

Frequently Asked Questions

1	What do you do?	A Professional Organizer helps you create functional, organized spaces that support your daily life. This includes decluttering, sorting belongings, space planning, setting up storage solutions, and creating simple systems that are easy to maintain and tailored to your lifestyle. The focus is on guidance, decision-making support, and hands-on organizing. Deep cleaning, removal, or disposal of items are not included unless explicitly agreed in advance.
2	How do I book a session?	Start with a free 20-minute clarity call; just reach out via WhatsApp and we will talk about your space, challenges, and goals. From there, I will suggest the best approach for your home.
3	How long does a session last?	Sessions are 3 hours (half day) or 6 hours (full day). Depending on the size of the project, a customised proposal can be created. During the free call, we will discuss how many sessions the project might need.
4	What services do you offer?	I offer two ways of working together: In-Person Organizing (Madrid & Surrounding Areas) for home & office spaces: • Quick Reset – 3 hrs / €225: A focused session for one space, such as a closet, bathroom, or entryway. • Full Day Reset – 6 hrs / €450: A full day across multiple areas, such as a kitchen + bedroom, or several rooms at once. Virtual Services (available anywhere in Europe): • Live Reset Session – 60 min / €99: a live video call where I guide you through decluttering and organizing in real time. • Room Reset Plan – €89: send a photo of your messy space and receive a personalized step-by-step plan to make it work better — no call or home visit needed.

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5	What are the costs involved in your services?	• A 30% prepayment is required to confirm your booking • In-Person packages start at €225 • Full home projects: a special quote will be offered depending on the size and number of sessions needed • Virtual options start at €89 • Travel outside Madrid Capital is charged at €0.30/km • Extra time beyond a session is billed at €18.75 per 15 minutes • Product sourcing and shopping are billed separately at €75/hour.
6	Do you take before-and-after photos and videos?	Yes, I may take photos for documentation or portfolio purposes with your consent. No photos will be shared publicly without explicit permission. A written consent will need to be signed prior to the session.
7	What if I need to cancel or reschedule?	Cancellations or rescheduling with less than 48 hours' notice may incur a fee. Emergencies and unforeseen circumstances are always handled with understanding.
8	Do you provide ongoing support?	Yes! Follow-up sessions can be arranged as needed, at an extra fee. Virtual clients also receive 2 days of WhatsApp follow-up support included in the Action Plan service.
9	What should I do before the session?	Nothing! I will send you an email with everything needed for the session.
11	Do I need to be present during the session?	It's highly recommended that you are present, especially for decisions about what to keep, donate, or discard. Your input ensures the space reflects your needs and preferences. However, if you're unavailable, we can discuss remote guidance or trusted representative arrangements in advance. Full responsibility for decisions will remain with you always.
12	Can you organize my home if I have children or pets?	Yes! I can work in homes with children and pets. We'll create practical, safe, and family-friendly systems. For safety and efficiency, it's best if children and pets are supervised during the session.