



Calamity to Calm

GENERAL TERMS

Please read these terms and conditions before booking a session and/or making a deposit. This signifies your acceptance of these conditions.

Confidentiality and Privacy

- Calamity to Calm offers complete confidentiality and discretion at all times. Personal information will never be shared with third parties without your prior consent.
- Handling of your personal information is governed by our Privacy Policy. This can be viewed online, or by physical copy on request.
- I am registered with the ICO (Information Commissioner's Office), and am compliant with all relevant legislation regarding the management of personal details.
- By working with Calamity to Calm, you agree that your personal details will be held securely, to be used only in connection with services we carry out.

Recommendations & Referrals

- I am happy to suggest additional services, and help you book these. For this, I may need to pass on your details but I will only do so with your full knowledge.
- I will always do my best to ensure suppliers are qualified and suitable for the job. However, I am not liable for the quality of work, and cannot accept any responsibility for any loss or damage caused.

Photography

- I use 'before and after' photographs to support both my clients progress, and to inspire others through my website, blog and social media.
- All photos are anonymous, and I ensure clients cannot be identified through them. I will always ask for consent before using photographs in this way.

Working Hours & Breaks

- Decluttering and organising can be physically and emotionally tiring, so sessions typically last up to 5 hours. For other services, sessions can be longer, and this will be discussed at consultation.
- If our session falls over lunchtime, a break of 30 minutes will be requested. This will be arranged prior to starting. This will not be counted as part of the session.
- Clients may need to take breaks and pace themselves over the duration of the session. Please be aware that these breaks will count towards our time together.
- When booking, we will agree a slot to work within. It is possible that a job may take longer for various reasons, however it is possible to book and arrange additional hours.

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Insurance

- Calamity to Calm holds Public Liability & Professional Indemnity Insurance, provided by Westminster Global. I am fully covered as a 'Professional Organiser' and 'Decluttering Practitioner'.
- I cannot be held liable for loss or damage, and ask that you hold appropriate and current insurance to compensate you, if needs be.
- You agree to cover any breakages through your home contents insurance.

Safety & Limitations

- Prior to my visit, please ensure the inside and outside of your home or business are safe to work in, and easy to access. If the area appears unsafe, I reserve the right to cancel your session/s.
- You agree to disclose any circumstances which may cause accident or injury.
- For the purposes of safety, another person will always know my location and session timings.
- I will happily assist with moving or carrying items within my physical ability, however for heavier items, alternative arrangements will need to be made.

Removal Advice & Guidance

- At this time, I am unable to remove, donate or dispose of unwanted items following a session. I am however able to direct you to relevant organisations, and aid with making these arrangements.
- For valuable or antique items, you will be advised to seek a professional opinion as I do not have expertise to identify items of special value or rarity.
- As an organiser, I will guide and support you through the decision making process. However, the final decision to keep or discard an item is entirely yours.
- Advice is given in good faith, and it is the clients decision to accept or reject this guidance.
- Due to this, I cannot accept responsibility for the consequences of such decisions or be held liable for possessions or items that have been discarded.

Payment Terms

- Payment is required upon presentation of the invoice, preferably at the end of each session, or within 7 days of the invoice date. This should be paid via cash or bank transfer. Pricing includes travel costs within Marlborough. Outside of this area, travel expenses/fees will be agreed before the session, and charged for reimbursement through your invoice

Cancellations

- Both myself and my client have the right to cancel a session due to unexpected circumstances.
- Cancellations made with less than 48 hours notice will incur a short notice cancellation fee of 50% of the pre-booked session price.
- There will be no charge if a booking is rescheduled, up to a maximum of three times.
- Cancellations relating to COVID-19 exposure will not be charged.

Acceptance

- These terms are accepted upon a booking and/or deposit being made to the below mentioned.

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