



## CLIENT PROCESS, TERMS + CONDITIONS/ CONTRACT

### **MISSION STATEMENT**

Our mission is to make life easier for our clients. We transform spaces into simplified, beautiful, and inspiring areas where function is possible. Internal stress can manifest itself in clutter. Happiness and well-being is of utmost importance. The goal is to allow you clients to continue to enjoy their cherished items while removing what isn't necessary, gaining functionality and shedding what may be weighing them down. The less items within a home, the less there will be to maintain. Through decluttering, organizing and space planning, we bring homes and workspaces alive in ways our clients didn't realize were possible.

### **SCHEDULE YOUR CONSULTATION**

If we haven't discussed your goals yet, let's chat! We can do an online, facetime, or even an in person consultation for leveled up packages where 3 or more Powerhouse Max (multi-organizer sessions) are purchased. Please contact us via email [kelly@organizingbykelly.com](mailto:kelly@organizingbykelly.com) or call (314) 602-5094 within 48 hours of booking. We require photos or a video walkthrough of the space(s) to properly formulate a plan. We will discuss the scope of your project and any additional services that may need to be scheduled. Please do not feel the need to clean up for this initial viewing. There is no shame in disorganization, we understand how easy it is for home or office to reach chaos when other things become a priority in our lives. We are here to help and there is no judgement from our team.

### **LET'S GET PREPARED**

Large scale junk removal, donation pickup, dumpster rental or additional organizers to complete your project should be purchased or scheduled in advance if needed. If you don't need help sorting through miscellaneous items and want to skip ahead to planning a detailed organizational system, consider discarding trash and making your donations before our first visit. That way, we will be able to move to the next stage quickly and see what kind of system works best for you, while maximizing the labor and effort of our organizers.

Containers, large contractor bags, moving bags for storage, cleaning supplies, clean rags or paper towels, bins (large and small) and labels are required and will need to be on site prior to our session. We have curated a list of our favorites that we can recommend. If any of the above are missing, we will do our best with your existing storage and supplies but our effort goes much further and the organization is much more likely to be maintained when the client is prepared.

### **DREAM BIG**

What are your intentions? What works and what doesn't? Are you frustrated by not having adequate storage? Are you interested more in decluttering or developing a system for your home or workspace?

If your dream is for a gorgeous styled pantry, closet, office, or dedicated workspace, we can help you come up with more ideas during our consultation or show you photos of some inspired spaces that may help you make decisions with the items you may want to incorporate.

### **THERE IS POWER IN PLANNING**

Each home and family dynamic is different and is based on your personality, aesthetic, and daily routines. One size definitely does not fit all. With that said, it is best to start in the storage area to get the foundation of your home in order first. We then define space for items that fall into these categories: kitchen, clothing, bathroom/ personal items, office/paperwork, gadgets and cords, collections, hobbies, tools/utility, among others. Once we have the foundation in order, the objects in other areas will have a place to "land" accordingly. Some projects will need multiple days of organization to be organized to a state that can be easily maintained.

If you want us to "take it to the finish line" (we absolutely love when we are booked for enough time to fully complete each room including finely sorted drawers and closets, labeled containers and more) we can give you a rough estimate of the time we'd expect to spend in your space so you can choose how many days you'd like to start off with.

We will formulate a plan for your space based on our text, phone, or facetime consultation. Though we may have different phases outlined in our recommendations and may estimate times for completion, we cannot guarantee particular results or progress in a specified timeline. Please be as forthright as possible with the extent of the work you'd like to see completed for the most accurate estimation of time needed to complete the tasks and to what degree of detail.

Variables will that will effect rate of progression include, but are not limited to: time the client may take to make decisions regarding what items to keep and discard, time organizers spend sorting/cleaning/moving items we cannot see the full extent of in the consultation phase, and time spent discussing additional ideas or concerns the client may have, among others.

### **THE PROCESS**

Several of our organizers have teaching backgrounds, and some are trained in coaching or work in various empathic or intuitive fields, so we have experience working with clients one on one in a personal setting who need encouragement or support. We also have experience working with individuals with special needs or those who require specific accommodations. We are familiar with and can work with you to maximize an organization strategy for those with tactile sensitivities, sort things in an aesthetically pleasing way even help minimize distractions in work areas for those who need it. We also work with individuals who suffer from varying degrees of mental illness quite successfully but may make recommendations for professional therapists and specialists when needed. If a client is seeing a professional, we welcome any input or collaboration and advise clients to speak with them about the upcoming work we intend to do together.

We provide high-quality, compassionate, and reliable organization services. When attempting to help family members by conducting a cleanup if someone is not receiving therapy or care, an action plan is critical to avoid any additional stress on strained relationships. Our goal is for all of our services to be wonderful experiences that promote healing for all and ultimately make your life easier and more enjoyable, removing the burden and stress that clutter creates. Services are non-transferable and non-refundable. In the extremely unlikely event that a client decides to cease or pause the organization process after it has begun, we will work together to find a solution that makes them more comfortable, whether that means pausing on decision making, or moving items in question to a "simmer" pile where their fate can be decided upon at a later date. During the pause, we can continue to sort and clear areas to prepare items for their final destinations. If a client becomes overwhelmed at any point, they can be as removed or involved with the process as they wish.

### **MANY HANDS MAKE LIGHT WORK**

Sometimes it takes a village. We offer Powerhouse Max Sessions with multiple organizers, but if no matter how many you schedule with us, feel free to invite your friends and we can divide and conquer a larger space together! You may also add an organizer to your session (or more than one) when available, so please let us know if you'd like to upgrade and we will do our best to make it happen, or get several days scheduled for you if/when we have a game plan for your space!

### **TRANSPARENCY**

If a person is in a scenario where they are facing condemnation of property, or the decision must be made for them to enter treatment or elder care and another individual or property owner has hired us, we can work with you to formulate a plan to include those close to the individual when possible and accommodate any medical recommendations, while treating the home owner/renter with respect and integrity. This process of decision making and action is sometimes long overdue and often creates tension which needs a delicate touch when someone's earthly belongings and future are at stake (and also the state of property or home) but we care here to help ease the transition.

We MUST be given advance notice if a biohazard situation or any other scenario that can be deemed unsafe exists on the property. This includes storage and stacking of items over 5' tall throughout the home, absence of safe walkways, presence of fiberglass insulation or other materials throughout the items to be organized, infestation by live or dead animals, pests, insects or remains, existence of human or animal waste or excrement, presence of mold, fungus, harmful microorganisms or where any of our team members would be exposed to physical injury or poor air quality. We do have two staff members who have some experience with biohazard cleaning and we can contract others to aid in the remediation of such occurrences prior to the organization process. We will quote these additional services as needed. If we arrive on property to work without notice of any known or obvious conditions we may choose to avoid hazardous areas, or reschedule the date and recommend or require remediation before performing those services. You will be subject to a 35% rescheduling fee or may be subject to forfeiture of services if obvious or unreasonable hazards exist and we cannot complete the day's work.

### **"DAY OF" DETAILS**

Our organizers are highly motivated and highly trained. It brings us joy to go above and beyond for our clients. Our five hour work days have been designed to maximize the most progress in a day but not overwhelm the client. The organizer will do their due diligence and perform the tasks to the best of their ability in each five hour session.

Our organizers may choose to take one 15 minute break during the five hour session. In case of extenuating circumstances or an emergency during a session on a solo organizer job, we will be diligent in locating a replacement, or if that is not possible, we will work together with clients to offer a fair resolution to account for any missed organization time when necessary.

The organizer will take care to respect the client's privacy and confidentiality of any personal details or sensitive information encountered during work at the client's home or office. Any before and after videos filmed or photographs taken will be used for marketing only and no personal or identifying items or information will be present. On occasion, a client may be asked to appear in a video or in a time lapse (at 10x speed) but we will honor client requests if they are not comfortable appearing on camera.

At the end of each session, each organizer can fill their personal vehicle with items you'd like for them to drop off for donation (one trip at the end of session).

### **RESCHEDULING/CANCELLATIONS**

We understand that life happens and we all face occasional unpredictable circumstances or illness. Please give us as much notice as possible if you need to reschedule your session. A minimum of 36 hours notice is required to reschedule. If less than 36 hours notice is given, the session is subject to a 35% rescheduling fee. The newly rescheduled session date must be on an available date that falls within 6 months of original session date and the 35% fee must be made at the time of date selection. Any circumstances that would result in a voucher or credit being issued would be at the sole discretion of date selection. Organizing /Organizing by Kelly ownership or management. By purchasing/scheduling your session, you agree to these terms.

We cannot wait for your transformation and we hope you can't either!  
If you have any questions please contact us anytime! (314) 602-5094