



Simple Living Today

HOME LIFE BUSINESS

Terms & Conditions

Confidentiality and Privacy

I provide a professional and fully confidential service. I do not share client information, personal or business details with others.

If you are kind enough to provide me with a testimonial and/or photographs they will only be used with your written consent.

In the interest of personal safety, one person (my husband, John Varley) will have access to my diary so that he knows who I'm working with and where.

Advise disclaimer

All advise is given in good faith and it is your decision whether or not to take this advice given. I take no responsibility for your actions and any consequences of these.

Working Practices

I cannot lift or move heavy items/furniture due to health and safety.

During our sessions I am happy to undertake light cleaning which will assist with the decluttering process but please note that I do not offer a cleaning service.

Insurance

I have Professional Indemnity Insurance cover with Westminster Indemnity. A copy of my certificate is available on request.

Professional Membership

I am member of APDO (Association of Professional Declutterers and Organisers), more information can be found on their website www.apdo.co.uk. I am registered with the ICO.

Fees & Payments

Payment can be made by cheque, cash or bank transfer after each session.

I offer a free initial consultation either in your home, office or over the phone, which will last around 30-45 mins. Should you then decide to book a session, a deposit of £50 is required. This will be deducted from your first invoice.

Session fees are: £35.00 per hour (minimum of 3 hours per session) & £40.00 per hour for evenings and weekends.

Cancellation policy

If you need to cancel, hopefully we can re-schedule a mutually convenient time. If you cancel within 48 hours of the session then your deposit of £50 will be non-refundable.

Travel Costs

Travel up to 20 miles from my location is included (DE4). Travel over this will be charged at 45p per mile.

DBS Checked

I have been DBS checked (CRB that was).

Other suppliers

I am happy to recommend local suppliers and services; however, I will not be held responsible for their standard of work or for any loss or damage caused by the supplier.

Green Policy

I would encourage you to recycle and donate decluttered items as much as possible. I can suggest local charities who will be delighted to receive goods and I can take some of these items for you after the session (up to 4 boxes/bags per session). I cannot take general waste to the local authority recycling centre but can help you load your own vehicle to do so.

COVID-19 Specific

The client and I will cancel/rearrange a session if I/they feel unwell or if a member of our households feels unwell with symptoms of COVID-19.

The client and I must wear a mask throughout the session.

Windows/doors should be open sufficiently to allow for the circulation of fresh air throughout the session.

I will enter your home wearing a mask, sanitised hands and wearing fresh gloves. Hand washing & a change of gloves will take place throughout the session as needed.

The client and I will practice social distancing where possible (stay 2 metres apart)

The client and I will work side by side rather than facing where possible.

Any breaks/lunch will be taken in my vehicle.

Hand sanitiser/surface disinfecting spray will be used as needed

I will end the session with a hand wash or hand sanitise & will avoid touching door handles etc on the way out.

I agree to the terms & conditions above:

Signed (client)_____

Signed (Debbie Varley of Simple Living Today)_____

Date_____