



Client Agreement

Before the Session

- Be sure to enter our appointment on your calendar. We will not be calling you for a reminder of our appointment unless specifically requested.
- Please be considerate regarding appointment times. If you need to cancel or reschedule, please do so by phone (423-567-4273 for Angie, 423-707-0700 for Laurie) at least 24 hours in advance. Appointments cancelled within 24 hours of scheduled time are subject to a fee of 50% of scheduled session. If you are late, additional time will not be added to the session. We will respect your time as well: If we are late, your first 30 minutes are free!
- Get a good night's sleep and eat a good meal.
- You do not need to clean up before we arrive. It is more helpful for us to see what your environment is like on a daily basis.
- Anyone whose space or items are going to be affected by the organizing process should be present during the first session.
- You do not need to purchase any supplies in advance. We will try to use what you have first. We are happy to shop for supplies (if needed) at half of our hourly rate and you can reimburse us for the cost, or we can order supplies online during the session.
- Please remove any weapons or items of a private nature before the organizing session.
- Travel time of 45 minutes each way is included; travel in excess of this is billed at half of our hourly rate.

Payment

- The cost of the initial one hour Assessment Visit is \$50. If you decide to book an organizing session, the first hour of that initial organizing session is free.
- Payment is made at the end of each session. Our hourly rate is \$50 per hour for one organizer and \$75 per hour for two organizers.

- We accept cash, checks, PayPal, and all major credit cards. If this is not convenient, clients can choose to be invoiced via email at the end of each session.
- The client is responsible for the cost of any supplies purchased (if any) for the organizing project.
- Time exceeding scheduled sessions will be billed in 1/4 hour increments at the corresponding hourly rate.
- Design time will be billed at half of the hourly rate.
- If you purchased a prepaid session while these were available (before July 1, 2018), these do not expire, and the hourly rate is good for up to a year. After a year, if our hourly rate has increased, your unused sessions will be adjusted to the new rate.

During the Session

- We may ask to take before and after photos of your space, but only if you are comfortable with it. It will help us see progress and allow us to design a system between sessions if needed. We may want to use these photos for marketing purposes (anonymously, with your permission).
- We work in blocks of time of at least 2 hours.
- Sessions of 4 hours or more are scheduled for an additional 1/2 hour and include a 30 minute unpaid meal break. We will bring our own food and drink.
- We will work side by side to sort through your items, decide whether you may want to keep, sell, donate, or dispose of items. Then we will decide the best way to arrange the items you keep. We will share organizing principles and tips as we go. We will take breaks as needed.
- Try to minimize interruptions (such as the telephone, children, pets) as much as possible so that we can make maximum use of our time. If possible, children or pets should not be present during the sessions.
- Be aware that during the session, for a brief period of time things may look worse as we sort through items. We will make sure to leave the space neat and functional before the end of the session.
- We will never get rid of anything that you want to keep. We are happy to give our opinion about an item, but the final decision is always yours.
- We are fully insured for accidents and will be very careful with your things.
- In terms of legal, financial, and accounting documents, you will make the final decision and are therefore responsible for any negative consequences of damaging or destroying these documents. If you are unsure, please consult your CPA, attorney or financial advisor.

- We abide by the Code of Ethics of the National Association of Productivity and Organizing Professionals (NAPO). Any physical or verbal content expressed during the course of the project will remain confidential and will not be shared with outside parties, unless required by law.

After the Session

- We are willing to take one carload of items to your preferred donation location if desired. The cost of delivering donations is billed depending on the time involved in delivery. We will bill for this service at half of the hourly rate.
- We may give you suggestions for work you can do between sessions (homework) if appropriate to make the project go faster.
- It will be up to you to maintain the newly organized areas so that they do not return to their original state.
- You may contact us with questions or if the areas we organized need to be adjusted in some way.
- If you have family or friends who need help with organizing, we would be delighted if you would refer them to us! As a paying client, if you refer a new client who books an organizing session, after that client has paid for their session, you will receive either a free hour of organizing or a \$25 gift card to the business of your choice.

Client signature _____

Date _____

Organizer signature _____

Date _____