

# Tidy Girl Terms & Conditions

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## **Working practices**

Any advice given by me is in good faith but it is always your decision whether to accept and act upon it or not. I accept no responsibility for your actions and any consequence(s) of those actions.

I am happy to undertake some light cleaning during the decluttering and reorganising of your home, but please note that I do not provide a cleaning service.

I am unable to move or lift very large or heavy items for Health and Safety reasons. If this is required, it may be sensible to enlist a willing volunteer.

If access to your home is restricted or parking difficult, I reserve the right to charge for additional time and expenses incurred.

## **Removal of items**

Removal of items to be delivered to my local charity shop at the end of a session will be charged at £10 (for one small car boot load).

Please note that I am unable to take items to the “dump” as I do not hold a waste disposal licence.

## **Payment terms**

The initial consultation in your home, which usually lasts 45 – 60 minutes, is charged at £35, which if you proceed will be deducted from the cost of your first session.

If a booking is subsequently made, I charge an hourly rate of £35 rounded up to the nearest 15 minutes. Working hours will be calculated from the time I arrive at your home until the time I leave (excluding breaks). Additional time for disposing of items to the charity shop will be added.

The length of each session will be agreed with you in advance and I request payment at the end of each session.

Invoices for additional charges (such as a charity shop drop-off) will be invoiced separately and should be settled within 48 hours.

I accept payment by bank transfer (preferred), cheque or cash.

## **Travel Costs**

I am happy to travel up to 10 miles each way (20 miles in total and calculated using Google maps) from Crowthorne, Berkshire free of charge. Any travel in excess of 20 miles will be charged at 45p per mile. This will be discussed during the consultation.

## **Cancellation policy**

Cancellations are sometimes unavoidable. However, any cancellation by you within 48 hours of the agreed start time may, at the discretion of Tidy Girl, incur a charge of any expenses accrued to date and up to 50% of the contract price. I may agree to credit this payment against your account if the work is scheduled to start within one month of such cancellation.

## **Insurance**

Tidy Girl is covered by Public Liability Insurance.