



1. Do I have to be present while you work at my house?

Yes. The majority of the work is done together with a client. That way we ensure, that we're moving in the right direction suitable for your needs and wishes. Of course, there can be exemptions where we work independently for a while when having enough information from the client

2. What happens during the sessions?

We will assess your needs, your stuff, space, and habits to develop an organizational system that works for you. Then we do everything to accomplish that vision: decluttering, organizing, discussing habits, planning, adjusting or assembling furniture, disposing of donations, etc.

3. How long are the sessions?

One full session is 6hrs of work with breaks (and a big lunch break) on top of that. It means that I will spend between 6-7hrs in your home in total. If you book a half-session, it will cover 3hrs of work and we don't take a major break for food.

4. Do we take breaks?

Absolutely! We care for efficiency, so if I see we're running low on physical or mental energy, we take short breaks to recharge. Each full session includes a proper lunch break as well.

5. What if my kids are at home?

We love kids and don't mind them around. Just be mindful of the time and focus they might take away from the project. We advise getting help from a partner, family or professionals, so you can get the most out of our sessions. Of course, it's absolutely fine to take short breaks to give your kids some love and care.

6. I have pets. Is that a problem?

All pets are fine, and there are no allergies amongst the Your SPACE team. In case your pet is aggressive or potentially harmful, we take the right to leave the session.

7. What do I need to prepare?

Try to have a good sleep the night before and don't plan any important events on the day of our sessions. Decluttering is usually more taxing than you can imagine. Have enough drinking liquids at hand, and perhaps something sweet to recharge. Apart from that, there's not much we need for our first session. If there's anything particular, we'll communicate that individually during our consultation. We provide most small organizing supplies.

8. I feel embarrassed for my mess

That is totally natural and understandable. But don't worry, we can ensure that you're not alone! Professional organizers see all sorts of things and it's our code of conduct not to judge. We'll handle your situation with care, understanding, and privacy.

9. Will you take photos of my house?

We may take photos during the sessions for practical reasons that might be connected with executing the project. We also love to take the whole project "before and after" pictures, which can help you to see your own progress.

Some of the photos we take might be great materials for our social media portfolio, and if we decide to publish it, it will always be completely anonymous.

If you're ever uncomfortable with publishing any photos, just let us know. We will fully respect your wish.

10. Will you throw my stuff away?

We never discard your things without your permission. We will also never force you to get rid of stuff. We are here to help you ask the right questions, offer insights about the potential roots of your clutter, and teach you how to let go if you find that difficult. All decision-making is done by you, and we make sure we clearly separate what is the "keep" and the "let go" pile to prevent any accidents.

11. What happens with the stuff we declutter?

We care for the environment and circularity, so we are hard at work to find the best possible places to resell, reuse, or recycle your things.

12. Will you clean my house?

Professional organizers are not cleaners, however, organizing is often a great opportunity to dust off. We don't mind helping you with that if that's the best use of our time. It's all about working together in the most efficient way and towards our goal.

13. Can you shop for stuff?

Yes. If you need specific products or furniture for your project and don't have the time to outsource it, we can do that part for you from research to purchase. All payments are immediately reimbursed via Tikkie and the time spend for research and shopping (both online and in-person) is billed as "off-site work" costs and added to your final invoice.

14. How do I know my house stays organized after you leave?

There's no guarantee, that things will stay exactly the same forever, especially if you suffer from chronic or long-term disorganization. However, decluttering is a very self-confronting process that sheds a lot of light on the root of the problem, not just the solution.

We always get back in touch with our clients to hold them accountable and check on their progress and maintenance of their hard work.

15. I need to cancel/reschedule our session.

We try to be as flexible as possible, especially in COVID19 times. However, we ask you to be respectful of our time and schedule and reschedule only if absolutely necessary, and with enough time in advance. Rescheduling within 48hr notice carries a last-minute cancellation fee (Refer to the cancellation policy in our Terms and Conditions.)

16. Do you have COVID19 precautions in place?

We are fully vaccinated and work with caution. Depending on the official advice, we adjust our behavior accordingly (such as mask-wearing, distancing, hygiene precautions, etc.)

Both our clients and we are monitoring our health, and rescheduling our sessions in case of COVID19 symptoms (penalty-free).