**Terms & Conditions**

These terms and conditions are designed to ensure that there is no confusion about what our service does and does not include. If you are unclear about any element, please contact us for clarification on 07853979336 prior to any work being undertaken.
Terms and conditions can only be changed with the agreement of both the client and Helping Hands for Hoarders and must be agreed at time of booking. On confirmation of the booking the following conditions apply:

**Introduction**

We aim to deliver a good service with which the client is satisfied. The client will read and sign this agreement prior to any work being undertaken to ensure that they fully understand the scope of works.

**Advice and/or Guidance**

At times we may give advice but it will be the client’s decision as to whether or not to take it. The client will always make the final decision as to whether to keep or dispose of a particular item.

Helping Hands for Hoarders will not accept liability for:

* the consequences of any decisions you make
* assessing the value of any of your possessions

We will always handle your property with the greatest of care. However, from time to time damages or breakages may occur.

Helping Hands for Hoarders will not accept liability for:

* any breakages or damages caused whilst carrying out work
* any loss(es) incurred whilst carrying out work
* pre-existing impairment which our methods are unable to remove entirely
* damage to wooden flooring where appropriate felt pads have not been applied to furniture
* third party interruption disrupting our service

It is the client’s responsibility to ensure that suitable home insurance is in place.

**Personal Safety and Working Conditions**

Prior to starting work, the client is responsible for advising us of any known circumstances which may put any member of the team at risk of harm or cause damage to their health.

This includes but is not limited to notification of:

* any sharp, dangerous or hazardous objects such as needles, blades or broken glass
* any dangerous animals
* any infestations such as fleas, bed bugs, rats, mice, flies etc

(d) Where there is pre-existing damage to an item or items

In certain circumstances, pest control may have to be in place before work can begin.

The provision of water, preferably warm, and appropriate lighting is required to carry out the works. We have the right to leave the site if this poses a risk to our team’s health and safety.

From time to time we may recommend the services of other contractors to you but we will not be held responsible for their performance, nor will we be liable for any fees in relation to their service or for any loss or damages they may cause.

For the avoidance of any doubt any contractual arrangements will be made directly between you and the other supplier.

When work is being carried out nobody should be in the property except for the Helping Hands for Hoarders team members.

We will not take any responsibility for anyone entering or remaining in the property whilst work is being carried out.

**Waste Disposal**

We will only dispose of larger amounts of waste by means of a skip. All waste, where possible, will be bagged up prior to loading onto the skip.

If there is only a small amount of waste we will use the client’s bins to dispose of general household waste or the recycling bin for recycling waste.

The following items are classed as hazardous and will not be removed:

* Paint
* Creosote
* Corrosive or noxious liquids
* Gas cannisters
* Medica/human waste

Other items that cannot be placed in a skip include:

* Car or bicycle tyres
* Car batteries
* Fridges
* Freezers
* Plasterboard
* Asbestos

The above lists are not exhaustive and from time to time there may be additional items that cannot be disposed of. These will be discussed at the time they may arise.

**Charges and Payment Terms**
The initial assessment is provided free of charge. We will need to access your property to provide a written quotation for the works required.

We reserve the right to apply additional fees if we receive any erroneous or inaccurate information from you.

If you agree for the work to be carried out, we will book a mutually agreed start date.

All invoices must be settled on the day of completion unless a prior arrangement is in place.

BACS or bank transfer is the preferred method of payment. Cash or cheques are other acceptable payment methods

We base our charges on the minimum rate for the appropriate line of work being carried out:

Our prices are displayed on the website but please call us for a more accurate quotation.

There may be additional charges for properties outside of our normal working areas.

Any cancellation of work requires at least 72 hours’ notice. Failure to do so will incur a £75 fee.

**Confidentiality and Safeguarding**

All information and conversations are kept completely confidential.

However we will share information with the appropriate agency in the following circumstances:

* if there are concerns you may harm yourself or anyone else
* if there is evidence of a vulnerable person at risk of harm

We will only share information with other professionals working with you if you have given us permission to do so.

**Confidentiality and Privacy**

Helping Hands for Hoarders is a member of the ICO (Information Commissioners Office) and adheres to all data protection and privacy guidance under the GDPR (General Data Protection Regulations).

Insurance Terms are available on request.

**Covid-19 Additional Conditions**

Before commencing any work and to reduce risk as far as is practicably possible, the client and member of the Helping hands for Hoarders’ team agree the following points to:

* follow current government recommendations
* have no symptoms of Covid-19
* have had no contact within the previous 14 days with someone who has Covid-19 symptoms including a cough, high temperature or change to taste or smell
* have had no contact with someone within the previous 14 days who has been confirmed with Covid-19
* adhere to social distancing of 1m+ at all times
* wear a face covering

Following work being completed if either party subsequently tests positive for Covid-19 neither party will be held liable.

The cancellation fee will be waived if the cancellation is in relation to Covid-19 symptoms.

**Complaints**

We will always try to resolve any issues at the time they arise. Any complaint must be reported within 7 days of the service being provided in order for it to be investigated. Any complaint received outside of the 7 days will not be accepted.