

ORGANISE-D

— *By Hayley and Gemma* —

Terms & conditions of booking

Arrival times & hours of work – we will arrive with you at 10 am on the day and do our best to leave by 5 pm. We are always reliant on the roads, so should we be delayed in traffic, you will be informed immediately.

There may be occasions when we need to work later than 5 pm to complete a job. This will be discussed with the client on the day, should the need arise. Any hours worked past 5 pm are charged at £20/hr per organiser. There are always two organisers on every job.

Cancellation policy – owing to the nature of our work, it is rarely possible to reschedule clients at short notice. Therefore, we have found it necessary to initiate this cancellation policy.

Cancellations made within five working days of the agreed start date are charged at:

- 50% of our day rate for each day booked plus the cost of any materials ordered.

Upon rebooking, the cancellation fee will be deducted from your final invoice.

Invoicing – you will receive an invoice from us once the job is complete. This will include an itemised list of the storage solutions used. Our payment terms are one week from the date of invoice.

Mileage & charges – we charge 45p per mile over 10 miles from Guildford (GU1). Any road charges (eg. Dart Charge, ULEZ, CC) and parking charges also apply.

Storage solutions – we bring all the storage solutions required for the job with us on the day. There may be exceptions where we request that some items are sent directly to the client. For example, if the volume of goods is too large for one car. Storage solutions are charged with an additional 10% handling fee.

Disposal of rubbish – Depending on the job size, we may recommend a skip or skip bag. All other rubbish must be disposed of by the client. We are unable to take rubbish away with us.

FAQs

Do I need to do anything before you arrive?

Absolutely not. We take care of everything on the day. Please do not feel the need to tidy or do any detoxing before we arrive.

What happens to the items I no longer want?

There are a number of options:

- 1 – High-end highstreet and designer clothing in good condition can be taken away and resold. We work with a fantastic London-based reseller. We charge 20% of the total value of resale goods for this service.
- 2 – Clothing that is low-end high street, or has been well-loved and cannot be resold is taken to charity.
- 3 – Clothing that has seen too much love or is damaged is taken to a textile bank.
- 4 – All other items are recycled.

We endeavour to take all resale and charity items away with us on the day – this is subject to vehicle space.

We pride ourselves in running a sustainable business with little to no landfill.

Do you need me there on the day?

Ideally, we like to have a quick consultation on the morning of the job to explain how we work and what will be achieved. If you cannot be there on the day, no problem; this can be done in advance on the phone/zoom.

For wardrobes, we require approx. 2 hours with the client for the detox. This generally takes place mid-morning once we have the clothing in categories – this makes the process much quicker with the client.

If you have any further questions please do not hesitate to get in touch.