

Decluttering & Organising

Terms of engagement:

Chirp Ltd's responsibilities:

- To take a non-judgemental approach. To guide the client towards achieving their goals while remaining patient and respecting the client's decisions.
- To make recommendations of services and solutions which may benefit the client.

Client responsibilities:

- To be available and on time for scheduled appointments, and make necessary prior arrangements to reduce interruptions to sessions.
- To commit to the process and to keep an open mind to exploring possibilities.

During our sessions:

- The nature of our sessions will vary depending on individual circumstances. Activities might include:
 - Physical sorting, organising, and assigning of items to be discarded.
 - Coaching around the client's goals, challenges, and mindset.
 - Planning out organisational systems.
 - Making schedules, to-do lists, and mind maps.
 - Researching auxiliary solutions.
- Progress may vary. Interruptions to progress shall in no way be construed as a failure to provide adequate services or a breach of contract on Chirp Ltd's part.
- The quantity of sessions depends on multiple complex factors and cannot be estimated at the start of the process.
- Chirp Ltd will serve as a consultant, and is in no way responsible for the consequences of decisions made by the client. The client accepts full responsibility for all decisions made during or outside the session.

Terms & Conditions:

- The cost for each session shall be £40 per hour. Additional travel charges (if applicable) will be agreed during the initial consultation.
- Clients wishing to cancel a scheduled session must provide at least 24 hours notice. Late cancellations will be charged at the full cost of the session. If the client is not home within 15 minutes of the start time (with no prior communication) the client shall be considered a "no-show" and charged for the session.
- Both Chirp Ltd and the client shall have the right to terminate this business relationship at any time, provided that proper notice is given when canceling an appointment.
- The client acknowledges that Chirp Ltd will not be held liable for losses or damage howsoever caused during their engagement.
- Chirp Ltd shall not under any circumstances divulge any client information which can be reasonably considered private or confidential.
- Chirp Ltd may ask permission to use photographs from the project for marketing purposes. This is entirely voluntary and photographs will be used anonymously to protect the privacy of the client.
- If any items not belonging to the client are to be decluttered, the owner of the items should be fully informed and consent to the process.
- Chirp Ltd can also take small items away to be donated to charity (very large or heavy items must be arranged to be collected by a charity or the council.) Waste and recycling must be placed into the client's own bins.

Please note: Chirp Ltd will not tolerate verbal abuse or inappropriate behaviour of any kind, and reserves the right to terminate a session immediately with no refund if the client is perceived to be acting in such a way.