

## **Decluttering Terms & Conditions**

### **Payment Terms**

Full payment is required in advance.

### **Cancellation**

Both In a Quandary and the client have the right to cancel the contract due to unforeseen circumstances. In the event of cancellation by the client, less than three working days before the agreed start time, a charge of 50% of the agreed fee will be retained. The other 50% will be returned to you. If you reschedule instead of cancelling and the work begins with three months of the original date, no cancellation charge will be levied.

### **Travelling**

We are based in Bristol. We cover a 50 mile radius. If you live outside of this area, please contact us to discuss availability and mileage rates that may apply.

### **Expenses & Access**

At the time of booking it is essential that you advise of any issues surrounding access or additional expenses we are likely to incur. The following list is not exhaustive but some likely examples:

- Toll Roads
- Congestion Charges
- Meter Parking
- Permit Parking
- No Parking
- Restricted Access to the property
- Narrow doorways
- High Level accommodation (i.e. 7<sup>th</sup> floor flat)

### **Breaks & Refreshments**

During a full working day we will have three breaks. 15 minutes mid morning, 30 minutes at lunchtime and 15 minutes mid afternoon. These breaks are outside of the package hours, and we will provide our own lunch.

### **Removal of Items**

In a Quandary will remove one car load of clutter at the end of the session. Additional car loads can be removed at a cost of £25 each. We can also provide you with suggestions on how to dispose of your unwanted items and we carry Fact Sheets on this topic.

## **Confidentiality & Privacy**

In a Quandary is a professional service and we never divulge client information, nor any personal or business details that we may see in the course of the work to third parties.

## **Photography**

We may on occasion ask a client if they would mind us taking “before” & “after” photographs, for use in our portfolio, website or other advertising. This will only happen with your permission and after you have signed an agreement to that effect.

## **Best Advice**

Our advice is given in best faith. It will be your decision to accept guidance on whether or not to keep particular possessions. We therefore can not accept responsibility for the consequence of such decisions.

## **Handling Goods**

During the work, you as the client will always be present. When we handle goods belonging to clients we take great care to look after them. Unfortunately, accidents may occur. We shall not be liable for losses or damage, however so caused and rely on you to carry insurance at all times which adequately compensates you for losses or damage however so caused by us in our capacity as your agent.

## **Value**

In a Quandary are not evaluators, we do not have expertise to identify works of art or items of special value or rarity. Nor are we qualified to advise on valuation matters for insurance purposes.

## **Limits of Work**

In a Quandary are very happy to help you achieve the state of organisation and tidiness you require at the end of our session. We will help you with cleaning and vacuuming as required. If you feel you will need items to be relocated in the house or help with serious heavy lifting, please advise at time of booking. So that we can ensure an appropriate package is selected and man power and tools can be allocated to the job.