other clients to refer to particular scenarios similar to their own, such as how long a job took, the size or condition of a room or area, or any other relevant information. I also like to take before and after photographs as a record of our progress, and for possible use on my website, but this will only happen with your written permission.

Handling of Personal information

Holistic Home holds all records securely and ensures the utmost confidentiality in the treatment of any information held about its clients. No information will be disclosed without the client's written permission except under rare legal circumstances. I comply with the Data Protection Act of 2018.

Handling Goods

When handling customers belongings great care is taken to look after them. Occasionally accidents may occur. I shall not be held liable for losses or damage, howsoever caused, and rely on you to carry insurance which adequately compensates you for losses howsoever caused by me in my capacity as your agent. I am personally insured for Professional Liability with an indemnity of £1 million.

Breaks & Refreshments

I bring my own lunch, snacks and water with me. We will need to break occasionally for a few minutes. You will not be charged for long lunch breaks.

My rights

I reserve the right to refuse any request to work in areas deemed unsafe; ie unboarded lofts, unstable flooring, moving and handling of hazardous substances, heavy objects and medications. I also retain the right to risk manage and or refuse any situation, especially in an environment where individuals are deemed infectious or lacking in personal hygiene to the extent that it is noticeably becoming an issue.

Your Duty of Care

You have a duty of care to ensure your premises are safe to work in, and you agree to disclose any circumstances which might put me at risk as soon as you are aware of such circumstances. You will, to the best of your ability provide an environment that is safe for me to work in, and if possible inform me in advance of unsafe situations both physical and interpersonal.

Disposal, Sale or Gifting of Possessions, Recycled items & Rubbish

All decisions regarding the disposal of items remain with and are the responsibility of the client at all times. Holistic Home will not be held responsible for all or any items disposed of during the decluttering process, but I am happy to make suggestions regarding disposal. If you would like me to take items to charity shops or the refuse tip I charge per car load. However I reserve the right to choose what I carry in my car.

Cancellation or Missed Session Policy

If you are unable to keep your appointment please let me know as soon as possible so we can reschedule. The required notice for cancellation is 48 hours. Where there is less notice a minimum of 2 hours will be charged. I trust clients appreciate it is rarely possible to fill these appointments at such short notice.

Payment Terms

My fee is payable within 7 days of invoice and may be paid by BACS (using the details on the invoice), by cash, or cheque made out to Holistic Home. Interest at 9% per month will be charged on any balance due which remains unpaid 45 days after invoice. Fees and expenses are as detailed in the accompanying schedule of costs.

These Terms and Conditions are subject to change.

I have read and agree to the Terms and Conditions set out above.

Client Name.....

Client Signature.....Date.....