



Terms & Conditions

Organised Support by Kelly
(operated by Kelly Watt)

1. Nature of the Service

Organised Support by Kelly provides **gentle decluttering and organising support**. This is a supportive, collaborative service and not a house clearance, cleaning, or waste removal service.

All decisions about belongings remain with the client.

2. Client Responsibility

Clients are responsible for making all final decisions regarding their belongings. Nothing will be removed, donated, or discarded without the client's clear agreement.

3. Pricing & Payment

Pricing is based on session packages or bespoke agreements, depending on the support required.

All prices will be discussed and agreed in advance.
Payment terms will be confirmed prior to each booking.

4. Bespoke Pricing

Some situations require ongoing or tailored support, including hoarding-aware work or support during major life transitions.

Where applicable, bespoke pricing will be discussed and agreed before any work begins, with no obligation to proceed.



5. Cancellations & Rescheduling

If you need to cancel or reschedule, please provide as much notice as possible.

Late cancellations may be subject to a fee, which will be discussed at the time of booking.

6. Safety & Boundaries

Organised Support by Kelly reserves the right to pause or end a session if conditions are unsafe or beyond the scope of this service.

This includes, but is not limited to, biohazards or structural safety concerns. Where appropriate, referrals to specialist services may be recommended.

7. Confidentiality

All client information and situations are treated with respect and confidentiality.

No information or images will be shared without explicit permission.

8. Liability

While every care is taken, Organised Support by Kelly cannot accept responsibility for accidental damage or loss unless caused by negligence.

Clients are responsible for ensuring the safety of their home environment.

9. Acceptance of Terms

By booking a session, clients confirm that they have read and agreed to these Terms & Conditions.