



Home Review  
working with you

## Terms & Conditions 2026

These Terms & Conditions describe how Susanna Drew of Home Review, can help you, the client. It is a requirement that both parties agree to what is described below and are to be signed prior to any work starting.

### 1. Deposit

A £100.00 deposit is required to secure my services on the date chosen. If it is not received within a week of the agreed date, or three days prior to starting, I may withdraw from our agreement. The deposit will be deducted from the total invoice.

### 2. Cancellation

Either of us have the right to cancel our contract due to unforeseen circumstances. If the cancellation is within 72 hours of the booked session and no replacement date is made, I may, subject to my discretion, charge the intended fee. However, if the cancellation is genuinely due to unforeseen circumstances, this will not usually apply. Please do not cancel if you are just feeling nervous and unsure, as I am there to support and guide you and you don't need to feel out of your depth.

If travel expenses have been paid for in advance of the session and refunds are not possible, these expenses will be invoiced to you at the time of cancellation.

### 3. Advice

Advice is given in good faith and it is always your decision to accept guidance on whether or not to keep particular possessions. Therefore I cannot accept responsibility for the consequences of such decisions. See also, **Removal of Items** below. I may handle items which may have a potentially high market value but it must be acknowledged that I am not a qualified valuer nor do I have the expertise of identifying items of a special value or rarity. I am not qualified to advise on valuations for insurance purposes.

### 4. Handling Goods

I work carefully and would always handle your belongings with care and attention but accidents may unfortunately happen. I shall not be liable for losses or damage which may occur and rely on you to carry insurance at all times which adequately compensates you for loss or damage which would cover such eventualities. I do have Public Liability and Professional Indemnity Insurance for my business.

## **5. Removal of items**

Items to be removed from your premises (including charity shop donations or items to be thrown away or moved to another location) will be at your discretion. Removal and/or disposal will be with your authorisation, therefore you will accept responsibility for all removed items in the decluttering / staging or styling process. Once these agreed items have left your home, it is not possible to get them back (i.e. you have changed your mind).

If a third party is needed (such as van or skip hire), it would be your responsibility to check that they had adequate insurance to cover any loss or damage. I am unable to take bulk waste to your local tip.

## **6. Environment and charity**

I am a believer in “someone else’s rubbish is another man’s treasure” - re-using and recycling, wherever possible, offering advice on where best to send unwanted goods, including projects and organisations who may be able to benefit.

I am also a supporter of Gift Aid and would ask that, if and when, you are donating unwanted items to charity, you would consider filling in the charity’s Gift Aid form if you are a UK taxpayer.

## **7. Limits of work**

I have a ‘can-do’, hands-on attitude and will help you re-locate items to other areas but there will be limitations within my physical capability and reserve the right not to attempt to lift or move large and bulky items. If I couldn’t manage on my own, I would need other help for such items. Specialists would be needed for drilling, carpentry and heavier assembly. If you need suggestions, I will help in any way I can. See **Referrals** below. To the best of your ability, you will provide a safe environment for us to work in and inform me of any unsafe situations, whatever that might be.

I will bring my own food and refreshments with me and not charge for the time taken for any break taken.

## **8. Referrals**

I am happy to source items and services (e.g. van hire, carpenter, handyman etc.) which may assist our work and have a list of reliable and trusted people and trades but it is important that you are satisfied that their services, prices and insurance are appropriate for you and your needs. I cannot accept responsibility for the relationship of these service providers. They are paid direct by you.

## **9. Hours of work**

You will only be charged for hours actually worked. Whilst the length of the project will have been discussed prior to starting, it is not always possible to know exactly how much time will be needed. It may also be the case that during the course of the work, plans change and evolve if mutually agreed. If a day has been booked and we finish in less than 7 hours, you will be charged for the time involved. Likewise, if a booking which was planned for 3 hours but takes 5, you will be charged for 5. It is for this reason, work is charged hourly not daily.

## 10. Confidentiality

I respect the importance attached to privacy, discretion and confidentiality in working with clients and never divulge client information to Third Parties, nor any personal or business details I may come across while working together. I am registered with the Information Commissioner's Office.

If you are happy for me to take "before and after" photos for use on my website / social media, I would be appreciative but would always discuss this with you beforehand. They would be used anonymously.

For personal safety, the client's name and address may be made available to a close friend or family member whilst I am onsite at the client's address.

## 11. Payment terms

My charges are shown on my website and are payable at the end of each session by cash or BACS transfer. No VAT is applicable. If my charges, as shown on the Home Review website, change after these Ts & Cs have been signed, the client will be notified.

Please acknowledge your acceptance of these Terms & Conditions by printing and signing below and emailing back to me at [susanna.drew@btinternet.com](mailto:susanna.drew@btinternet.com) or alternatively, giving to me on the first day of the work.



Susanna Drew of Home Review

Accepted and agreed to

Client name \_\_\_\_\_

Client signature \_\_\_\_\_

Date \_\_\_\_\_