

# Tidy Girl Terms & Conditions

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## Working practices

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

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 or house / garage clearance service.

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

## Payment terms

The initial consultation in your home, which usually lasts 45 – 60 minutes, is charged at £35 with payment due at the time of booking.

If a booking is subsequently made, I charge an hourly rate of £35 rounded up to the nearest 15 minutes. The standard session normally lasts 3 hours; variations are by agreement in advance. Working hours will be calculated from the time I arrive at your home until the time I leave (excluding breaks). Additional time for disposal of items to a charity shop will be added (see “Removal of Unwanted Items” below).

Payment is due at the time of booking. 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.

## Cancellation policy

Cancellations are sometimes unavoidable, and I will try to accommodate where possible. However, any cancellation by you within 3 working days of the agreed start time may, at the discretion of Tidy Girl, incur a charge of any expenses accrued to date and up to 100% of the contract price. I may agree to credit this payment against your account if the work is rescheduled to start within one month of such cancellation.

Payments made will be refunded if a session is cancelled by TidyGirl.

## 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 initial consultation.

If access to your home is restricted or parking difficult, I reserve the right to charge for additional time and expenses incurred including, but not limited to, car parking and congestion charges.

## Removal of unwanted items

Removal of items to a local charity shop(s) at the end of a session will be charged at £35 per hour (based on actual time taken). Please note that I am unable to take items to the “dump” as I do not hold a waste disposal licence.

## Insurance

Tidy Girl is covered by Public Liability Insurance.