

ORGANISE-D

— *By Hayley and Gemma* —

Terms & conditions of booking

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

There may be occasions when we need to work later than 5pm to complete a job. Should the need arise, this will be discussed with you on the day. Any hours worked past 6pm are charged at £20+VAT/hr per organiser. There are always two organisers on every job.

Fees – We charge a day rate of £925+VAT for two organisers.

We reserve the right to increase our rates at any time. Any sessions booked before a rate increase will be unaffected.

Deposits – A deposit of £250+VAT is required to confirm your booking.

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 a cancellation policy.

Your deposit will be fully refunded if a cancellation is made over five working days of your start date.

Cancellations made within five working days of the start date will mean the loss of your deposit plus the cost of any materials ordered.

However, your deposit will be deducted from your final invoice if you choose to rebook.

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

Mileage & charges – we charge 60p 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 on the day. There may be exceptions where we request that some items be sent directly to you. For example, if the volume of goods is too large for one car. Storage solutions are charged with a 10% handling fee.

Disposal of rubbish – Depending on the job size, we may recommend a skip or skip bag. You must dispose of all other rubbish. We are unable to take rubbish away with us.

Photography – We take before and after photographs of each area we work on. This is for visual references for us to assist in planning the job and accountability in the areas in which we work. These photographs are the property of Organise-d.

We may use these photographs as examples of our work on our website and social media platforms. Photographs remain anonymous; we will ensure you cannot be identified without your express and prior permission.

Insurance – Organise-d Ltd holds Public Liability Insurance and Professional Indemnity Insurance.

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 high street and designer clothing in good condition can be taken away and resold. We work with a fantastic reseller.
- 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 pride ourselves on running a sustainable business with little to no landfill.

How does it work with your reseller?

We endeavour to take the clothes away during each job and deal with all the sorting, communication and returns, so you don't have to.

The reseller provides us with prices, and we agree to these with you before letting the items go on sale, as well as what to do with any unsold items.

The reseller pays monthly on sold items and pays this directly to your bank account.

Our reseller takes a 30% commission and pays us a handling fee of 10%, giving a total of 40% of the sale price.

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.

We require approximately 2 hours with the client for the detox for wardrobes. This generally takes place mid-morning once we have categorised your clothing, making the process much quicker with the client.

If you have any further questions, please get in touch.

We can't wait to get started.

Thanks

Hayley & Gemma x