



Professional Decluttering & Home Organisation

Terms & Conditions

These Terms & Conditions (“Terms”) govern the provision of professional organising and decluttering services by Order & Grace (“we”, “us”, “our”) to the client (“you”, “your”). By booking a session, paying an invoice, or otherwise engaging our services, you agree to be bound by these Terms.

1. Scope of Services

Order & Grace provides professional decluttering, home organisation, moving support, wardrobe organisation, paperwork management, small business organisation, neurodivergent-friendly organising, and related services. All services are delivered with professionalism, discretion, and without judgement.

Services will be provided as described in your personalised plan or booking confirmation. Any additional work requested may be subject to further fees, which will be agreed with you in advance.

2. Booking, Fees & Payment

2.1 Discovery Call

A complimentary discovery call is offered to assess your needs and recommend suitable services. There is no obligation to proceed.

2.2 Payment Terms

Payment for standard sessions is due fourteen (14) days prior to your appointment. For larger or bespoke projects, a deposit may be required, with the remaining balance due upon completion.

Accepted payment methods are bank transfer (BACS) or cash (by prior arrangement). You will receive an invoice detailing all agreed services and charges.

2.3 Travel Costs

Travel within fifteen (15) miles of our base in Windsor is included. Travel beyond this radius is charged at 45p per mile and will always be discussed and agreed with you in advance.

3. Cancellation & Rescheduling

3.1 Cancellation Fees

- More than 72 hours’ notice: no cancellation fee.
- Less than 72 hours’ notice: 50% of the session fee will be charged.



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- Less than 24 hours' notice or non-attendance: 100% of the session fee will be charged.

These fees are applied to protect our scheduling and business operations.

3.2 Rescheduling

You may reschedule your appointment with as much notice as possible, and we will always do our best to offer an alternative date. Repeated rescheduling may incur an administrative fee at our discretion.

3.3 Late Payment

If payment is not received by the due date, your session may be cancelled and offered to another client.

4. Client Responsibilities

You agree to:

- Provide accurate information regarding your space and goals.
- Make all final decisions regarding the retention, donation, or disposal of items.
- Ensure safe access to your property and a hazard-free working environment.

You are not required to tidy or prepare your home before we arrive.

5. Confidentiality & Data Protection

We treat all client information with strict confidentiality. Your personal data is used solely for responding to your enquiry and delivering our services. We will never share your information with third parties for marketing purposes.

6. Insurance & Liability

Order & Grace is fully insured through Westminster Insurance under a Combined Business Insurance policy providing:

- Professional Indemnity cover
- Public Liability cover
- Medical Malpractice cover
- Worldwide cover (excluding USA and Canada)
- A protection limit of £1,000,000



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6.1 Liability Limitations

While we take great care in our work, we are not liable for: accidental damage unless caused by our negligence; injuries arising from pre-existing hazards in your home or workspace; or structural or installation decisions made by you.

6.2 Safety Requirements

If you request that we move heavy items or work in areas with known risks, you must inform us in advance so that we can assess safety and suitability.

7. Donations, Disposal & Storage Products

We can assist with donation drop-offs as an optional add-on service. We do not remove household waste; the disposal of rubbish must comply with local regulations.

We aim to use your existing storage wherever possible. Where new storage products are recommended, you are under no obligation to purchase them, and we can source items on your behalf as an optional add-on service.

8. Virtual Organising Sessions

Virtual sessions require a stable internet connection and adequate lighting and visibility of the space. We are not responsible for technical issues outside our control.

9. Photography & Testimonials

With your permission, we may take before-and-after photographs for portfolio or marketing use. Photographs will only be taken or used with your explicit written consent.

10. Health, Safety & Wellbeing

We work at your pace and will never pressure you to make decisions. If at any point you feel overwhelmed, we will pause and adjust the session accordingly. For hoarding or complex situations, additional safety considerations may apply.

11. Force Majeure

We are not liable for delays or cancellations caused by events outside our reasonable control, including illness, extreme weather, or emergencies.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales.



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13. Acceptance of Terms

By booking a session, paying an invoice, or engaging our services, you confirm that you have read, understood, and agree to these Terms & Conditions.