

PERSONALLY ORGANISED

By Tracy



TERMS & CONDITIONS

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Privacy & Confidentiality

- Personally Organised as a professionally registered service declare that any personal or business details that are seen or exchanged between you and I (Tracy McCoull) will not be divulged to any third parties without your prior consent, unless in those circumstances required by law or relevant regulatory authorities.
- I welcome your feedback on our time working together as I find this extremely useful to enhance my services and future client experiences. If you would like to offer a testimonial (written or video) that would be fantastic.
- With your permission and prior written consent, I will share any before / after pictures with my network and this will be done completely anonymously. Any pictures taken will be unidentifiable and completely depersonalised to you and your home.

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Personal Disclaimer

- The service that I offer through Personally Organised is to help and support you to make decisions about your home and your belongings in your home.
- It is essential that any decisions regarding your home and your belongings are made by you and not by me (Tracy McCoull)
- Neither Personally Organised as a business or Tracy McCoull as an individual can be help personally responsible or liable for any decisions that you make, or for the consequences of any decisions that are made.
- As the client, you are responsible for obtaining any financial, legal or other professional advice that you may consider necessary to support any decision you make.
- As the client if you choose not to be available during a session, it may be necessary for me (Tracy McCoull) on behalf of Personally Organised to make decisions on your behalf. In this case, all decisions will be made using my professional judgement and made in good faith and under any prior written guidance given by yourself (the client).

Insurance

- Personally Organised has Professional Indemnity and Public Liability insurance with Westminster Insurance with a £1,000,000 limit. This insurance agreement is activated with Personally Organised upon agreement with our Terms and Conditions.
- Any breakages that occur will be covered through your own personal home contents insurance.

Clients Duty of Care

- As a client you have a duty of care to ensure that your premises are safe for me to work in, and you agree to disclose as soon as possible any circumstances which might put me (Tracy McCoull) at risk. This includes, but is not exclusive to any infectious medical conditions, including COVID-19, any dangerous items that you have in your house, including weapons / animals.
- To ensure my personal safety, for the day of our session I will have for the purpose of personal safety, another person will always know my location and session timings.

Limitations

- I will work to the very best of my ability to achieve the organisation and presentation you desire. I will help you with post work clearing up such as hoovering, sweeping and polishing. I will help you relocate items to more appropriate locations within the home. Any heavy lifting or moving of furniture may be delayed if it requires additional assistance due to health and safety reasons.

Waste Removal

- One boot load of items can be removed following each decluttering session.
- The removal charge for this service is £40 per boot load of items. Items will be taken to nominated charities and recycling centres.
- Any items removed by Personally Organised are non-returnable and are disposed of with your authorisation. Personally Organised accept no responsibility for any item(s) which you later decide
 1. were not to be disposed of
 2. you are unable to find
 3. you later deem to be valuable and/or irreplaceable

(Tracy McCoull does not have any specialist knowledge or expertise in identifying items that have value or rarity)

Hours of Work

- Invoiced hours begin from the time of my arrival at your property until my departure.
- Travel charges apply when the property is outside the 59 minute radius of my home base and will be agreed with the client in advance of any booking (see travel T&C's below).
- Booking times are made in good faith and are always an estimate as it is not always possible to always predict exactly how long a job will take.
- My current hours of work are 10.00am - 17.00pm Monday to Friday. Saturday and Sundays are available by prior arrangement and charged at the higher weekend rate with a minimum 3 hour booking.
- Breaks are scheduled if sessions run over a 3 hour period and these are not charged to the client.

Cancellations

- Booking cancellation fees will apply to any bookings that are cancelled with less than 24 hours notice via email, phone or text.
- Where cancellation fee's apply this will be charged at 50% of the agreed total rate.

Fees & Payment

- Weekday hourly rate is £40 per hour (consultation, organisation and waste removal)
- Weekend hourly rate is £50 per hour (consultation, organisation and waste removal)
- Invoice payments can be made by bank transfer to Tracy McCoull at Personally Organised.
- Invoices are sent via email, following each session and are payable within 7 days from the date of the invoice.
- Account details for payment can be found on the invoice along with your personal customer reference number. Please use this number when making your payment.

Travel

- Travel charges apply when the property is outside the 59 minute radius of my home base.
- Any travel arrangements will be agreed with the client in advance of any booking.
- Travel charges for properties located outside the 59 minute radius of my home base are charged at £20 per hour (each way), starting at 60 minutes.
- Any parking expenses that are required to carry out work at your property will be invoiced to you as expenses.

Thank you for reading my Terms & Conditions.

These will have been sent out to you following our at home consultation booking.

By accepting the consultation booking, it is understood that you have read and agree to my Terms & Conditions,

If you have any questions regarding anything that you have read here, please send an email to me at personallyorganiseduk@gmail.com and I will get back to you as soon as possible.

I look forward to our next meeting and working with you very soon to get your organising journey underway.

Tracy x

