



Terms and Conditions

Debacle to Sparkle is registered with the Information Commission Office and adheres to data protection regulations to protect your personal information.

Privacy Policy

All correspondence between yourself and Debacle to Sparkle is secure. You can request to see this correspondence and disposal can be requested.

No information is shared by Debacle to Sparkle with any third party.

Payment and Cancellations:

Deposits of 20% are required to secure any booking, and the balance payment is expected the day before the booked session. Cash or bank transfer are accepted forms of payment.

Debacle to Sparkle and the householder have the right to postpone due to unforeseen and emergency circumstances and an alternative date can be arranged.

Please provide at least 48 hours' notice if you need to cancel a session and if the cancellation period is less than 48 hours' notice then 50% of the agreed fee will be charged. If there is someone on the waiting list and your session can be filled, then no fees will be incurred.

If I arrive for a session without having a cancellation notice, Debacle to Sparkle reserves the right to charge for the session.

Removal of items:

Debacle to Sparkle can remove items for local charities of your choice if they have local shops or for recycling with your permission at the end of a work session.

Removal of items will only take place with your authorisation, and Debacle to Sparkle holds no responsibility if you change your mind after items are taken away.

It is your responsibility to dispose of waste due to the UK waste disposal laws.

Debacle to Sparkle

Safety:

It is your responsibility to inform Debacle to Sparkle if there are any known structural issues, access issues, infestations, pets and/or dangerous animals, or other hazards within the building that would make working in the space potentially unsafe.

Debacle to Sparkle will not access lofts without a secure loft ladder.

Debacle to Sparkle have the right to cease work in spaces deemed as too risky and reserve the right to charge for the time and expenses incurred.

Debacle to Sparkle reserves the right to cease working if the householder is actively smoking on the same floor.

Travel

Any mileage over 10 miles each way from CT5 will be charged at 45p per mile and if accommodation is necessary this will be factored into the costs and the responsibility of the client not Debacle to Sparkle.

Cleaning and Carrying

Debacle to Sparkle will not do any carrying of heavy objects or cleaning.

Handling goods:

Debacle to Sparkle carries full public liability and professional indemnity insurance and the client should make sure they carry sufficient content insurance for handling belongings.

Social Media & Photography

Debacle to Sparkle would like to take before and after photographs of any projects undertaken, although this would be with your permission. Confidentiality is guaranteed and no clients will be tagged in posts unless they have signed to say they are happy with this.

Best Advice:

All advice is given in good faith, and it is your decision to accept guidance.

Debacle to Sparkle

Agreement

I agree to these Terms and Conditions: Yes/No

I agree I would like any items decluttered to be donated to a local charity shop or alternative organisations if the items can be re-purposed in a sustainable way: Yes/No

I agree to photographs being taken for Debacle to Sparkle social media or website use: Yes/No

I agree that Debacle to Sparkle can tag me in any posts. made on social media or website: Yes/No

Print name.....

Signed.....

Date.....