



Chaos Calmed

TERMS AND CONDITIONS

....the nitty-gritty!



GENERAL TERMS OF BUSINESS:

These general terms of business together with my proposal letter form an agreement between us.

About Us:

Chaos Calmed is a professional home organisation service which was founded in 2024. The company is based in Greenwich but covers London and the home counties. Chaos Calmed offers services in home decluttering and organising, home staging, wardrobe resets, house move packing, un-packing and organisation, paperwork and photo organisation, loft and garage organisation and virtual coaching.

Privacy and Confidentiality:

We will ensure that all areas of the project are treated with complete privacy, confidentiality and respect. Any information collected or shared during the project will not be shared with any third parties without your consent. By entering into a contract with us, you agree that your personal details, will be held securely, to be used only in conjunction with the services carried out.

Testimonials are welcomed for use on my social media channels/Google business page and website but these will only be used with your permission and personal details will not appear unless you are happy for them to be.

Insurance and Limitations:

Chaos Calmed holds Professional Indemnity Insurance and Public Liability insurance with Westminster Insurance.

During the sessions we will offer guidance and support to help in the decluttering and organisational process, but full responsibility of what items should remain and what should be disposed of lies with yourself.

Once any items, identified for disposal, have been removed from the property, they cannot be returned and Chaos Calmed cannot be held responsible for any decisions taken during the session.

We will operate with care and respect while in your property. In the unlikely event that there is any accidental damage, loss or destruction (including digital files), it is your responsibility to cover the cost of any damage or repairs through your own insurance providers.

Chaos Calmed will not be responsible for the cost of repairing any pre-existing damage discovered during our sessions.

We will strive to ensure that items are placed in suitable locations that work for you. Chaos Calmed will not be

responsible for remembering the location of all belongings, particularly after the project is complete.

Chaos Calmed cannot lift heavy furniture or items, or carry out any DIY tasks, for reasons of health and safety. We ask that you make appropriate arrangements if such work is required.

Cancellation Policy:

We appreciate that you or Chaos Calmed may need to cancel and reschedule a session booked and we ask that this is in writing.

Should the cancellation be within less than two calendar days' and not re-scheduled, 50% of the total cost of the project will be due.

Cancellations made on the same calendar day as the booked session or cancellations of rescheduled sessions will be charged for the full quoted amount and are not eligible for a refund.

Travel charges or further expenses paid in advance for which we cannot obtain a refund for are non-refundable and will be invoiced to you at the time of cancellation.

Working hours:

Chaos Calmed always proceeds with an in-home (ideal) or virtual/telephone consultation prior to booking a session. During consultations we will work with you to assess the space and your requirements and determine how many hours the project may require. It is not always possible to give an accurate estimate and some projects may require more or less time than initially thought, depending on a variety of factors as each project and client is unique. One session lasts 6 hours (10am – 4pm)

Chaos Calmed

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When de-cluttering with you, we will always work at your pace as de-cluttering can be physically and emotionally draining. Breaks can be taken as you wish, however please be aware that these breaks will count towards the duration of the booked session. We will take no more than a 30 minutes break throughout the day and will provide our own food and drink.

Weekends and bank holidays can be arranged at a higher rate.

Removal of possessions:

Chaos Calmed encourages recycling items where possible or donations to registered charities. You may even choose to sell possessions or items you no longer need.

We are unable to help with disposal of larger items but we can help with the disposal of smaller items to a charity shop for a fee of £50 or arrange a doorstep collection for you for a fee of £10.

We also provide a selling service for items to be sold. Chaos Calmed can list items for you, at an agreed price, charged at an hourly rate of £50 (approx. 20 items listed per hour) and you take care of the rest. Alternatively, Chaos Calmed can take care of everything: list, package and post for 50% of proceeds.

Photography:

Chaos Calmed may use before and after pictures to support a client's organisation journey and for marketing purposes on social media channels. These photos are the property of Chaos Calmed. Photographs will be anonymised, and you won't be able to be identified unless we receive your permission. Photographic evidence will always omit any identifying/sensitive aspects.

Purchase and return of organisation products:

Chaos Calmed can research and source organisation products for you, once we have received your approval. We charge a £50 shopping fee, (and you are more than welcome to join the shopping), and products will be charged to you at their retail price. If there is a product that you do not like, we will be happy to organise its return and reimburse you. Please note that returns will not be possible after the organisation session or if the session has been delayed.

We may use various materials as part of the process, such as bin bags, hooks and labels, which will be included in the rate. We may carry other storage items with me as an example to show you. If you choose to purchase any of these items, the cost will be added to your invoice.

We are unable to store products on your behalf, and they will be delivered directly to your address or dropped off after shopping at an arranged time. We cannot return or reimburse products once assembled if they require assembly.

Product assembly:

We are happy to assemble small organisation items but please note that this will take additional time at cost to yourself.

Cleaning:

Chaos Calmed is not a cleaning service however we will ensure that any areas organised are lightly cleaned.

Payment Terms:

Booking is subject to a 50% deposit and final payment is due on completion. Chaos Calmed accepts payments by cash, in person card payments, payment links via email/WhatsApp or BACS payments. Invoices are required to be paid within 48 hours.

Chaos Calmed reserves the right to increase its rates at any time. Any sessions booked prior to a rate increase will be unaffected by the increase.

Important Notice

A deposit payment for Chaos Calmed services indicates your acceptance of these terms and is a form of contract between us.

