



Terms & Conditions

Effective from August 2026.

Thank you for choosing The Tidy House Co. These Terms & Conditions are designed to ensure that our work together is clear, respectful and safe for everyone.

By booking a consultation or organising/decluttering session with The Tidy House Co, you agree to the following Terms & Conditions.

1. Services

The Tidy House Co provides professional decluttering, organising and home organisation services.

The scope of work will be agreed with you before or at the start of your session. While every effort will be made to work towards your desired outcome, the amount that can be achieved will depend on the volume of belongings, the decisions required and the time available.

Additional hours may be agreed during a session where appropriate and will be charged at the agreed hourly rate.

2. Pricing & Payment

Our current standard rate is £35 per hour, with a minimum booking of 3 hours, unless otherwise agreed in writing.

A quote will be provided. Please note that a quote is based on the information available at the time and is not a guarantee of the total number of hours required.

Invoices are payable upon receipt.

Any additional hours agreed during a session will be charged at £35 per hour, unless a different rate has been agreed in advance.

3. Cancellation & Rescheduling

I understand that plans can change. However, time booked with The Tidy House Co is reserved specifically with you and may be difficult to fill at short notice.

The following cancellation charges apply:

- **More than 48 hours notice:** No cancellation charge.
- **Between 24 and 48 hours notice:** 50% of the booked session will be invoiced.
- **Less than 24 hours notice:** 100% of the booked session will be invoiced.
- **Failure to attend/being unable to access the property at the agreed time:** 100% of the booked session will be invoiced.

Where possible, I will always try to accommodate a request to reschedule rather than cancel.

4. Access to your home

You are responsible for ensuring that I can safely access the property at the agreed time.

If I am unable to gain access or there is an issue preventing the session from taking place, the cancellation charges outlined above may apply.

If you will not be present during a session, this must be agreed with me in advance.

5. Personal Belongings and Decision Making

Decluttering can involve personal, sentimental or valuable belongings. I will always work respectfully and without judgement.

I will never knowingly dispose of, donate, recycle or remove an item without your permission.

The final decision regarding whether an item is kept, donated, recycled, sold or disposed of remains with you.

You are responsible for identifying items of significant financial, sentimental, legal or personal importance.

Where a decision cannot be made during a session, the item may be set aside for you to decide at a later date.

6. Valuable & Sensitive Items

Please make me aware of any valuable, fragile, confidential or particularly sentimental items before work begins.

I will take reasonable care when handling your belongings, but The Tidy House Co cannot accept responsibility for pre-existing damage, deterioration, inherent defects or damage caused by an item's condition.

I will not handle or dispose of hazardous, illegal or unsafe items.

7. Donations, Recycling & Disposal

Where agreed, I can assist with preparing items for donation, recycling or disposal. I can take one car load to be donated, but I cannot remove items for disposal.

8. Confidentiality & Privacy

I understand that I may see personal information, possessions and details about your home during the course of my work.

I will treat all client information and personal circumstances as confidential and will not knowingly disclose information about you or your home to others, except where necessary to provide the service, comply with legal obligations, or protect my safety.

I will not use photographs of your home or belongings for marketing or social media without your explicit permission.

9. Personal Safety

My safety is extremely important to me when working in clients homes.

For this reason, I **will** share your **name, address, appointment date/time and relevant contact details with a trusted person solely for safety purposes**, so that someone knows where I am working and when I am expected to finish.

This information will be treated confidentially and will not be used for marketing or any other purpose.

If I have concerns about my personal safety at any point, I reserve the right to end or postpone a session.

10. Working Environment

For everyone's safety, the working environment must be reasonably safe and suitable for me to carry out the agreed work.

Please let me know before the session if there are any circumstances that may affect my ability to work safely, including building works, unsafe access, aggressive animals, hazardous materials or other potential risks.

I reserve the right to stop work if i believe that the environment presents a significant risk to my health or safety.

11. Pets & Animals

Please inform me in advance if pets or other animals will be present during a session.

For safety reasons, I may ask that animals are kept in another area of the property while I am working.

12. Photos & Social Media

I may occasionally ask permission to take before-and-after photographs for my portfolio or social media.

No photographs will be taken or shared publicly without your explicit permission.

Where permission is given, reasonable steps will be taken to avoid including personal information, photographs of family members or other identifying details unless specifically agreed.

13. Children

If children are present during a session, responsibility for their supervision remains with their parent or guardian.

The Tidy House Co is not responsible for supervising children during a decluttering or organising session.

14. Ending a session

I reserve the right to end a session if I feel that:

- The working environment is unsafe.
- I am subjected to threatening, abusive or inappropriate behaviour.
- There is a significant health or safety concern.
- The agreed terms of the service cannot reasonably be followed.

Where a session is ended for reasons outside my control, the agreed hourly charges may still apply.

15. Client Responsibility

You remain responsible for decisions relating to your possessions, including the financial, legal or sentimental consequences of choosing to keep, donate, recycle, sell or dispose of an item.

I provide professional support, guidance and practical assistance, but I do not make these decisions on your behalf unless you have specifically authorised me to do so.

16. Changes to These Terms

These Terms & Conditions may be updated from time to time. The version applicable to your booking will be the version provided to you at the time of booking.

17. Acceptance

By booking a session with The Tidy House Co, you confirm that you have read, understood and agree to these Terms & Conditions.

If you have any questions about these Terms & Conditions, please contact:

The Tidy House Co

Email: hello@thetidyhouseco.co.uk

Instagram: www.instagram.com/the.tidy.house.co

These Terms & Conditions are intended to provide clear expectations for both The Tidy House Co and its clients. They are not intended to replace independent legal advice.

Last Updated: 10August2026