

THE CURATED NEST CO.

HOME ORGANISATION

PLEASE READ THE FOLLOWING BEFORE CONFIRMING YOUR BOOKING.

BOOKING & PAYMENT

- A **50% deposit** is required at the time of booking to secure your session.
- The remaining balance is due **on or before the day the session begins**, prior to work starting.
- Bookings are not confirmed until the deposit has been received.

SESSION LENGTH

- All sessions are booked in **time-based blocks** rather than priced per project.
- A **minimum booking of 3 hours** applies to ensure we have enough time to make meaningful progress.

TRAVEL & MILEAGE

- Travel within **10 miles** is included.
- Additional mileage is charged at **45p per mile**.

CANCELLATIONS & RESCHEDULING

- If you need to cancel or reschedule, please give at least **48 hours' notice**.
- Deposits are non-refundable but may be transferred to a new date if sufficient notice is given.

CLIENT PRESENCE

- For **decluttering sessions**, you will need to be present so decisions can be made together.
- For **organising-only sessions**, you do not need to be present for the full session if you're happy for us to work independently, though we may need to check in with you occasionally.

STORAGE & SUPPLIES

- There is no need to purchase storage before your session unless you would like to.
- We will work with what you already have first, and any additional storage requirements can be discussed if needed.

CHARITY SHOP DROP SERVICE

- To make the decluttering process as easy as possible, we offer a charity shop drop service for any items you no longer need. If you don't have the time(or energy!) to get everything to the shop, we can do it for you.

Once items are handed over to us, we'll make sure they're responsibly rehomed. Wherever possible, items will be donated to charity shops, but in some cases we may choose alternative routes such as recycling, passing items on locally, or selling them so they can continue to be used and valued. This approach helps reduce waste and keeps items in circulation for longer.

By using this service, you're confirming that the items are no longer needed and that you're happy for us to manage their next destination on your behalf.

GENERAL

- Results vary depending on time booked, space, and decision-making during the session.
- We work in a calm, supportive and non-judgemental way at all times.
- Before and after photographs will be taken and used publicly for portfolio and marketing purposes, with client privacy always respected. A separate consent form will be sent to you upon booking.

BY CONFIRMING YOUR BOOKING, YOU AGREE TO THE ABOVE TERMS.