

How we work together

We keep our agreements as warm and clear as our work. Here is how working with us goes, in plain English. When you book, we send this page with your confirmation and ask for a quick YES, and that is all it takes.

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1. How we charge

We charge for time at the rates on our pricing page, with a two-hour minimum per session. When two of us attend, the two-person rate on that page covers both of us, and the discount from the third hour onwards applies to Kari's time only. We are not VAT registered, so there is no VAT to add. There are no hidden extras: if something would cost you money (like a skip or specialist disposal), we agree it with you first. And if we suggest other trades or services, you choose and contract with them directly; we only recommend people we'd use ourselves, and if we'd ever earn anything from a recommendation, we'll tell you upfront. We travel by public transport, and travel within 40 minutes of W13 each way is included in our rates. Further afield, the extra travel time beyond that is charged at the usual hourly rate on the pricing page, worked out from your postcode and agreed as one fixed amount when you book (rounded down to the nearest half hour, in your favour), never metered on the day; outside London, train fares are added at cost.

2. Time, not fixed prices

We do not sell fixed-price jobs, and we will not pretend to know exactly how long a home will take. What we promise instead: before we start, we agree together what matters most and how much time to spend; we charge only for the hours actually worked; and we never run past the agreed time without talking to you first. We do not promise how much will get done in a session, and if we ever give you a sense of how long something might take, treat it as a good-faith guess to help you plan, never a quote or a fixed price. Real homes hold surprises, and any guess assumes the home as we saw it on the first look: decisions can be made as we go, areas we have cleared stay cleared between sessions, and the plan stays the plan. When life changes any of those (it happens!), the time changes with it, and we will tell you as we go, never as a surprise at the end. And if we come across something that needs a specialist rather than us (pests, damp, anything unsafe), we will pause that area, tell you straight away, and help you find the right person. We keep you informed about where the time goes as we work, in whatever way suits the job: a WhatsApp message, a note with the invoice, or a running record on longer projects.

3. What we are, and what we are not

We are organisers with real lived experience of mental health, and we work gently and without judgement alongside it. We are not therapists, clinicians or advisers, so we don't provide therapy, medical, legal or financial advice; when something needs one of those professionals, we'll say so honestly and help you find the right person.

4. Your budget is safe with us

If you would like certainty, tell us your budget ceiling. We will plan the work to fit inside it, focus on what matters most to you first, and stop when it is reached unless you choose to add more. You stay in control at all times.

5. Payment plans

For bigger projects we are happy to split the total into equal instalments. Instalments are a payment schedule for our time as the project moves along; they are not prices for individual rooms or stages. The first instalment is due when you book, and each next instalment is due when the previous one's time has been worked.

6. Booking, payment and invoices

Booking is easy: message us on WhatsApp, call, or email, and we will find a time together, then send this page with a payment link. A booking is confirmed once the payment lands (a free initial consultation just needs the YES). Single sessions are paid in full at booking; half and full days are half at booking with the balance settled on the day; ongoing support is billed monthly in advance. This protects the time we set aside for you. Sessions are usually booked about a week ahead as our diary fills; if something feels urgent, tell us and we will do our best. Where a balance remains, we invoice at the end of the session (or weekly on larger projects), payable by bank transfer within 3 days. A delayed payment simply delays new sessions until everything outstanding is settled. We hope you understand that a small business runs on this.

7. Free and discounted sessions

Any free session we offer is a genuine gift: no obligation on you, and we never charge for it later. Free sessions are capped at the stated hours and limited to one per household. Discounts we choose to give along the way never become owed back; they are simply thank-yous.

8. Decisions about your things

Nothing leaves your home without a yes from you or the person you nominate. Where more than one person lives in the home, decisions come from that one nominated person, and anything that belongs to someone else needs their OK too. Anything precious or valuable is set aside, never binned. We are organisers, not valuers, so please tell us about anything special before we start and we will treat it accordingly. Once something has left the home with your go-ahead, donated or disposed of, it cannot be brought back, so we always double-check before anything leaves. We keep a simple, private photo record of the areas we work on and anything set aside or leaving your home; it is how we make sure nothing is ever lost track of, and nothing is shared without your written OK. Two small promises back: we never buy our clients' belongings, and we never accept valuable gifts. Sorted items stay in your home unless we agree otherwise; the only things we take away are donation items you have said goodbye to. From there, finding them a good next home is our job, not yours: a charity, recycling, or someone else who can use them. So far, everything has found one. Please make sure someone who can make decisions is reachable (in person or on WhatsApp) during sessions; when decisions have to wait, the work takes longer, and that time is still working time.

9. Changing or cancelling a session

Life happens! Rearranging is free with 24 hours' notice. With less notice than that, we charge a late-change fee of 1 hour per booked person, because the time was set aside for you. And a promise that matters to us: if a crisis, illness or just a genuinely hard day means you can't go ahead, tell us; we will rearrange with kindness, and the fee won't apply. The same one-hour-per-person charge applies if we arrive and cannot start (nobody home, or no access to the areas we agreed to work on).

10. Your right to cancel (the legal bit, kept human)

Because we usually agree things by message rather than in a shop, you have a legal right to cancel our agreement within 14 days of confirming it, without giving a reason. To cancel, just message or email us saying you wish to cancel (the form below works too). If you ask us to start within those 14 days and then cancel, you simply pay for the time already worked. Once the agreed work is complete, the cancellation right ends.

Cancellation form (only if you wish to cancel): To Healing Spaces (kari@healing-spaces-kari.co.uk): I hereby give notice that I cancel my contract for the supply of the following service: [service], ordered on [date], name [name], address [address], date [date].

11. If something is not right

Tell us straight away and we will fix it, that is a promise. We are fully insured (£1m public liability and professional indemnity) and ICO registered (ZC180019); Kari is DBS checked and an APDO member. And the same care both ways: we treat every home and every person with kindness, and we ask the same in return; we may pause a session if anyone on our team feels unsafe. Please tell us in advance about anything that could affect safety in the home (damp, pests, anything you're worried about); it helps us come prepared, and it never changes how kindly we treat you or your home.

Questions?

Message us any time on WhatsApp, call 07752 212213, or email kari@healing-spaces-kari.co.uk. We would love to help.