



Terms & Conditions – Virtual Organising during Covid-19

Ground Rules

I bring the following ground rules to our working relationship:

- We will both do our best to minimise distractions during our time together, whilst recognising this is an odd time. Deliveries/urgent phone calls may need to be dealt with immediately
- Sessions will not be recorded
- Our work together is confidential and at your pace
- We continue to review and revise how we are working together

Confidentiality and Privacy

I provide a professional service. I do not share client information, personal or business details with others. Testimonials are only shared with permission and agreement on how to accredit them. If you choose to share before and after photos during our work together with me, please let me know your preference of me keeping them in a passworded folder whilst our work continues or deleting them. I do not share client photos unless you request otherwise.

You will find that I do mention other clients when relevant and appropriate. It can be helpful to give examples of the kind of work I do and outcomes (eg. different structures of virtual sessions that have worked well, solutions virtual clients have come up with regarding unwanted items). I'm mindful to preserve privacy and give relevant, but not salacious, detail. If ever there is a particular 'story' to relate about a Room to Think experience, either to mention to other clients or in an interview or a blog, I do it with discretion.

Insurance

I have Professional Indemnity Insurance cover with Westminster Indemnity. A copy of my certificate is available on request

Professional Membership

I am an associate member of The [Association for Professional Declutterers and Organisers](#) and a graduate member of the [British Psychological Society](#), and a member of the [BPS Special Group in Coaching Psychology](#). I'm bound by, and work within, the professional ethics of all these organisations.

I am registered with the Information Commissioners Office (ICO). This means I take your privacy seriously and only use your personal information to provide a professional service.

Fees & Payments

Room to Think is the name of my organisation. Your invoice will be from Caroline Rogers. I do not charge VAT. All invoices state my UTR and NI number.

Time spent on the phone/email with you before you engage me is not chargeable.

We will agree a session start and finish time. I will be available to you during that whole period (unless we have scheduled the session around a period of longer than 2.5 hours). I will keep a record of how long you spend out of our Zoom room or on mute. At the end of our session we will agree how much of the session time is chargeable and I will send you an invoice.

I prefer payment direct to my bank account (details on invoice). I pay tax and National Insurance on all my income.

Payment terms

Usually I expect payment on production of my invoice. Other terms can be discussed and agreed.



Advice

Any advice I give is done so in good faith. It is your decision to accept my advice on keeping or letting go of particular possessions. I am always keen to find organisations that make good use of donations and can share this information with you, but the ultimate decision is your own.

Valuation of Goods

I am not qualified to advise on valuation if you want to sell items. I am not a specialist in antiques or the valuation of goods. I advise clients to seek valuations themselves.

Recommendations

I may recommend other professionals when appropriate (eg. other practitioners). This is done in good faith and has no financial benefit to me. I cannot take responsibility for the outcome – good or bad – of these recommendations but will always be interested in your feedback.

Pace and speed

I will do all I can to help you achieve the task, within the timeframe set. However, you set the pace at which we work and will take ultimate responsibility for what we achieve in the time allocated.

Cancellations

I understand that cancellations are sometimes unavoidable. If we are unable to re-schedule and a cancellation is made with less than 2 working days' notice we will discuss a cancellation fee that values us both.

I agree to the terms set out above.

Signed (client)

Signed (Caroline Rogers)

Date
