

Terms & Conditions

This document describes the terms on which The Next Chapter would be happy to help you.

Services we provide

The Next Chapter provides advice on the preparation and organisation pre house move, enable our customers to declutter their homes to save time and money when moving, and to help unpack and set up at the your new home when required.

We are not a removals service. Nor are we able to value any items or sell them for you. Please see below.

Hours of work

You will be charged for hours actually worked and and the time taken for the donation/disposal of items either side of the session, but not travel time. However, **each session must last a minimum of 3 hours** or travel costs will need to be included.

Payment terms

1. Charges for services will be levied at an hourly rate of £25 per hour. The client will be invoiced weekly.
2. All payments should ideally be made by BACS using the bank details shown on the invoice. However, we can also accept a cheque made out to [Caroline Lindsay](#) We are happy to travel to you up to 10 miles each way from Edinburgh city centre, or from the nearest agent. Any journey over this will be charged at 47p per mile and at a half hourly/hourly rate of £7.50/£15 (at our discretion). This will be made clear before the booking is accepted.
3. All charges shall be payable on invoice, as set down in item (1) above. Interest at 2% per month will be charged on any balance due which remains unpaid 14 days after invoice.

Confidentiality and Privacy

The Next Chapter is a professional service. We never divulge any client personal or business details that we may see in the course of our work (see separate privacy policy), and fully adhere to data protection laws. Your details will be used to supply services and process payment. If your details are passed on to other services, it will have been discussed and with your permission.

For personal safety, the clients name and address may be available to a nominated person of The Next Chapter whilst we are onsite with the client.

Best Advice

Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. The Next Chapter can't therefore accept responsibility for the consequences of such decisions. [See also Removal of Items below.] The Next Chapter is not a valuer of art or antiques and cannot be held responsible for the clients decisions made during a decluttering process. If you require such professional advice, we are happy to make enquiries about appropriate services on your behalf. [See also Referrals below.]

Handling goods

When we handle goods belonging to clients, we take great care to look after them. However, in the unfortunate event of accidental damage, we shall not be liable for losses or damage and rely on you to carry insurance at all times which adequately compensates you for loss or damage. We are, however, insured as a business for Public Liability and Professional Indemnity.

Removal of items

Items to be removed from your premises, either for disposal or to other locations, must be at your own discretion. Disposal will not take place without your authorisation. You accept responsibility for all items disposed of in the decluttering process. We can help with such disposal i.e. take items to charity shops for you and to a recycling centre. We can also arrange to shred paperwork for you. Once agreed items have left your home, it is not possible to get them back e.g. as a result of changing your mind.

Limits of work

We will do all we can to help you achieve the state of organisation you desire. We can help you relocate items to more appropriate physical locations but there will be limitations within our physical capability. Whilst we are happy to help organise any services and trades needed, these, even when recommended by The Next Chapter, are the clients responsibility. Contractual arrangements should be drawn up between the client and service provider in question.

Referrals

As part of the service, we are very happy to investigate the sourcing of items or services (for example, gardening, removal services, skip hire or handyperson services) that may assist in our organising work and may have links with trusted service people. We can accept, however, no responsibility for your relationship with such service-providers, and it is important that you satisfy yourself that their services and prices are appropriate to your needs.

Insurance

The Next Chapter carries full Professional Indemnity and Public Liability Insurance.

Cancellation

Either party have the right to cancel the contract due to unforeseen circumstances. Cancellation should be provided in writing. If the cancellation is made within 48 hours of the booked session, and no replacement session is booked, we may, at our discretion, charge 50% of the agreed fee. However, this will usually not apply if your cancellation is due to unforeseen circumstances.

Please indicate your acceptance of these terms by signing this form

.....has read and agreed to the Terms & Conditions above.
(CLIENT NAME)

Client Signature Date

Supplier Signature..... Date