



Thank you for choosing Happy Neat Nest to work with you, below are my terms and conditions, if you would like something included in these please let me know.

Confidentiality and Privacy

I provide a professional, confidential service. I will never share your personal or business details with anyone else. Testimonials are only shared with your permission, and we'll agree together on how to present them. I rarely take photographs, and if I do, I'll show them to you and delete them unless you'd like me to keep them.

When discussing my work, I may refer to other clients (e.g., "I worked with a client who was moving house and we met for a few hours weekly for several months"). I always preserve clients' privacy, sharing relevant, non-sensitive details.

I'm also registered with the Information Commissioner's Office (ICO) and take your privacy seriously.

For my personal safety, one trusted person (normally my husband, Shaun Moncrieff) has access to my schedule, but this information is treated with respect and doesn't breach GDPR guidelines.

Insurance

I have Professional Indemnity Insurance with Westminster Indemnity. A copy of my certificate is available upon request.

Professional Membership

I am a member of The Association for Professional Declutterers and Organisers.

Travel and Expenses

I avoid travelling by car when possible, if the car is necessary, I may have to charge for parking if it is particularly expensive in your area, we will agree on this beforehand.

Advice

I will offer tips, suggestions and advice in good faith, you do not have to follow this, it's your choice, I will not judge or pressure you into making any decisions.

Fees & Payment

A three-hour session, available Monday to Friday in either the morning or afternoon, costs £120. Weekends are only sometimes available and the fee is higher for this, we'll agree on the fee in advance. If you'd like to extend the session, additional hours are charged at £40 per hour, rounded to the nearest half-hour.

Payment is due at the end of each session. You can pay by cash, or same-day bank transfer (I'll provide the details). I will provide a receipt, either a paper receipt or I can email it to you. All my income is declared, and I pay tax and National Insurance accordingly.

Handling Goods

I'm happy to help where I can, but I reserve the right to decline moving large or heavy items if they exceed my ability. If there are numerous heavy items, we can discuss bringing in extra help.

Removing Items

If I have the car I can take a boot load to the charity shop, depending on parking etc, but the removal of items will be up to you, I can help organise uplifts for larger items or if transport is a barrier for you.

Cancellations

I understand cancellations happen. If you need to cancel within 48 hours notice, we'll discuss a fair cancellation fee.

If I have to cancel, we'll reschedule as soon as possible.

Start Times

We both agree to respect each other's time and start sessions punctually. If unforeseen delays arise, we'll communicate promptly and act in each other's best interests.

Agreement

I agree to these terms, and we have agreed on a fee of £40 per hour.

Signed (Client):

Signed (Viv Anderson-Moncrieff): _____

Date: _____