



STRICTLY ORGANISED SOLUTIONS LTD

TERMS & CONDITIONS OF SERVICE

Strictly Organised Solutions Ltd is a Registered Member of:

- APDO-UK (Association of Professional Declutterers and Organisers). We adhere to their Code of Ethics which you can find at this link: <http://www.apdo-uk.co.uk/declutterers.php/code-of-ethics>
- Information Commissioner's Office: Data Protection and the appropriate treatment of data with regards to security, relevance, accuracy and usage
- Waste Management: EA Waste Carrier Registration Scheme (registration no. CBDL20001)
- Disclosure and Barring Service (DBS): All employees who work directly with clients are registered with the DBS

General Principles

1. Confidentiality is very important to us. We will keep confidential all client information, both business and personal, except in very exceptional and specific circumstances where there is an obligation by law to disclose such information. We are happy to sign any confidentiality agreements as required
2. Irrespective of who instructs us or pays for our services, we will always maintain the confidentiality of the client i.e., the person we are working with and who is receiving the benefit of our services and professional help
3. If required we are happy to provide information about professional qualifications and expertise along with testimonials from other clients where we have worked in similar areas
4. Where we feel the services our offer would not meet a client's needs we will endeavor to signpost or recommend alternative options.
5. All terms and conditions will be available in advance. For each project we will supply details of fees, expenses, travel and cancellation policies and a general outline of how the project will be carried out and delivered
6. If there is any existing or potential commercial gain with a company where we are recommending specific goods and services we will disclose this upon recommendation.

Client Process

First Contact:

We will record your main contact details and the main reason for you contacting us

Initial Consultation:

We usually allow up to a free hour's consultation that would be carried out by phone or in a meeting if you prefer. However, there may be circumstances where a longer period is required either due to travel requirements or the complexity of the project. In these cases we reserve the right to make a discretionary charge that will be agreed prior to the consultation

Action Plan:

After the initial consultation, we will agree an action plan with you outlining timings, budget, method of working



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Client Process (continued)

Timings:

The length of time taken to complete a project is very variable and we tailor each job to try to accommodate each client's budget and lifestyle. We can either carry out the project in one block of time or spread out across a period of time and we can advise as to the best approach. Our normal operating hours are: 9.00 am – 5.00 pm, Monday to Friday. However, we will work outside of those hours as required although there may be extra fees chargeable which again we advise and discuss before proceeding

Budget:

We always try to find a solution that fits our client's budget. However, organisational projects are time-consuming by their very nature. We can offer advice and options to help our clients understand the scale of the job being undertaken. We do not charge travel within a 50 mile radius of Marlborough. Travel expenses outside of that will either be charged on a mileage rate or an additional small travel supplement fee

Method of working:

This will obviously vary from project to project but key principles include:

- We will not throw anything away without your consent
- We will always try to find the safest and most environmentally friendly option for your unwanted items.
- We will endeavor to use each client's preferred communication method – whether that be phone, text or email. Where we need to get client approval for a particular action we will always use email as a way of recording agreement

Cancellations:

Obviously we will endeavor never to cancel an appointment with a client. However in cases of illness we like to keep our germs to ourselves so we will always ask whether you would like us to come to you in those circumstances. For any appointments cancelled by our clients within a 24 hour period we may at our discretion charge a cancellation fee depending on the circumstances

Payment:

Normally we would expect payment at the end of each visit. However under certain circumstances we will bill monthly or at the end of a project. Preferred method of payment is via on-line banking but cheques or cash are also accepted