

SERVICE AGREEMENT and Terms & Conditions

Between		
	You	Me
Name		LET GO - MOVE ON
		Margot Krekeler
Address		10 Higgs Street
		Coogee, NSW, 2034
Phone		0473 982 141
Email		margot@letgo-moveon.com.au

Project description/objectives

Schedule		
	Date	Time
First Session		
Second Session		
Third Session		

Confidentiality & Privacy

Given the sensitive nature of coaching and of the decluttering and organising work at your home, and the high level of trust required, you can be assured of absolute privacy when working with Let Go - Move On. All client information will be kept strictly confidential, except where disclosure is required by law.

Any reference to work undertaken with you will be generalised to protect your identity (e.g. 'a client in Maroubra' or 'a couple in their eighties').

I'll never publish 'before/after' photos taken at my clients homes or use them for any other marketing purposes.

However, if you agree, I will take photographs to document the development of your project. During the course of the project, they help you to move on whenever exhaustion sets in and motivation levels go down. At the end of the project, these images prove the success of your hard work.

As a member of the IOPO - Institute of Professional Organisers - I strictly adhere to their Code of Practice. (<http://www.iopo.com.au/code-of-practice>)

Fees

There is **no charge for the initial introductory meeting** (Grey Package) at your home which usually takes 30 to 60 minutes.

The level of coaching, support and guidance needed by my clients varies significantly, that's why I offer two distinctive support packages.

The Green and Blue Packages are designed to concentrate either on the first three or on all of the five steps of the Let Go – Move On Program. However, **the focus of each package can be adjusted to your special needs at any time.**

The size of the packages is related to the maximum amount of my coaching/working hours spent at your home. You can, of course, increase the scope of a package by booking additional hours of my time.

If you book the Green Package, you will receive a Guidebook which includes detailed descriptions of the 5 steps, 15 guidelines and several exercises.

Travel time up to a radius of 30 km from Coogee is included in the package prices and hourly rates.

<p>Grey package Initial introductory meeting at your home (about 30 to 60 minutes)</p>	AUD 0.00
<p>Green package Step 1, 2 and 3 of the Let Go – Move On Program (1 session, up to 3 hours + Guidebook)</p>	AUD 390.00/package
<p>Blue package Step 1, 2, 3, 4 and 5 of the Let Go – Move On Program (up to 3 sessions and in total 10 hours)</p>	AUD 990.00/package
Additional coaching/decluttering hours	AUD 100.00/hour
Additional hours for running errands (buying supplies for you, transferring discarded items to charity, etc.)	AUD 100.00/hour
Additional travel fees (for distances greater than 30 km from Coogee)	AUD 0.70/km

Billable hours

Additional hours are billed in 15-minute increments. Billable hours include, but are not limited to, meetings at your home, running errands for you, phone consultations.

Supplies & expenses

The Blue Package includes the delivery of those supplies which we will need for the decluttering session (Step 4) (rubbish bags, tape, labels).

You are responsible for organising any other supplies – such as file folders for your paperwork, labelling tape, moving boxes, storage containers, shelving, etc. – which I might suggest and you decide to invest in.

All my expenses for the additional materials purchased with your agreement will be added to your invoice.

Methods & Terms of payment

For the Grey and the Blue Packages, a deposit of half of the package price is required to secure your booking, as detailed on the invoice you will receive via email..

I accept cash payments, and payments by cheque or direct deposit, or with credit card/PayPal.

Cancellations

If you need to cancel or reschedule an appointment, I ask you to please give me at least 48 hours advance notice by phone or email.

With the exception of a true emergency, a fee of AUD 100 will be charged for failure to provide 24-hour notice of cancelation.

Third parties

All subcontractors/suppliers arranged by agreement with you will quote and invoice you directly.

I will not be held responsible for the performance of or damage made by third-party companies referred by me.

Signatures

Date	You	Me