TERMS AND CONDITIONS
ELLA ORGANISED
Professional Organiser and Declutterer

These Terms and Conditions apply to all services provided by Ella Organised, a professional organising service operating in the United Kingdom. By booking a service with Ella Organised, you agree to the following terms.

1. Services Provided

I offer professional organising services for homes and businesses, including decluttering, ideas around storage solutions, planning systems, and associated consulting services.

2. Booking and Deposits

- All bookings require a non-refundable deposit of 25% of the total quoted service fee to secure your appointment.
- The deposit will be deducted from your final invoice.
- No appointment is confirmed until the deposit is received.

3. Payment Terms

- The balance of payment is due on the day of service unless agreed otherwise in writing.
- I accept payment by bank transfer or cash.
- Late payments may incur a £25 administrative fee and, after 14 days, interest may be charged at 5% per month.

4. Cancellations and Refunds

- If you need to cancel or reschedule, please provide at least 48 hours' notice.
- Cancellations with less than 48 hours' notice may result in the loss of your deposit.
- Appointments missed without notice may be charged in full.
- In the unlikely event that I need to cancel or reschedule, I will give as much notice as possible and offer a full refund or alternative date.

5. Working Conditions and Rest Breaks

- I require a safe and smoke-free environment to carry out my services.
- For bookings over 4 hours, I will take short rest breaks and a 30-minute unpaid lunch break (for full-day sessions).
- Clients are not required to provide refreshments or food.

6. Health and Safety

- I will take all reasonable care while working in your property. However, I reserve the right to decline to work in any environment I deem unsafe.
- Heavy lifting, use of ladders, and other potentially hazardous activities will be risk assessed and undertaken at my discretion.

7. Client Participation

- I encourage clients to be present and engaged during sessions to ensure optimal results, especially when decisions need to be made about belongings.
- If a client chooses not to be present, they accept the organiser's judgement and decisions made during the session.
- It is the client's responsibility to maintain spaces after sessions. Maintenance and accountability sessions are available at an additional cost.

8. Insurance and Liability

- I carry Public Liability Insurance and Professional Indemnity Insurance for your peace of mind.
- While I take every care when handling your possessions, I cannot be held liable for any pre-existing damage or deterioration of items.
- You accept full responsibility for the final decisions made regarding disposal, donation, or organisation of your belongings.

9. Confidentiality and Privacy

- All client information and contents of your home or office will be treated with the strictest confidentiality.
- Any photographs taken for marketing purposes will only be used with your consent.

10. Decluttering and Disposal

- I can assist with arranging the removal or donation of unwanted items but do not transport items myself unless agreed beforehand.
- Disposal of confidential materials (e.g. documents) is the client's responsibility.

11. Travel and Additional Expenses

- Travel within a 25 mile radius of North Tyneside is included. Travel beyond this may incur an additional charge. Tyne Tunnel fares will be added on to the final invoice.
- Any storage materials or tools purchased on your behalf will be pre-agreed and charged accordingly.

12. Force Majeure

- I am not liable for failure to perform services due to circumstances beyond my control, including but not limited to extreme weather, illness, or transport disruption.

By booking Ella Organised's services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

For any questions, please contact: Ella Anderson (Ella Organised)
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