OUR TERMS

How we work together

These are the terms you agree to when you book. We can go through them together on a call.

Version 1.16 · Last updated: 4 November 2026

1. What we do and don't do

1.1 We provide home decluttering, organising, cleaning support and, on request, digital help, and charge by the hour.
1.2 We are APDO members and follow its code of ethics (apdo.co.uk).
1.3 We do not give therapy, or medical, legal or financial advice.
1.4 We do not help with washing, dressing or medicines.

2. Booking and paying

2.1 Each session is a separate booking, made by message or phone as clause 10 says. No reply means no booking.
2.2 Any advance payment we ask for is part of the price and is covered by clauses 9 and 10.
2.3 We agree an arrival window. Paid time starts when work begins.
2.4 Payment is due within 3 days of the session.

3. Price

3.1 Rates, including two-person, urgent, online and package rates, are on our pricing page.
3.2 Minimum: 2 hours; 3 hours for homes outside the area in 3.6; 30 minutes online.
3.3 Pay early: if the money reaches us in full by 11.59pm UK time on the day the session ends, the lower rate applies to every hour instead of the standard rate.
3.4 No VAT is charged.
3.5 Extras (skip, van, waste carrier) are yours to arrange. Things we buy or take away for you are agreed first and charged at cost, or at a set fee on the pricing page.
3.6 Area covered: locations within 40 minutes of W13 by public transport.
3.7 Travel: further out than 40 minutes by public transport, we add a fixed taxi fare there and back, agreed with you in writing before you book, for example £30 each way. It stays the same each session, whatever the fare on the day, and shows as its own line on your invoice.
3.8 If you agreed earlier terms with no travel charge, nothing changes for you unless you say yes to it in writing first.

4. Time

4.1 You pay only for hours worked, subject to the minimum. If a session ends early, clause 9 applies instead of the minimum. If you cancel under clause 10, no minimum applies.
4.2 We ask before going past the agreed time.
4.3 Time estimates are guesses, not quotes. We can't promise how long a job will take.
4.4 Unused package hours: use them elsewhere, or get them refunded at the rate you paid.
4.5 A fixed price applies only if agreed in writing first.

5. Budget ceiling

5.1 If you set a ceiling, we do not go past it without your agreement.
5.2 It includes preparation, follow-up and extras unless we agree they are separate.

6. Payment plans and funders

6.1 A payment plan is agreed in writing, lasts up to 6 months, and has no interest or fees.
6.2 If work gets ahead of payments, we may space out sessions, after talking with you.
6.3 Anyone paying for you signs a funding note. It covers paying only. The decisions and your information stay yours.
6.4 A plan or funding note replaces the payment steps in clause 2.

7. Who does the work

7.1 We may send anyone on our team.
7.2 Anyone else we suggest works for you, not us, and we'll tell you if we'd earn from it.

8. Your things (home and cleaning)

8.1 Nothing leaves your home without a yes from you or one person you nominate.
8.2 Things owned by others need the owner's agreement. We rely on what you tell us. Anything uncertain stays put.
8.3 Tell us about valuables before we start. We are not valuers.
8.4 Once something has been donated or disposed of, we may not be able to get it back.
8.5 Someone who can decide must be reachable.
8.6 We do not store things, buy your belongings or accept valuable gifts.
8.7 You sign this line: "Before any session starts, I confirm that I am responsible for everything I choose to let go of during the decluttering, whether it is donated, recycled, thrown away or, in a digital session, deleted." If we damage or lose something by not taking reasonable care, that is still ours to answer for.

9. Changing or cancelling a session

9.1 If you need to change or cancel a session, please give us at least 24 hours' notice. If you've already paid, we'll refund it or move it, your choice.
9.2 If we have to cancel, there is nothing to pay and any payment is refunded or moved, your choice.
9.3 If a session stops part way, you pay only for time properly worked.
9.4 We charge only for time worked.

10. Your right to cancel

10.1 You can cancel until the end of the 14th day after the day the session is booked, without a reason.
10.2 To cancel, tell us in any clear way by then. The form below is optional.
10.3 We refund that booking within 14 days of you telling us, the same way you paid.
10.4 When you accept these terms, you ask us to start any session you book, even within your 14 days to cancel. If you cancel after it starts, you pay for the time worked until you tell us. Once it's finished, you lose your right to cancel it.
10.5 You, or someone you've named to us, can book. We offer a time by message or email, and your yes books the session. "Could you do Thursday?" is only a question.
10.6 If you cancel and we had not given you the information the law requires about cancelling and what it costs, or you had not asked us to start, you pay nothing for time worked in your 14 days.

Cancellation form (only if you wish to cancel): To Karina Barboza, trading as Healing Spaces with Kari, 51B Broadway, London W13 9BP (kari@healing-spaces-kari.co.uk): I hereby give notice that I cancel my contract for the supply of the following service: [service], ordered on [date], name [name], address [address], date [date], signature (if on paper).

11. If something goes wrong

11.1 We work with reasonable care and skill.
11.2 Complaints go to Kari. We aim to reply within 14 days. You can also complain to APDO (apdo.co.uk). The small claims court is open to you.
11.3 Please report damage as soon as you can.
11.4 Tell us first about fragile things and safety risks.
11.5 We may pause a session or area if we find pests, damp or anything unsafe, or if anyone on our team feels unsafe, and we'll tell you.
11.6 Nothing in these terms affects your legal rights.

12. Digital help

12.1 Digital help is available on request. Its own terms (who provides it, insurance and price) are given before any digital booking.

13. Gifts

13.1 Free time or a goodwill reduction is a gift: nothing is owed back. Rates on the pricing page are prices, not gifts.

14. Photos and information

14.1 Our privacy notice explains how we handle photos, records and your information.

15. Agreeing, and changes

15.1 You sign by ticking the box and pressing the button on your welcome page, or by writing "Yes, I agree to these terms" with your name from your own number or email. Either is your signature, including for the line in clause 8. We give you a copy to keep.

15.2 You accept these terms once. They cover every session on our pricing page that you book with us, first and later, so there is nothing more to sign. Fixed-quote projects, shop items, workshops and guides have their own terms.

15.3 Your rates are those on the pricing page when you sign, or any rate we have agreed with you. If our rates or terms change, we'll tell you first, by email or message, and the changes apply only to sessions booked after that. Sessions already booked stay as agreed. If a change touches the line you signed in clause 8, we'll ask for your yes again.

15.4 Karina Barboza, sole trader, trading as Healing Spaces with Kari, 51B Broadway, London W13 9BP; 07752 212213; kari@healing-spaces-kari.co.uk.