

These **Terms and Conditions** are an integral part of any service contract between **ClutterMeister** and its clients.

1 General

- * ClutterMeister retains the right to reject work at their own discretion without obligation to give any reasons.
- * Written contracts (or oral agreements) within the framework of these Terms and Conditions can be terminated by either party in the same form. ClutterMeister reserves the right to charge for any work carried out prior to termination.

2 Payments

- * Most services will be reported in 1 hour or 30 minute increments and invoiced on a regular basis.
- * If the contract pertains to a certain number of hours of services to be provided, these services must be paid in advance and the hours agreed upon must be claimed within any timeframe specified in the contract.
- * Telephone, rail/bus travel (outside central Brighton & Hove), printing, stationery, postage and other similar expenses may be charged in addition to the cost of the services covered in the contract.
- * Payment is accepted in cash, bank transfer or by cheque (made payable to Tilo Flache). Returned checks will incur an additional charge of £30 fee.
- * Payment must be made strictly 14 days after the date stated on the relevant invoice. Failure to pay within 14 days may result in a late payment fee of 5% of the outstanding sum.
- * Failure to pay within 30 days shall result in further action to recover the debt. Any and all costs incurred for chasing and/or recovering the outstanding payment will be charged to the client.

3 Virtual services

- * ClutterMeister cannot be held liable for technical failures.
- * Should the need arise to install certain software on the client's system to facilitate online collaboration, the client will be deemed responsible to ensure data security at their end.
- * ClutterMeister will accept no liability or responsibility for any loss, issue or consequence suffered by the client relating to the downloading or use of any online collaboration software. The client is encouraged to always read the terms and conditions of the online product before they consider its use.

4 Confidentiality & Data Protection

- * I commit to these notions:
 - * I guarantee confidentiality at all times.
 - * Client documents will remain on the client's premises whenever this is possible.

- * ClutterMeister is ICO registered and obliged to uphold the regulations governing data manipulation under the GDPR rules.

Please refer to my Data Protection Policy to learn more about your rights regarding your personal data, how and why data is collected, how long and where it is retained and why and when it is deleted completely from my electronic or physical storage.

5 Communications

- * I believe in giving my full presence to the client I'm providing services for. Therefore I cannot always be reached directly by phone or email, as I believe it would be unfair to the client I'm dedicating my time to.
- * If at all possible, email communication is preferred. Any caller is encouraged to leave a voice or text message, and I will make sure to follow up on those as quickly as I can.
- * Clear communication is one of the cornerstones of any business. In case of a planned absence, I will endeavour to minimise the impact on any client work, and propose options to my clients.
- * Current clients shall be notified of any substantial changes to these terms in writing.