

West Coast Organized



Professional Organizing Service Agreement

Thank you for choosing West Coast Organized. My goal is to create functional, organized spaces that are customized to your lifestyle and easy to maintain. Please review the following terms and conditions before your scheduled service.

1. Services

West Coast Organized provides professional organizing, decluttering, unpacking, home office organization, garage organization, pantry organization, closet organization, playroom organization, digital organization, and related organizing services. Recommendations may be made for storage products, but product purchases are separate unless otherwise agreed in writing.

2. Scheduling

Appointments are reserved once this agreement has been signed and any required deposit has been received.

If you need to reschedule, please provide at least 48 hours' notice whenever possible.

3. Travel & Service Area

West Coast Organized proudly serves Poway and surrounding North County San Diego communities.

Travel is included within West Coast Organized's primary service area. Projects located outside this area may be subject to a travel fee based on distance and travel time. Any applicable travel fees will be discussed and approved by the Client before services are scheduled.

West Coast Organized will make every effort to arrive on time for all appointments. In the event of unforeseen traffic, weather, road closures, or other circumstances beyond our control, the Client will be notified as soon as possible if a significant delay is expected.

4. Cancellation Policy

Cancellations made with less than 48 hours' notice may be subject to a cancellation fee of up to 50% of the scheduled service. Same-day cancellations may be charged the full scheduled amount.

West Coast Organized reserves the right to reschedule services due to illness, emergencies, or unsafe working conditions.

5. Payment Terms/Billing

Payment is due upon completion of each organizing session unless otherwise agreed in writing.

Accepted forms of payment include:

- Credit or debit card
- Apple Pay
- Check
- Venmo

Invoices will be provided electronically.

Phase-Based Billing and Payment

The project will be completed and billed in phases as outlined in the approved estimate. Each phase may require one or more organizing sessions. Upon completion of each phase, West Coast Organized will issue an invoice based on the actual hours worked at the agreed hourly rate of \$90 per hour, along with any pre-approved product purchases, donation removal fees or other project-related expenses.

Payment is due upon receipt of each phase invoice. Work on the next phase may be scheduled or begin once payment for the completed phase has been received.

If the Client chooses to pause or discontinue the project before a phase is completed, West Coast Organized will issue an invoice for all hours worked and approved expenses incurred through that date.

6. Deposits

Projects requiring multiple sessions or extensive planning may require a deposit to reserve your appointment. Deposits will be applied toward the final invoice.

7. Minimum Service

Organizing sessions have a minimum booking requirement of 3 hours.

8. Purchasing Organization Products

Storage containers, bins, baskets, labels, shelving, and other organizing products are not included in the cost of organizing services unless otherwise agreed in writing. West Coast Organized will recommend products based on the Client's budget, style, and functional needs. No products will be purchased without the Client's prior approval.

9. Client Participation

While many clients enjoy working alongside me, you are welcome to be as involved or as hands-off as you'd like. Decisions regarding what to keep, donate, or discard ultimately remain the client's responsibility.

10. Removal of Donations

Unless otherwise agreed, clients are responsible for removing donated or discarded items from the home following each session. Donation haul-away services may be available for an additional fee of \$25 per car load.

11. Safety

West Coast Organized reserves the right to decline or discontinue services if working conditions are determined to be unsafe or pose a health or safety risk. This includes, but is not limited to, hazardous materials, mold, pests or infestations, biohazardous waste, firearms or ammunition that are not safely secured, illegal substances, excessive lifting beyond safe limits, or any other condition that could present a risk to the health or safety of the Client or Organizer.

West Coast Organized does not handle or dispose of hazardous waste, chemicals, paint, medications, sharps, biohazardous materials, firearms, ammunition, electronics requiring specialized recycling, or any items requiring specialized handling or disposal.

12. Confidentiality

Your privacy is important. All information shared during our work together and anything observed within your home will remain confidential.

13. Before & After Photos

West Coast Organized may take before-and-after photos to document the project and maintain internal business records. Photos will not be shared publicly or used for marketing purposes—including on social media, the West Coast Organized website, Google Business Profile, advertisements, or promotional materials—without the Client's separate written permission through a Photo & Media Release.

14. Results

Professional organizing creates customized systems designed to simplify everyday life. Maintaining those systems depends on ongoing use and household habits, so long-term results may vary.

15. Limitation of Liability

West Coast Organized is not responsible for pre-existing damage to property or belongings, nor for any decisions made by the client regarding items to keep, donate, sell, or discard.

16. Agreement

By signing below, I acknowledge that I have read and agree to the terms of this Service Agreement.

Client Name: _____

Client Signature: _____

Date: _____

West Coast Organized

Jill Mash
Owner