



# Terms & Conditions

## Our Service

Bancrofts Organisation Services Ltd. trading as Bancrofts Organising Services is a Professional organising and decluttering service, set up to help each client to achieve their personal goals by providing advice, guidance and solutions tailored to their specific needs. We operate without judgement and seek to encourage, motivate and reduce the stress of decluttering for every one of our customers.

We are passionate about enabling our clients to create lifestyle changes and provide a positive experience throughout.

## Privacy & Confidentiality

- Bancrofts Organising Services Ltd. is registered with the Information Commissioner's Office as a data controller to ensure adherence to data protection laws. Your details will be used to supply services, process payments and to inform you of any of Bancrofts Organising Services Ltd. services we believe may be of interest.
- You may opt out of such marketing at any time. Client details will not be disclosed to any third party without the prior written consent of the individual or business concerned.
- Any testimonial, comment or photographic examples used in Bancroft's Organising Services Ltd. publicity is reproduced in accordance with the client's permission. If you agree we would like to take 'before' and 'after' photographs.
- During the course of a job we may become privy to personal information about you, your household/work set-up, your finances etc. We take the privacy of our clients extremely seriously and we will never divulge any client information to any third parties.
- Jacqueline holds a full and advanced DBS certificate and we adhere to a strict Code of Ethics.



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## Insurance

- Bancrofts Organising Services Ltd. holds Public Liability and Professional Indemnity insurance of £1,000,000.
- We will take the utmost care when handling clients possessions but in the unlikely event of an accident, loss or damage to property (including electronic files) the client indemnifies Bancrofts Organising Services Ltd. and will cover the cost of any damage or repairs through their own insurance provider.
- We are also not responsible for any pre-existing damage to any items in the clients home and we ask that all pre-damaged items are made known to us before we commence any work.
- Bancrofts Organising Services Ltd. cannot value items for clients, nor will they be responsible for items that the client has decided to have removed from the home. The decision lies solely with the client.
- Bancrofts Organising Services Ltd. are not interior design specialists, a counselling service or specialise in any mental health conditions or services. We will offer advice and guidance in good faith, it is the choice of the client whether to accept or disregard such advice.
- In the event that a client requires another specialist e.g. interior designer/stylist and/or ongoing and regular support beyond the initial expectations we may, with the full agreement of the client, bring in additional or alternative suppliers/specialists to fulfil the project's requirements and to support the client's needs.
- Bancrofts Organising Services Ltd. will not carry out any heavy lifting or DIY. We ask that clients make suitable arrangements if this work is required before and during the job we will be undertaking.
- The client may not at any time during the project or for a period of 12 months following the termination of the job knowingly approach, deal directly with, or directly engage any individual or business introduced as a representative of Bancrofts Organising Services Ltd. for their project.



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## Deposits & Payment

- All charges for services are levied per hour. We do offer packages for large jobs.
- An initial free enquiry is usually carried out over the phone or zoom. Following this a more in depth 1 hour consultation is carried out on the site where the job/session will take place. You will be invoiced for the consultation shortly after.
- If you do decide to work with us (and we hope you do!) a quote will be sent out to you via email, this may be an estimated quote that may go up or down based on the final time of the job/session. We require a 50% deposit to confirm the booking of the service.
- The remaining 50% balance of your job plus any additional charges (travel costs, storage solutions etc) is due on the day the job/session.
- We accept payment by bank transfer, cash in person. or by card (we do not accept American Express). Please make bank transfer payments to: **Bancrofts organisation Services Ltd. Sort Code: 60-83-71 Account no.: 87416473**
- We respectfully ask for payments to be made on time, late payments will incur additional charges.

## Cancellation & Charges

- Either party has the right to cancel a job/session due to unforeseen circumstances.
- Cancellation should be provided in writing by email. If you need to cancel with less than 48 hours notice of the agreed date and start time, the full agreed fee\* will be levied and payable. If you cancel between 48 hours and 5 days of the agreed date and start time, 50% of the agreed fee\* will be levied and payable.
- \*We may waive all or part of these fees at our discretion if the appointment is rescheduled within 1 month of such cancellation.
- You will be charged for hours actually worked. While a booking will generally be made for a pre-agreed number of hours/days, it's understood that it is not always possible to anticipate exactly how long will be needed.



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## Permission to take and use photographs

- We like to take before, during and after photos of the work done with and for clients as it helps clients to see the progress that is being made.
- If you are happy for photos of your job to be taken and/or used please provide permission below.

I agree to before, during & after photos being taken by Bancrofts Organising Services Ltd for my own use (delete as applicable).

Yes / No

I agree to before, during & after photos being used (anonymously) Bancrofts Organising Services Ltd. for external use (eg social media etc.)

Yes / No

## Agree to terms & Conditions

..... has read and agreed to the Terms & Conditions above. (INSERT CLIENT NAME)

Client Signature: ..... Date:.....