

Decluttering & Organising Terms of engagement:

Chirp Ltd's responsibilities:

- To take a non-judgemental approach. To guide the client towards achieving their goals while remaining patient and respecting the client's decisions.
- To make observations and recommendations of solutions and services which may benefit the client.
- To always keep the client's goals in mind and drive progress towards them.

Client responsibilities:

- To be available and on time for scheduled appointments, and make necessary prior arrangements to reduce interruptions to sessions.
- To communicate as clearly as possible their challenges, goals, and any difficulties they are having during the process.
- To commit to making changes and to keep an open mind to exploring possibilities.

During our sessions:

- The nature of our sessions will vary depending on individual circumstances. Activities might include:
 - Physical sorting, organising, and assigning of items to be discarded.
 - Coaching around the client's goals, challenges, and mindset.
 - Planning out organisational systems.
 - Making schedules, to-do lists, and mind maps.
 - Researching auxiliary solutions.

Process:

- You may book sessions one by one, in clusters, or on a rolling basis. The quantity of sessions depends on multiple complex factors and cannot be estimated at the start of the process.
- Please communicate with me if you would like to take a break from sessions or would like to end our work together.
- Progress may vary. Interruptions to progress shall in no way be construed as a failure to provide adequate services or a breach of contract on Chirp Ltd's part.
- Chirp Ltd will serve as a consultant, and is in no way responsible for the consequences of decisions made by the client. The client accepts full responsibility for all decisions made during or outside the session.

Terms & Conditions:

- The cost for each session shall be £40 per hour. Additional travel charges (if applicable) will be agreed during the initial consultation.
- Clients wishing to cancel a scheduled session must provide at least 24 hours notice. Late cancellations and "no-shows" will be charged at the full cost of the session.
- Both Chirp Ltd and the client shall have the right to terminate this business relationship at any time, provided that proper notice is given when canceling an appointment.
- The client acknowledges that Chirp Ltd will not be held liable for losses or damage howsoever caused during their engagement.
- Chirp Ltd shall not under any circumstances divulge any client information which can be reasonably considered private or confidential.
- If any items not belonging to the client are to be decluttered, the owner of the items should be fully informed and consent to the process.
- Chirp Ltd can also take small items away to be donated to charity (very large or heavy items must be arranged to be collected by a charity or the council.) Waste and recycling must be placed into the client's own bins.

Please note: Chirp Ltd will not tolerate verbal abuse or inappropriate behaviour of any kind, and reserves the right to terminate a session immediately with no refund if the client is perceived to be acting in such a way.