

Terms and Conditions

Home Ergonomics Ltd, registered in England and Wales, company number 17076150. Also trading as Pretty Well Organised.

Business address: 34 Manor Lane, Charfield, GL12 8TA

Contact email: vicky@homerg.co.uk

Last updated; August 2026

These Terms & Conditions set out how I work with clients at Home Ergonomics. They're written to be clear and fair to both of us — protecting your interests as a client and mine as a small business owner. If anything is unclear or you'd like to discuss any of the terms, please just email me at vicky@homerg.co.uk and we can talk it through.

1. Definitions

Consultation - a complimentary 30-minute phone or video call, offered to anyone who would like to discuss their space or learn more about how I work before booking.

Home Visit - a paid in-person visit to your home, lasting approximately 90 minutes, during which I assess the space, take measurements and photographs, and gather everything I need to prepare a considered proposal for the transformation. A written proposal follows within 5 working days.

Organising Session - the paid session (or sessions) during which the proposed transformation takes place. Duration varies from a few hours to several days depending on the scope agreed in the proposal.

'Home Ergonomics', 'I', 'me' and 'my' refer to Vicky Edmundson, trading as Home Ergonomics.

2. Booking & Payment

Consultations, Home Visits and Organising Sessions are booked in advance through the online booking system.

Consultations are complimentary.

Home Visits are charged at a fixed fee, as per the booking system and website, payable at the time of booking. This fee covers the in-person visit and the preparation of your personalised proposal.

For Organising Sessions, a 50% deposit is required to secure your date, with the remaining balance due on completion of the work.

Product sourcing costs (containers, baskets, labels, etc.) are invoiced separately unless otherwise agreed.

Payment is accepted by bank transfer or card via Stripe. Prices are inclusive of VAT where applicable. Invoices are payable within 14 days of the invoice date. Late payments may incur a reasonable administrative charge and, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, statutory interest where the client is a business

3. Cancellations & Rescheduling

Consultations may be rescheduled or cancelled up to 24 hours before your appointment at no cost.

Home Visits may be rescheduled up to 48 hours before your appointment. Cancellations within 48 hours will forfeit the fee, though the fee may be credited against a rescheduled Home Visit within 3 months at my discretion.

Organising Sessions require 7 days' notice for rescheduling or cancellation. Cancellations within 7 days will forfeit the deposit, which may be applied to a rescheduled session within 3 months at my discretion.

If I arrive at a Home Visit or Organising Session and cannot access the property, the session will be charged in full and any travel costs incurred will also be payable.

Under the Consumer Contracts Regulations 2013, you have the right to cancel your booking within 14 days of the booking date, unless the service has begun within that period with your express agreement. If you request that your Home Visit takes place within the 14-day period, you agree to waive your right to a full refund from the date the service begins.

4. What to Expect on the Day

There is no need to tidy or prepare your space before I arrive.

I will always treat your home with care and respect.

Any items moved during the session will be returned to their new organised location unless otherwise agreed.

You are welcome to be present throughout the session, to step away, or to work alongside me, whatever feels most comfortable to you.

5. Discarded Items

Items you choose to discard during the session will, by default, be left at the property for you to dispose of at your convenience. If you would like me to take

items to a charity shop, recycling centre, or general disposal, please let me know in advance - this can be included in the service by agreement.

6. Product Sourcing

Product costs are estimated in advance and confirmed with you before purchase. No products will be bought on your behalf without your explicit approval.

All products purchased on your behalf must be reimbursed in full.

Returns are only possible where the retailer's policy allows. Where products need to be returned, I will handle the return process on your behalf where practical. Any postage or restocking fees charged by the retailer will be passed on at cost, with no additional handling charge.

7. Safety & Access

Please ensure safe access to the areas being organised.

Please let me know in advance if you have pets. For everyone's comfort, and so I can focus properly on the work, I'd ask that they're kept in a separate area during the session where possible.

I reserve the right to pause or stop work if a space presents a risk to health or safety. In such cases, I will discuss the situation with you and, where possible, agree an alternative approach

8. Photography & Marketing

During the Home Visit I will take photographs for the sole purpose of preparing your proposal. These are kept confidentially and never shared. Separately, and only with your express consent, I may take before-and-after photographs during the Organising Session for use in my portfolio, website, or social media, in accordance with the terms below.

Consent for photography will be requested before any photographs are taken. You may agree to some, all, or none. Photos will only ever show the spaces themselves, never faces, personal photographs, correspondence, or any identifying features of the property.

Consent applies for the duration of my marketing use of the photographs. You may withdraw consent at any time by emailing vicky@homerg.co.uk, and I will remove the images from my website and social media within 14 days, though I cannot recall photos already printed in physical marketing materials

9. Data Protection & Confidentiality

All personal information, household details and conversations remain strictly confidential.

Your personal data is handled in accordance with UK GDPR and the Data Protection Act 2018. I collect only the information necessary to provide the service (name, contact details, address, and relevant household information).

Data is stored securely and never shared with third parties except where legally required. You may request access to or deletion of your data at any time by emailing vicky@homerg.co.uk.

Client records are kept for 6 years after our final engagement, in line with UK accounting requirements, after which they are securely deleted.

My full privacy policy is available at homerg.co.uk/privacy.

10. Client Responsibilities

You are responsible for making decisions about what to keep and what to discard. I will never pressure you to discard anything, and I have no personal preference about what you keep or let go. My role is to help you see clearly, not to decide for you.

If you choose not to follow the recommended system, Home Ergonomics cannot guarantee long-term results.

11. Liability & Insurance

My total liability for any claim arising from the service is limited to the fee paid for that service. This limit does not apply to liability that cannot legally be excluded - including death or personal injury caused by negligence, or any liability for fraud.

Home Ergonomics carries public liability insurance to the value of £1 million. Full details are available on request

Organisation systems and product recommendations are provided in good faith based on the information available at the time.

I cannot be held responsible for pre-existing damage, structural issues, or the condition of items already stored in your home. Where I notice such issues, I will bring them to your attention as a courtesy.

12. Force Majeure

If either party is prevented from attending a Home Visit or Organising session due to circumstances beyond their reasonable control (including illness, family emergency, or severe weather), the session will be rescheduled to the next mutually convenient date at no additional cost.

Cancellation fees will not apply in these circumstances.

13. Complaints

If you're ever unhappy with any aspect of my service, please contact me at vicky@homerg.co.uk within 14 days. I will respond within 5 working days and work with you to resolve the matter. My aim is always for you to be delighted with the work, if you're not, I want to know.

14. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Acceptance of Terms

By ticking the acceptance box on the booking form, you confirm that you have read, understood, and agreed to these Terms & Conditions. If you're booking on behalf of someone else, you confirm that you have their authority to do so, and that they have also agreed to these terms.