



Terms and Conditions

1. Business Information:

These Terms & Conditions apply to all services provided by The Organization Plan, based in Madrid, Spain.

Contact email:  theorganizationplan@gmail.com

By booking or using our services, you agree to these Terms & Conditions.

2. Services Provided:

The Organization Plan offers professional organizing services, including but not limited to:

- Home and storage organization
- Decluttering support
- Space planning and organizing systems
- Guidance on maintaining organized spaces
- Sourcing and shopping for items, when agreed with the customer

→ Unless explicitly agreed in writing, services do not include deep cleaning, removal or disposal of items, repairs, or installation of furniture, shelving, or wall-mounted systems. Product recommendations may be provided. Light assembly or setup of small organizing products may be available by prior agreement.

3. Bookings & Confirmation

- All bookings are confirmed once agreed in writing via email or Whatsapp.
- Any changes to the agreed scope of work must be discussed and approved in advance.
- We reserve the right to refuse or reschedule services if conditions are unsafe or unsuitable.



4. Pricing & Payment

- Prices are communicated in advance and based on the agreed scope of work.
- Payment is due at the end of the service, unless otherwise agreed in writing. Depending on the project scope, an advance payment may be requested.
- Accepted payment methods include bank transfer.
- Any additional work requested beyond the agreed scope may incur additional charges.

5. Cancellations & Rescheduling

- Appointments cancelled or rescheduled with less than 48 hours' notice may be subject to a cancellation fee.
- Cancellations due to illness or unforeseen circumstances will be handled reasonably and fairly.
- The Organization Plan reserves the right to reschedule due to unforeseen circumstances, with notice provided where possible.

6. Client Responsibilities

- Clients are responsible for providing timely access to the property.
- Clients remain fully responsible for decisions regarding what to keep, donate, sell, or discard.
- Clients must inform us in advance of fragile, valuable, or sensitive items.
- A safe working environment must be maintained during the session.

7. Liability

- While all items are handled with care, The Organization Plan is not responsible for damage to items that are fragile, pre-damaged, or not disclosed as valuable.
- We are not liable for indirect, incidental, or consequential losses.
- Nothing in these Terms limits liability where such limitation is not permitted under applicable law.



8. Results & Expectations:

Organizing outcomes depend on client participation, decision-making, and maintenance. No specific results can be guaranteed.

9. Photos & Portfolio Use

- Photos may be taken for documentation or internal reference only.
- Photos will never be shared publicly without the client's explicit written consent.
- Clients may withdraw consent for photo use at any time.

10. Complaints Procedure

If you have a complaint regarding our services, please refer to our Complaints Procedure, available on our website's footer. We aim to handle all complaints fairly, transparently, and promptly.

11. Privacy & Data Protection

Personal data is processed in accordance with our Privacy Policy and applicable GDPR regulations. We only collect data necessary to provide our services.

12. Governing Law

These Terms & Conditions are governed by the laws of Spain.

13. Updates to These Terms

The Organization Plan reserves the right to update these Terms & Conditions at any time. The most recent version will always be available on our website's footer section.