

Asta La Vista Terms and Conditions

1. Booking and Services

1.1 Cancellation and Rescheduling

- **Cancellation:** Must be made at least 5 business days before the scheduled job start date. Cancellations within 5 business days will forfeit the deposit.
- **Rescheduling:** Must be requested at least 48 hours before the scheduled job start date. Rescheduling can be arranged for any mutually suitable time, subject to availability.

1.2 Scope of Work

- **Quotations:** All quotations are estimates based on the information provided. Actual hours may vary, and clients will be charged for the actual time worked.

2. Liability and Insurance

2.1 Insurance Coverage

- We carry comprehensive Professional Indemnity and Public Liability Insurance.
- Clients must identify and inform us of any high-value items before the job starts, or remove them if possible.
- While we handle belongings with utmost care, we are not liable for any damage or loss unless directly caused by our gross negligence.

2.2 Limitation of Liability

- Our total liability for any loss or damage shall not exceed the total amount paid for the services.
- We are not liable for any indirect, consequential, or special damages arising from our services.

3. Payment Terms

3.1 Fees and Deposits

- **Deposit:** A non-refundable 25% deposit is required upon booking to secure the appointment.
- **Final Payment:** Due within 7 calendar days from the invoice date.
- **Late Payment:** Interest of 5% per month will be charged on overdue balances beyond 14 days, along with any debt recovery costs.

3.2 Additional Charges

- **Travel:** Travel within a 1-hour radius is included. Additional travel time will be charged at a pro-rated hourly rate.
- **Overtime:** Any unexpected tasks not previously discussed will be completed at an overtime rate if agreed upon arrival.

4. Working Conditions

4.1 Breaks and Refreshments

- Short breaks for hydration and pacing are included in the session time.
- Lunch breaks, if applicable, will not be billed.

4.2 Safe Working Environment

- Clients are responsible for ensuring a safe working environment. We reserve the right to refuse or cease work if we deem the environment unsafe.

5. Client Responsibilities

5.1 Removal of Items

- Decisions on removal for sale, disposal, recycling, or donation are at the client's discretion and require explicit written authorization.
- We do not dispose of items on your behalf but can recommend services.

5.2 Information Accuracy

- Clients are responsible for providing accurate information about the scope of work and any specific requirements.

6. Advice and Recommendations

6.1 Best Advice

- Advice is given in good faith, but following it is the client's decision. We are not responsible for the outcomes.
- While we try to identify potentially valuable items, we are not professional valuers.

6.2 Product Recommendations & Storage Solutions

- We recommend high-quality products and services but are not liable for any direct or consequential loss or damage resulting from these recommendations.
- Products sourced will be charged at retail price and cannot be returned after the session.

7. Confidentiality and Data Protection

7.1 Client Information

- We will maintain the confidentiality of all client information and adhere to applicable data protection laws.

7.2 Photography

- Before and after photos may be used for marketing purposes, always anonymized unless explicit written permission is given by the client.

8. Termination

- We reserve the right to terminate services immediately if the client breaches these terms and conditions or if continuation of services becomes unsafe or impractical.

9. Governing Law and Jurisdiction

- These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of [insert relevant jurisdiction].

By booking with Asta La Vista, you agree to these terms and conditions. For further details or specific inquiries, please contact us directly.