Service Agreement

1. SCOPE OF SERVICES

1.1 Services Provided: Organised With Hannah agrees to provide professional home organising services, including but not limited to a consultation, organising, decluttering, light rubbish removal, removal of items for donation, light cleaning, selling of items, small furniture assembly, and provision of storage products. The Services may also include any other tasks which the Parties may agree on in writing.

1.2 Consultation: A consultation will be conducted prior to the commencement of services to assess the Client's needs, preferences, and the intended scope of work. This includes discussion of scheduling, specific requirements, and any known limitations. Organised With Hannah reserves the right to amend the agreed scope of services, timeline, or associated costs at any time—either verbally or in writing—should the actual conditions, workload, or Client requirements differ materially from those communicated or reasonably assessed during the initial consultation. Any such changes will be communicated to the Client, and continuation of services will indicate acceptance of the revised terms.

1.3 Decluttering: Assistance will be provided in sorting, categorising, and organising items, as well as recommending or implementing appropriate storage solutions.

1.4 Rubbish Removal: Organised With Hannah will remove up to four (4) standard black garbage bags of household waste generated during each session.
Excess waste, bulk rubbish, hard rubbish, and large loads (more than 4 black bags or bulky items such as furniture or electronics) will incur an additional fee of $5 per additional bag or amount set by dissposal rate of Albury or Wodonga Waste Mangement on specific item, or a $60 per trip tipping fee, plus any tip/disposal charges.

1.5 Removal of Items for Donation: The Client is responsible for clearly identifying, labelling, and confirming items intended for donation. Organised With Hannah will present selected donation items for the Client's final approval prior to removal. Once approved, the removal and donation process will proceed, and the decision is deemed final and irrevocable.

Where the volume of donations exceeds the capacity of a standard car boot, or where transport requires a trailer, ute, van, or other larger vehicle, an additional fee of $60 per trip will apply and will be invoiced accordingly.

Organised With Hannah reserves the right to refuse removal of items deemed hazardous, unsuitable for donation, or outside the reasonable scope of service. Organised With Hannah accepts no responsibility for any change of mind following the removal of approved donation items.

1.6 Cleaning: Light surface cleaning will be performed as part of the session. Any deep cleaning or specialty cleaning (e.g. mould, pest-contaminated surfaces, heavy buildup) will require separate agreement and fee.

1.7 Hazardous Conditions & Additional Charges:
Where sessions involve hazardous or excessive conditions, including but not limited to:

- Animal hair, faeces, bodily fluids
- Rodents, rat or mouse droppings
- Insect infestations or pest activity
- Mould, mildew, or biohazards

an Environmental/Hazard Fee of $100–$300 per session may apply depending on severity. Sessions may be paused or cancelled if safety is compromised.

1.8 Storage Products & Personal Shopping: Organised With Hannah may recommend or shop for storage products. A 15% personal shopping fee will be added to the total purchase price. All items remain the property of the Client.

1.9 Selling of Items: Organised With Hannah and the Client will collaboratively identify items suitable for sale.

- Items may be listed on Facebook Marketplace or similar platforms.
- Listing Fee: $20 per listing (includes photography, description writing, and posting).
- Organised With Hannah does not accept responsibility for sales management, buyer contact, or disputes. All payments and item transfers are the responsibility of the Client.

1.10 Small Furniture Assembly: Basic assembly services may be provided where safe and practical. Complex or multi-person assembly is not included unless otherwise agreed. Additional charges may apply depending on time and complexity.

2. SERVICE CONDITIONS

2.1 Service Outcomes: While every effort is made to achieve high-quality outcomes, results depend on Client cooperation and the condition of the home.

2.2 Scheduling: Minimum of 48 hours' notice required for rescheduling. Cancellations or rescheduling within 48 hours may incur a $100 cancellation fee.

2.3 Privacy: Client confidentiality is maintained under the Privacy Act 1988. Photo/video consent may be revoked in writing. No names or identifying details are used in marketing without written consent.

3. LIABILITY

Organised With Hannah takes care with all property and items, but is not liable for accidental damage, breakage, or loss unless due to proven negligence.
Clients are encouraged to move or store fragile items prior to sessions. Public Liability Insurance is held.

4. PAYMENTS

4.1 Deposit: A non-refundable $100 deposit is required to secure the booking unless paid in full via website.

4.2 Payment Method: Accepted via direct deposit, PayPal, credit card, or cash by prior arrangement.

4.3 Payment Terms:

- Service fees are due before the session commences.
- Storage and product purchases will be invoiced post-session and payable within 7 business days.
- Failure to pay may result in service suspension and additional $200 admin fee for debt recovery.

4.4 Late Payments: Late payments are subject to 10% late fee, compounded weekly. Debts exceeding 7 business days may be referred to a debt collection service.

4.5 Dispute Resolution: Disputes will be resolved through good faith negotiation. If unresolved, mediation or arbitration under the laws of New South Wales or Victoria will be pursued.

5. INDEMNIFICATION

Each Party agrees to indemnify the other against losses or claims arising out of negligence, breach, or actions related to this Agreement, to the extent permitted by law. This clause survives the termination of the Agreement.

6. GENERAL PROVISIONS

6.1 Termination: Organised With Hannah reserves the right to cancel or suspend services immediately in cases of unsafe working environments, harassment, or failure to pay.

6.2 Governing Law: This Agreement is governed by the laws of the state in which services are performed (NSW or VIC).

6.3 Agreement Acknowledgment: By accepting services, the Client acknowledges full understanding and acceptance of these terms and agrees to be bound by them.