



Org4life Client Agreement for Virtual Services

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The Org4life Guarantee

I want you to be delighted with my services! At the same time, the success of your organizing project is largely up to you. My job is to analyze your situation, teach you new skills, and help you make the changes you desire. If we have created a new system for you, your job is to maintain it long enough for it to become routine.

It is normal for systems (old and new) to need periodic evaluation and adjusting. If you have faithfully used your new system for one month, and we have already tweaked it according to your needs, and you are still unhappy, I will give you a refund. If we have already worked multiple sessions together, your refund will be limited to the cost of your most recent session, plus the balance of any paid but unused sessions. It's that simple!

Before Our First Session

1. I may ask you to send me "before" photos of your space. Why? Three reasons: 1) Photos serve as communication tools and remind me of areas we need to address; 2) Before and after photos demonstrate progress and serve as motivation for both of us; 3) I may want to use the photos (anonymously) in my marketing materials. *I will never use your name, or any identifying photos or comments, without your additional permission and approval.*
2. If you have agreed, in our initial communications, to take "before" photos and send them to me, please don't clean up first! I need to see how you really live and work in your "natural habitat" in order to help you most effectively.
3. A Virtual Organizing session won't be physically demanding, but it will require some brain power. It will be easier if you are rested and have had something to eat.

Scheduling & Payment

1. Virtual Organizing Sessions are 1 hr. (minimum).
2. I will be waiting for your call at the appointed time, and if I'm not ready your next 30 minutes is free!
3. If you are late calling in to our appointment, the session will not be extended to make up the time. Be sure and schedule our sessions on your calendar, as I will not be reminding you of your upcoming appointments except under special circumstances.
4. Payment is due in advance. Once you schedule a session via the link on my website, I will send an invoice to your email inbox, which you can pay using either PayPal funds or a credit card of your choice. Paid sessions do not expire, and are good for 1 year at the stated hourly rate. After 1 year, if my rates have increased, your paid and unused sessions (if any) will be adjusted accordingly.
5. If you need to reschedule your appointment, please notify me by telephone (because your email could get lost in cyberspace, or my internet service could be down) at least 24 hrs. in advance. There is no penalty if 24 hours notice is given, or if it is a true emergency. Feel free to ask me what the penalties are; I so rarely have to enforce them that I won't bother to go into detail here.
6. You will be responsible for all expenses associated with the project, such as supplies. Don't go shopping before we meet, though. Many clients are surprised to find that they already have everything they need! Time spent shopping on line for you (if any) will be billed at an hourly rate.

During Our Session

1. While we work together you will learn new organizing skills, and/or reinforce existing ones.
2. I will give you my undivided attention, and apply my knowledge of organizing principles and products to your specific situation.
3. Here are some factors that affect how long a job will take: How quickly you make decisions; how much work you are willing and able to complete between sessions; the size and accessibility of the space to be organized; the level of organization desired; the number of interruptions allowed (e.g. telephone, children), etc.

Immediately After and Between Sessions

1. Although our sessions may be only 1 hour (minimum), please reserve 2 hours on your calendar. This is because the best time for you to implement and practice what we have just talked about is immediately after our session.
2. When you have completed the second hour on your own, please report back to me via email. Let me know what you accomplished, and what roadblocks you encountered, if any. Send mid-project photos, if applicable. I will be sending you a summary of our session together including homework.
3. Please be aware that during an organizing session a cluttered space usually gets worse before it gets better! We will discuss how to make a space functional between sessions.

Your Stuff & Your Privacy

4. You are responsible for anything you throw out. I will help you identify what you use, love, and want to keep. Then I will help you store it in an organized manner and help you decide what to do with your unwanted items (e.g. toss, donate, sell).
5. I will keep your personal information confidential. I follow the NAPO Code of Ethics, which can be found on www.napo.net.
6. I am fully insured. I help you make decisions, but the final decision is always yours. Thus you are responsible for any loss or damage resulting from the discarding or destroying of any records or personal effects. When in doubt, please consult your attorney, financial advisor, or CPA.

Are You My Ideal Client?

1. My Ideal Clients all share these characteristics: They are ready to make changes and try new things; they recognize that the value of getting organized far outweighs the cost; they have the ability to laugh at, and be patient with, themselves; they understand that getting organized is a process, not an event; they refer me to friends, family, and colleagues.
2. If you are delighted with my services, please don't keep me a secret!

Thank you for choosing to get Organized For Life!

Client's Signature

Organizer's Signature

Date

Date