

# Organized by Sami, LLC

# POLICIES + PROVISIONS



**A**s a young entrepreneur, and due to my love of all things organizing, I would love to help each and every one of you, no holds barred. But there are always policies to abide by, both by me (as your service provider), and you, the client. I pride myself on my diligent and highly efficient work, ultimately saving you money, because I work hard, and I work fast. But I'll need your input and participation throughout the day, to assure that nothing important gets lost within the mix of trash and treasure.

These policies are put in place so there are no miscommunications, misunderstandings, and to ensure to optimize the time spent on optimizing your space! Please read through carefully, and understand by confirming my services, you have read and agreed to these terms and conditions. The following outlines the policies for Organized by Sami, updated January, 2020. All policies are subject to change without notice.

## ORGANIZING CONSULT

- **Initial Consultation and Needs Assessment:** This happens upon initial contact, wherein I work with the potential client to identify and define the organizing challenges and goals. If the client does not have total autonomy in decision-making with regards to the project(s), any other adult whose space is being affected should ideally be the contact for the Initial Consultation or review of any proposal, or, if that is not possible, they must be informed and agree upon all decisions. OBS is not responsible for communication gaps between household members. If the decision makers are ready to confirm, date(s) and time(s) will be scheduled, after which you will be subject to the following fair and mutually respectful policies.
- **Confirmations:** Unless otherwise stated, OBS will not call to confirm appointments.
- **Minimum Session Hours:** Session minimums are two hours, which starts from the moment I arrive until the moment I leave your home. I round to the nearest half-hour. Unless otherwise agreed to in advance, the 2-hour minimum is in place for all organizing sessions. Sometimes, we need to end early, but the 2-hour minimum payment will be due.
- **Pre-Session Tasks: (1)** Organizing services do *NOT* include cleaning. Areas of service *must* be cleaned to a reasonable degree *prior to date(s) of service*. If the area(s) are not tidied



Organized by Sami, LLC

down to the items Client will be choosing to keep or discard during the effective session, the session may have to be rescheduled, and Client will be subject to a rescheduling fee. OBS would be happy to recommend trusted cleaners in the area. **(2)** Any organization/storage items deemed necessary by OBS must be purchased and in home on day of service. Alternatively, OBS can purchase the items and invoice you with an itemized receipt. If needed, OBS will run out to purchase items at a local store on day of session. This time will be included in billed session hours.

- **Effective Sessions:** Organizing sessions require the participation of the Client unless otherwise agreed.
- **Interruptions:** For us to have an effective session, we're going to need to focus. Realizing not all interruptions can be anticipated and avoided, but please take steps to minimize interruptions from children, pets, visitors, and phone calls that come while we're together.
- **Get Ready:** Before our session, be sure you've eaten and are ready to focus. Stay hydrated while we work together. I'll bring my own water and snacks, so you don't have to worry about me! We'll take breaks as we need them.

## CANCELLATIONS:

It is the responsibility of the client to reach out to proactively cancel a session if it becomes necessary. Email, call/voicemail, and text are all effective methods, and OBS recommends all forms of notification when cancelling to ensure the request is received. The session is NOT cancelled without fee until OBS confirms the cancellation. You receive written confirmation of cancellation.

For appointments with cancellations 72 or more hours before the appointment, there is no cancellation fee.

- **Less than 72 hours:** The client will forfeit the 50% deposit paid upon confirming date.
- **No-shows and Last Minute Cancellations:** From 120 minutes before our scheduled session, including a no-show if I arrive at a client's home, and the client isn't home or able to work, and hasn't called, the full session will be charged. Client will be invoiced, and if not paid within 48 hours, card on file will be charged. Record of cancellation will be noted and should the client wish to book again in the future, will be subject to paying in full up front.
- **Inclement Weather:** Weather can be a wrinkle, both for my safe driving to your home or if you planned on working but now school is closed and you have childcare on your mind. Typically, we'll connect as an appointment gets closer and the weather is predicted to be a factor, and we'll make a mutual decision on how to proceed.
- **Right to waive:** Organized by Sami alone reserves the right to waive any cancellation fees based on circumstances and session availability.



## PAYMENTS

50% deposit is due upon confirmation of services, and date(s) of service will be secured at that time. The invoice sent to you via email, indicating the 50% due upon receipt. Failure to pay deposit within 48 hour grace period will forfeit your confirmed date of service. Remaining balance is due upon completion of services (or at the end of each day of service, for multi-day sessions).

- **Payments Accepted:** Credit/debit card (paid via invoice or processed on site on day of service), cash, Venmo. No personal checks. Cashier's check will be accepted. Credit/Debit card payments are subject to 3% processing fee.
- **Cancellation Fees:** 50% Deposit is fully refundable if cancellation occurs 72 hours prior to service dates. If cancelled less than 72 hours prior to service date, deposit is non-refundable, and Client will pay remaining balance within 48 hours of last minute cancellation. Failure to pay initial deposit or balance within 48 hour grace period will result in charging your card on file.
- **Rescheduling:** If Client needs to reschedule, they must do 72 hours prior to date of service to avoid a rescheduling fee. The fee is \$75, equal to one hour of service, paid upon confirming the new date of service. Rescheduling prior to 72 hours of original service date will not be subject to this fee.

## SAFETY:

- **Firearms and weapons:** Please take care to remove these items from any space we work in together, and secure them somewhere else safely
- **COVID-19 Precautions/PPE:** Sami Spera of OBS has been fully vaccinated for COVID-19 as of April 2021, but will wear a mask and gloves while servicing your space. Upon request, OBS can provide N95 Pouch Masks or KN95 Masks for client(s).

## OTHER SERVICES, DIRECT COSTS, AND VENDORS:

- **Supplies and Solutions:** Clients are responsible for paying for the supplies and solutions for the project. OBS will either make suggestions for the Client to buy OR will purchase the supplies, ensuring delivery to Client's location.
- **Shopping and Research (Time and Fees):** For any pre-session *extensive* research (over one hour) and shopping is half the hourly rate. *(Note that it is a rarity for research and shopping to take more than an hour, unless the client has very specific needs that require creative or unusual solutions.)* Shopping and returns on day of service will be billed at



Organized by Sami, LLC

normal hourly rate. Itemized receipts will be presented upon purchase, with new invoice including the purchased items, and extensive research fees, if applicable.

- **Other Direct Expenses:** Direct expenses, including, but not limited to, copying, shipping fees, delivery charges, parking, are the Client's responsibility. They will be billed to Client at the time of service.
- **Other Vendor Services:** During an organizing project, it may be appropriate to work with other service providers that are not provided by OBS, such as cleaners, movers, furniture assembly, junk removers, carpenters, physical labor, etc. At a Client's request, we will seek to find service provider options; Clients, however, will contract directly with such service providers, holding OBS harmless for the actions or performance of other service providers.
- **Travel time:** OBS will travel, without charge, thirty-five (35) miles or sixty (60) minutes minutes each way, whichever is shorter. Any travel time above that will be charged as mileage at the current IRS rate. When travel fees apply, any tolls will be charged to the client, receipts can be provided upon request (as EZ pass lanes do not provide them and OBS will have to go through a cash/receipt lane, please request them prior to service date). *Organized by Sami alone reserves the right to waive any travel fees.*

## CONFIDENTIALITY

Given the sensitive nature of the work we do and the high level of trust it requires our Clients to place in us, Clients can be assured of absolute privacy when working with us. Organized by Sami adheres strictly to the NAPO Code of Ethics and the BCPO Code of Ethics, emphasizing confidentiality, honesty, and integrity.

## RESTRICTIONS AND LIABILITY

- **Restrictions:** OBS reserves the right to withdraw from an organizing project at any time if the project involves perceived unsafe working conditions, if Clients are in breach of their agreement with us, or if we cannot render the services requested by Clients through no fault of our own. We request that clients remove and secure firearms from work areas before appointments. Other items may be requested to be handled only by the Client, such as jewelry, valuable collections or medication.
- **Limitation of Liability:** Client will review all materials that OBS recommends be disposed of by means of recycling, shredding, donation, resale or any other means. We help the Client make decisions, but the final decision is always the Client's to make. Client agrees that OBS is not responsible for any loss of damage caused by Client's failure to carefully review or inspect any discarded items. The Client agrees that the homeowner's policy is the primary insurance policy for any property damage claim.  
Client agrees to indemnify, defend, release and hold Organized by Sami, LLC harmless of, from and against any and all costs, losses, claims, damages, liabilities, expenses and other



Organized by Sami, LLC

obligations (including, without limitation, reasonable attorneys' fees and costs) asserted or recovered against or incurred by Organized by Sami, LLC in connection with the services proposed or provided herein. OBS, LLC makes no warranties express or implied in connection with the services provided or proposed herein. Customer acknowledges that results are purely subjective and may vary between customers.

- **Fee Disclosure:** Clients agree not to disclose to others our fees for services.

## **PHOTOGRAPHS, TESTIMONIALS, AND FUTURE CONTACT**

**Photographs and Testimonials:** Clients give OBS permission to use, anonymously, without remuneration, testimonials, and Before & After pictures of their location (edited for identifying information), in marketing materials, including print and online. You will be shown the photo before it is used, and if you object to having it "out there", then that's as far as it goes!

**Mailing List:** Clients agree to be added to a mailing list for referral offers and newsletters from OrganizedbySami.com, but can unsubscribe at any time.

## **CLIENT SATISFACTION**

Organized by Sami strives to meet a 100% Client satisfaction level. It is our responsibility to analyze your situation, teach you appropriate new skills and help you make the changes you want. If OBS fails to meet any realistic expectations and all policies above stated were followed and abided by, we will schedule a complimentary session to make any necessary adjustments.

## **WEBSITE INFORMATION**

**AFFILIATES AND RECOMMENDATIONS:** On the website and in other social media, I will occasionally recommend products or services for sale. I do this when I believe there is value to the product or service, based on either my own personal experience or reviews of that product/service, or relationships I have with the provider. In some cases, I will be compensated if you make a purchase. I may also receive the product for free in order to consider the item and provide a review; I always recommend you do your own due diligence before making any purchase, and that you never purchase a product or service that you cannot afford.

**TESTIMONIALS:** The testimonials shared on this site are specific personal results, based on the challenges, goals, and efforts of individual situations. They are not intended to express or guarantee that equal or similar results are attainable by all.



Organized by Sami, LLC

**DISCLAIMER:** I have made every effort to accurately represent my services and their potential. I am committed to working with my clients to help them achieve their goals, and live the life they wish to live. However, I cannot guarantee results or suggest that the testimonials of others will be typical to your experience.

## PRIVACY POLICY

Organized by Sami, LLC (“We”) is committed to protecting your privacy, and wants to share with you how your information is captured and used. This Privacy Policy governs your access to and use of [www.OrganizedbySami.com](http://www.OrganizedbySami.com), whether as a guest or registered user. When you access The Website, We will learn certain information about you, both automatically and through voluntary actions you make take during your visit. This policy applies to your actions on The Website and in e-mail communication with any of the domains listed. You may have shared with us your e-mail address, name, billing address, home address when you voluntarily provide this information to elect to receive information, products or services delivered by The Company. Automatically, information that is stored automatically by cookies and other session tools may include your IP address and any shopping history on The Website. We use this information to communicate with you for sales or invoicing, for gathering insight that helps enhance your customer experience and to analyze our client database in order to improve the quality, variety, and availability of services, products and information we offer. We process your personal data in order to fulfill any obligations rising from the law, and any data used outside these purposes will be anonymized. We do not share your personal data with any third parties unless required by law to do so. In compliance with CAN-SPAM Act, all emails clearly state the sender information, including contact information, and the ability to quickly unsubscribe. The Website takes all steps possible to comply with the outlined requirements of The General Data Protection Regulation (GDPR) which standardizes data privacy laws across the European Union.

