



Terms and Conditions

1. Property Size

If the property size is larger than average, an additional fee may be charged to cover the extra resources and time required to bring the property to the agreed standard.

2. 5-Day Service Guarantee

We provide a 5-day service guarantee. Any issues or concerns must be reported within 5 days of the completion of the service. We do not accept liability for issues reported after this period. Evidence supporting any claim must be provided.

3. Heavy Furniture

Our team does not move heavy furniture. It is the client's responsibility to ensure that any areas requiring cleaning are accessible before the service commences.

4. Payment Terms

To confirm a booking, a deposit of 60% of the total cost is required. The remaining balance must be paid in full before work commences upon the arrival of our team.

5. Cancellation Policy

Any cancellation made less than 24 hours before the scheduled booking date and time will incur a cancellation charge of 15% of the total booking value.

6. Decluttering and Organising Services

Decluttering and organising services are charged separately from cleaning services and are available upon request. Fees will depend on the scope of work required.

All decluttering and organising services are subject to these Terms and Conditions in their entirety, including but not limited to payment terms, client instructions, inspection requirements, complaint reporting periods, photographic evidence provisions, and limitations of liability. By requesting decluttering or organising services, the client acknowledges and agrees that all provisions contained within these Terms and Conditions apply equally to such services.

7. Inspection of Work

Clients are responsible for inspecting the completed work upon completion of the service. Any concerns should be raised before the team leaves the property where reasonably possible and, in any event, within the 5-day guarantee period.

8. Client Instructions

Organised Spaces shall not be held responsible for the disposal, removal, relocation, or reorganisation of any items where such actions have been carried out in accordance with the client's instructions, whether those instructions were provided verbally or in writing.

9. Items Not to be Handled

It is the client's responsibility to clearly identify and separate any items that are not to be moved, disposed of, reorganised, or otherwise handled by our team before the commencement of the service. Organised Spaces accepts no liability for items not specifically identified by the client.

10. Authority During Decluttering Services

During decluttering services, the client authorises Organised Spaces to remove, dispose of, recycle, or reorganise items identified by the client as unwanted, expired, damaged, or no longer required. Where the client is not present during the service, Organised Spaces will act in accordance with the instructions provided and shall not be liable for decisions made based on those instructions.

11. Outstanding Payments

Any outstanding invoices not paid in accordance with the agreed payment terms may be referred for debt recovery and/or legal action. The client shall be responsible for any reasonable recovery costs, court fees, statutory interest, and associated expenses incurred in recovering unpaid sums.

12. Right to Suspend Services

Organised Spaces reserves the right to suspend, withhold, or decline further services where payment remains outstanding or where there has been a breach of these Terms and Conditions.

13. Photographic Evidence

Organised Spaces reserves the right to take before, during, and after photographs of areas where services are carried out for quality assurance, record-keeping, training, health and safety, and dispute resolution purposes. Such photographs may be used as evidence of the condition of the property and the work completed. Organised Spaces will not publicly share photographs that identify the client or property without the client's consent, unless required by law or for the purpose of defending or pursuing a legal claim.

Client Acceptance and Agreement

By confirming a booking, making payment, signing a quotation, accepting a quotation electronically, providing verbal instructions to proceed, or allowing Organised Spaces to commence work at the property, the client acknowledges that they have read, understood, and agreed to be bound by these Terms and Conditions.

The client further confirms that they have had the opportunity to identify and remove any items they wish to retain and to clearly communicate any specific instructions regarding items not to be moved, disposed of, reorganised, or otherwise handled by Organised Spaces.

Where services are requested verbally, electronically, or through messaging platforms, such instructions and communications shall be deemed valid and binding for the purposes of carrying out the requested services.

The client acknowledges that decluttering, organising, and cleaning services may involve the handling, relocation, disposal, recycling, or reorganisation of items in accordance with the instructions provided by the client.

Client Details

Client Name: _____

Property Address: _____

Signature: _____

Date: _____

Bank Details

Account Name: Organised Spaces

Sort Code: 40-18-00

Account Number: 31483870

Quotation Acceptance Statement

By accepting this quotation, making payment, or permitting Organised Spaces to commence work, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.