



Joyful Homes AK

Make space for more joy

At Joyful Homes AK, we believe your home should be a sanctuary of peace and joy where every space is intentional and functions optimally to meet your daily needs. Life can become busy and complex, and periods of transition may leave you feeling overwhelmed or stuck. Our goal is to bridge that gap by providing the vision, structure, and practical systems needed to transform your home into a calm, organized, and supportive environment. Our sessions are designed to be compassionate, judgment-free, and personalized to fit your unique needs. This agreement is here to help create a smooth, positive experience for both of us.

1. Client Information

The information submitted through the Joyful Homes AK website form will be considered accurate and will identify the individual entering into this Agreement ("Client").

The Client is responsible for ensuring that all information provided is complete and correct.

2. Scope of Services

Joyful Homes AK offers personalized home organizing, cleaning resets, and home management services, which may include:

- Decluttering, sorting, and organizing
- Creating functional, sustainable organizing systems
- Space planning and product recommendations
- Product sourcing and procurement
- Move-in and move-out preparation
- Donation coordination and removal, when requested
- Initial deep cleaning and recurring cleaning resets
- Laundry, household tasks, and general home management support

Services may be provided through hourly sessions, flat-rate quotes, or customized service packages

All services are customized according to the Client's space, goals, and needs. The specific scope of work, pricing, and any applicable exclusions will be established through the proposal, quote, or other written communication.

3. Planning Fee & Booking

A **non-refundable planning fee may be required**, depending on the nature and scope of the project.

When applicable, this fee covers time spent developing a personalized project plan, researching products, preparing recommendations or shopping lists, and coordinating the project.

The planning fee is separate from service labor and product costs unless otherwise expressly agreed in writing.

Projects requiring a planning fee will not be scheduled until that fee has been received.

4. Rates & Payment

Standard service rates:

- **Home Organizing:** \$75/hour for one organizer or \$135/hour for two organizers.
- **Cleaning Resets:** Custom quotes based on home size, condition, service frequency, and scope. Initial deep cleans and recurring resets may be priced separately.
- **Home Management:** Generally 65–70/hour, depending on the services requested. Flat rates may be available.

Rates for specialized services, additional support, or customized projects will be communicated before work begins.

Payment Terms

Payment is due at the conclusion of each session unless otherwise agreed in writing. The Client will receive an invoice reflecting the services performed, applicable fees, and any approved adjustments.

Accepted Payment Methods

Zelle, Venmo Business (@joyfultohomesak), debit card, and credit card.

5. Session Details

- Organizing sessions are typically **3–4 hours** in length.
- Sessions are scheduled in advance.
- Estimated project timelines are provided for planning purposes and may change based on the actual scope of work.
- Additional sessions may be recommended or required to complete a project.

6. Client Responsibilities

To support productive and successful sessions, the Client agrees to:

- Be present or reasonably available for decisions throughout the project.
- Make final decisions about belongings, including what to keep, donate, relocate, recycle, or discard.
- Provide a safe, accessible, and workable environment.
- Disclose known hazards, biohazards, infestations, structural concerns, or other conditions that may affect the work before services begin.
- Ensure that relevant household members or interested parties are informed of the project and supportive of the work, or designate one authorized decision-maker.

Joyful Homes AK is not responsible for resolving household disagreements and reserves the right to pause

or discontinue services if conflicts, interference, or unsafe conditions prevent work from proceeding.

7. Cancellation & Rescheduling Policy

- At least **24 hours' notice** is required to cancel or reschedule an appointment.
- Cancellations made with less than 24 hours' notice will incur a **\$50 cancellation fee**.
- Failure to attend or provide access to a scheduled appointment without notice may result in a charge equal to the full cost of the scheduled session, based on the agreed hourly rate, scheduled duration, and number of workers.

Any exceptions or waived fees are at the discretion of Joyful Homes AK.

8. Product Procurement & Supplies

- Organizing products, storage solutions, and other project-specific materials are **not included** in standard labor rates unless expressly stated in the proposal.
- The Client must approve purchases before they are made on the Client's behalf.
- The Client is responsible for all approved product and material costs.
- Additional procurement, shopping, delivery, or installation fees may apply. These fees will be communicated for approval before they are incurred.

9. Donations & Item Removal

When requested, the Client may authorize Joyful Homes AK to transport designated items for donation or disposal.

The Client is responsible for identifying and approving items for removal. Once items have been donated or discarded as authorized, Joyful Homes AK cannot guarantee their recovery.

10. Confidentiality

Joyful Homes AK respects the privacy of every Client and will treat personal information, household details, and information encountered during services as confidential.

Information will not be intentionally disclosed to unauthorized parties except as necessary to perform the agreed services, with the Client's permission, or as required by law.

11. Liability

Joyful Homes AK will exercise reasonable care when handling the Client's belongings and performing services.

Joyful Homes AK is not responsible for:

- Damage or defects that existed before services began.
- Normal wear and tear.
- The Client's decisions regarding which belongings to keep, donate, relocate, recycle, or discard.
- The inability to recover items that were removed or disposed of with the Client's authorization.

Nothing in this Agreement is intended to exclude liability that cannot lawfully be excluded.

12. Results Disclaimer

Organizing and home management are collaborative processes. Joyful Homes AK will make reasonable efforts to provide thoughtful, practical solutions tailored to the Client's needs.

However, project timelines, specific outcomes, and long-term results cannot be guaranteed. Results depend on factors including the condition of the space, the Client's participation, decisions made throughout the process, and ongoing maintenance of the systems established.

13. Termination

Either party may terminate this Agreement at any time by notifying the other party.

The Client remains responsible for payment for services already performed, approved products or expenses incurred, and any applicable cancellation fees under this Agreement.
