



Professional Decluttering & Home Organisation

Client Agreement

This Client Agreement (“Agreement”) is entered into between Order & Grace (“we”, “us”, “our”) and the undersigned client (“you”, “your”). It confirms the services to be provided and your acceptance of our Terms & Conditions.

1. Client Details

Name: _____

Address: _____

Email: _____

Phone: _____

2. Agreed Services

The following services have been agreed between the parties:

Service(s): _____

Session date(s): _____

Agreed fee: £_____

Deposit paid (if applicable): £_____

3. Terms of Service

This Agreement incorporates the Order & Grace Terms & Conditions in full, including without limitation:

- Payment due fourteen (14) days prior to the appointment (standard sessions).
- Accepted payment methods: bank transfer (BACS) or cash (by prior arrangement).
- Travel included within 15 miles of Windsor; beyond this charged at 45p per mile, agreed in advance.
- Cancellation fees: no fee with more than 72 hours’ notice; 50% of the session fee with less than 72 hours’ notice; 100% of the session fee with less than 24 hours’ notice or non-attendance.
- All decisions regarding the retention, donation, or disposal of items remain yours.
- All client information is treated with strict confidentiality.



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4. Insurance

Order & Grace is fully insured through Westminster Insurance under a Combined Business Insurance policy providing Professional Indemnity, Public Liability and Medical Malpractice cover, with a protection limit of £1,000,000 (worldwide excluding USA and Canada).

5. Photography Consent

Before-and-after photographs will only be taken or used for portfolio or marketing purposes with your explicit written consent. Please indicate your preference:

- I consent to before-and-after photographs being taken and used by Order & Grace.
☐
- I do not consent to photographs being taken or used. ☐

6. Declaration

I confirm that I have read, understood, and agree to the Order & Grace Terms & Conditions and to the services, fees, and arrangements set out in this Agreement.



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Signatures

On behalf of the client

Name: _____

Signature: _____

Date: _____

On behalf of Order & Grace

Name: _____

Signature: _____

Date: _____

Contact

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