

Terms and Conditions

Confidentiality and Privacy: Change Your Space is registered with the Information Commission therefore adheres to data protection regulations to protect your personal information.

Our Privacy Policy is:

- Your initials and address, and any reports are stored in Google Calendar, MS Excel and Outlook - all are password protected. Disposal can be requested.
- No information is shared by Change Your Space with any third party or used for other purposes other than to communicate with you about your appointments. An update report on progress may be requested only if there is a funding agency.
- Your contact information is permanently deleted after 2 years if there has been no contact from yourself. Exceptions are invoices are held on file for 7 years.

Payment and Cancellations: Payment is required to confirm the date in the diary up to 3 working days before your session, unless the session is being fully funded by an outside agency. Both Change Your Space and the householder have the right to postpone due to unforeseen emergency circumstances and an alternative date can be arranged.

We require a full 24 hours' notice if you need to cancel for any other reason or we reserve the right to request full payment and cancel further sessions. We will wait up to 15 minutes after the start of the session time, if there is no one present, we will consider the session cancelled without notice.

Removal of items: Removal of items will only take place with your authorisation. We supply bags and can remove up to 7 sacks for charity with your permission at the end of a work session. It is your responsibility to dispose of waste due to the UK waste disposal laws. Change Your Space can offer to take some confidential paper waste for disposal at Devon Contract Waste with prior arrangement.

Safety: It is your responsibility to inform us if there are any known structural issues, infestations, dangerous animals, or other hazards within the building that would make working in the space potentially unsafe. We will not access lofts without a secure loft ladder. We have the right to cease work in spaces deemed as too risky and reserve the right to charge for the time and expenses incurred. We reserve the right to cease working if the householder is actively smoking on the same floor.

Handling goods: Change Your Space carries full public liability and professional indemnity insurance. You should carry enough content insurance for handling belongings.

Best Advice: Advice is given in good faith and it is your decision to accept guidance. We are not a valuation service and so are not qualified to identify items of high value.

I agree to these Terms and Conditions.

Print name:.....

Signed.....