Terms & Conditions

Ground Rules
I bring the following ground rules to our working relationship:

- The work we do together is confidential and at your pace
- We work together throughout the time I am with you
- We continue to review and revise how we are working together
- I will not keep any of your belongings for myself
- I will ask you for any additional ground rules you would like to bring to our process

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. I rarely take photographs. If I do, I share these with you then delete them, 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. 'I worked with a client who was moving and we saw each other half a day a week for about 3 months/ someone whose dad had died and we emptied his house together/ a client who used the re-cycling place on Hornsey Road and said it was brilliant'). 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.

In the interest of personal safety, one person (usually my husband, Paul Harrison) will have access to my diary so that they know who I'm working with and where. This information is treated with utmost respect and does not compromise GDPR.

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. I'm bound by, and work within, the professional ethics of both 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 number.

If we're working together over a period of time any work I do outside of our face-to-face time is included in the session fee. Online/video or telephone accountability sessions are charged at our agreed hourly rate.

All the face-to-face time I spend with you is chargeable, including the times we are taking a break.

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

I prefer payment direct to my bank account (details on invoice). I can also take cash or cheques if that is easier for you. I pay tax and National Insurance on all my income.

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

Travel/Expenses
I generally travel by bicycle or London transport. I charge an additional travel supplement for journeys that take an hour or more. This amount will have been agreed during consultation.

If I need to pay for a train fare/taxi/Zip-van in order to carry out our work, I will charge that to you as an expense. No expense charges will be made to you without prior agreement.

My approach to our work together
I believe that when it comes to wellbeing home is overlooked in the impact it can have in making life better. I see my role as looking at life through your eyes and coaching you to hear your thoughts, plans desires. We will work out what your possessions mean to you and what are the best (or least worst) ways of dealing with them

Advice
Whilst I believe it's not my job to give you advice, I will make suggestions when invited 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. builders, removal firms). This is done in good faith with no financial benefit to me. I cannot take responsibility for the outcome – good or bad – of these recommendations and will always be interested in your feedback.

Handling Goods
I will do what I can, whilst maintaining the right to say no, to lifting heavy or large items beyond my physical capacity. If there are many heavy items to move, we will discuss finding help to do this.

Removal of Items
Removal of items from your home is your responsibility. I am happy to drop off a small bag of donations to a charity shop or organisation on my way home. I can help you organise transport for larger items and can also recommend a number of organisations who will collect donations from your home

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 you cancel with less than 5 working days' notice (one week), we will discuss a cancellation fee that values us both.

In the event of me having to cancel a scheduled session we will rearrange and you will not forfeit financially.

Delays in start times

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I work on the principal that we value and respect each other's time and do everything in our control to ensure sessions start punctually. If unforeseen issues occur, we agree to communicate with each other promptly and act accordingly in both our best interests.

I agree to the terms set out above. We have agreed a fee of £_____ per hour/day/half-day

Signed (client) _____

Signed (Caroline Rogers) _____

Date _____

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