



713-206-4699

info@newleaforg.com

www.newleaforg.com

Client Agreement: Organizing Services

Client Information:

Name: _____

Address: _____

Phone (mobile, home, work): _____

Email Address: _____

Preferred communication method: Phone Email AM PM

This document describes the services to be provided by New Leaf Organizing. A signed copy will be provided to the client.

Expenses:

The client will reimburse New Leaf Organizing for any items purchased for the client's organizing project. Approval must be received from the client in advance of any purchase by any New Leaf Organizing employee. Receipt copies will be given to clients for items purchased for their verification and records.

Cancellation Policy:

New Leaf Organizing reserves the right to charge a \$50 cancellation fee if a scheduled organizing session is cancelled fewer than 24 hours prior to its scheduled start time. If you need to cancel, please contact us more than 24 hours in advance at info@newleaforg.com or 713-206-4699. We will email or call you to remind you of your scheduled appointment 2 business days prior to the appointment.

Client Initials _____



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Booking Fee:

New Leaf Organizing requires a credit card number to reserve your time on our schedule – you will not be charged unless you cancel less than 24 hours in advance (see the “Cancellation Policy” section).

Returned Check Policy:

All returned checks will result in a charge of \$35 to cover New Leaf Organizing’s bank service fees.

Limitation of Liability:

Organizing is a business where many of your objects and belongings will be touched due to the nature of our work. While we almost never break things during our work, it does happen on occasion. We can not be held liable for broken items.

Safety Policy:

It is our policy that should a work location contain unsafe materials or unsafe conditions when we arrive, we will reschedule your appointment for after the situation has been resolved. We reserve the right to enforce this policy at any time we feel it is warranted, with or without the client’s agreement.

Photographs:

From time to time we like to display “before and after” photos on our website or in presentations we give. No identifying information will ever be used. Please initial here if you would rather **not** have photos taken and possibly used by New Leaf Organizing. _____

Children:

We want you to be completely satisfied with your organizing session(s) and get the most out of it that you possibly can. For this reason, we please ask that you plan ahead for childcare during the session or choose an appointment time when your child(ren) will not be home so you can be free to concentrate on the project(s) while we are with you.

Client Initials _____

Ethics / Confidentiality:

All employees of New Leaf Organizing are members of the National Association of Professional Organizers (NAPO) and are proud to follow the NAPO Code of Ethics:

NAPO Code of Ethics

This Code of Ethics is a set of principles to provide guidelines in our professional conduct with our clients, colleagues, and community. As a member of the National Association of Professional Organizers, I pledge to exercise judgment, self-restraint, and conscience in my conduct in order to establish and maintain public confidence in the integrity of NAPO members and to preserve and encourage fair and equitable practices among all who are engaged in the profession of organizing.

Clients*Working Relationships*

- I will serve my clients with integrity, competence, and objectivity, and will treat them with respect and courtesy.
- I will offer services in those areas in which I am qualified and will accurately represent those qualifications in both verbal and written communications.
- When unable or unqualified to fulfill requests for services, I will make every effort to recommend the services of other qualified organizers and/or other qualified professionals.
- I will advertise my services in an honest manner and will represent the organizing profession accurately.

Confidentiality

- I will keep confidential all client information, both business and personal, including that which may be revealed by other organizers.
- I will use proprietary client information only with the client's permission.
- I will keep client information confidential and not use it to benefit myself or my firm, or reveal this information to others.

Client Initials _____

Fees

- I will decide independently and communicate to my client in advance my fees and expenses, and will charge fees and expenses which I deem reasonable, legitimate, and commensurate with my experience, the services I deliver, and the responsibility I accept.
- I will make recommendations for products and services with my client's best interests in mind.

Colleagues

- I will seek and maintain an equitable, honorable, and cooperative association with other NAPO members and will treat them with respect and courtesy.
- I will respect the intellectual property rights (materials, titles, and thematic creations) of my colleagues, and other firms and individuals, and will not use proprietary information or methodologies without permission.
- I will act and speak on a high professional level so as not to bring discredit to the organizing profession.

Approval / Acceptance Signatures:

Client Signature & Date

Authorized New Leaf Organizing Signature & Date

Client Initials _____