

## **Ella's Home Organizing**

### **Terms & Conditions**

#### **1. Consultations**

Complimentary consultations are available within Ella's Home Organizing service area. For locations outside the service area, a consultation and/or travel fee may apply and will be discussed before scheduling.

#### **2. Scheduling & Deposits**

A deposit may be required to reserve project dates, organizing packages, or special projects. Dates are not guaranteed until any required deposit is received.

#### **3. Payment**

Payment is due at the end of each session unless otherwise agreed upon in writing. Additional labor beyond a package will be billed at the current rate and approved by the client before proceeding.

#### **4. Organizing Packages**

Organizing packages offer a discounted rate compared to individual hourly services. Unused package hours are non-refundable but may be applied toward future services at the discretion of Ella's Home Organizing.

#### **5. Cancellations & Rescheduling**

Appointments canceled with less than 24 hours' notice may be subject to a \$75 cancellation fee. Repeated cancellations or no-shows may require prepayment for future appointments.

#### **6. Client Decisions**

The client is responsible for all final decisions regarding items to keep, donate, sell, recycle, relocate, or discard.

#### **7. Donations & Disposal**

Donation drop-offs for items that fit in the organizer's vehicle are available for a flat fee of \$75 per trip. Larger loads, multiple trips, hauling services, disposal fees, recycling fees, and other third-party costs are the responsibility of the client unless otherwise agreed upon.

#### **8. Garage Sales & Selling Items**

Ella's Home Organizing may assist with sorting, staging, organizing, pricing, and preparing items for garage sales or resale. No guarantees are made regarding the sale of items or the amount of revenue generated.

#### **9. Packing & Move Preparation**

Packing and move preparation services include organizing, sorting, labeling, and packing assistance. Moving services are not included unless otherwise agreed upon.

#### **10. Travel Fees**

Ella's Home Organizing primarily serves clients within approximately 10 miles of the intersection of Route 31 and Route 62 in Algonquin, Illinois. Projects located outside this area are subject to a travel fee, which will be discussed and approved before services begin.

#### **11. Liability**

While every effort is made to handle belongings with care, Ella's Home Organizing is not responsible for pre-existing damage, normal wear and tear, hidden defects, or damage resulting from client-directed decisions.

#### **12. Photos & Marketing**

Before-and-after photos may be taken for project documentation and marketing purposes. Ella's Home Organizing may use project photos on its website, social media pages, marketing materials,

online listings, and other promotional platforms. Personal information, family photos, addresses, financial information, and other identifying details will not be shared. By scheduling services, the client grants permission for Ella's Home Organizing to use project photos unless the client requests otherwise in writing before services begin.

**13. Safety**

Ella's Home Organizing reserves the right to stop work if conditions are deemed unsafe or pose a health or safety risk.

**14. Acceptance**

Scheduling services with Ella's Home Organizing constitutes acceptance of these Terms & Conditions.