

# Client Package



I am pleased to have you as a client. I feel honoured that you have chosen to invite me into your life and home.

When I was a child, my mother would often find me rearranging furniture and cleaning up the toys on my own. Deep down, I've always known I wanted to pursue organizing, productivity, and coaching as a career. My passion and goal is to help others regain control of their lives and the space that they live in.

Change is never easy; that fact informs my compassionate approach. I admire my clients for their strength in wanting to enhance their lives through the power of organization.

This document outlines all you need to know about working with me. Feel free to contact me if you have questions.

Please note that price changes will take effect starting **June 5, 2022.**

I look forward to working with you in the near future!

Sincerely,

*Clare Cluff*

**Certified Organizational Specialist**  
**Certified Professional Life Coach**  
**Member of Canadian Association of Virtual Assistants - CAVA**  
**Member of Professional Organizers in Canada - Virtual Chapter**  
**Past Chair of Professional Organizers in Canada - Ottawa Chapter**  
**Entertainment Lead for Professional Organizers in Canada - National Conference Committee**

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# **Services**

## **Organizing & Decluttering**

I work one-on-one with my clients to help transform and increase the usability of their spaces while teaching them how to become and stay organized.

Bedrooms  
Play Rooms  
Activity/Craft Rooms  
Laundry Rooms  
Small Home Offices  
Kitchens  
Pantries  
Living Rooms

Dining Rooms  
Storage Rooms  
Bathrooms  
Mud Rooms  
Closets  
Basements  
Garages  
and more!

## **Paperwork Organization**

Do you need to get your paperwork pile under control but don't have the time to do it yourself? I will pick up the paperwork, sort, organize, and file it for you. Everything will be dropped back off to you when finished!

## **Move Assistance & Home Set-Up**

I can help you decluttering and organize in preparation for home sale/move, after the death of a loved one, or if you are looking to downsize. I assist with coordinating movers and other services, as well as provide packing, unpacking, and home set up.

## **Shredder Rental**

Renting a personal shredder is an efficient way of getting the job done without having to buy an expensive machine yourself. Simply choose which shredder you would like and have it dropped off and picked up when you are done. Shred all your confidential documents yourself from the comfort of your own home!

## **Virtual Assistant**

Do you wish there were more hours in the day? Are some of the small tasks taking you away from advancing in your business? I will take care of the little things so you can focus on the big stuff! As a virtual assistant, I provide various services to entrepreneurs and small businesses from my office in Ottawa, Ontario. Anything from travel planning, schedule/calendar management, responding to emails, managing in-person or virtual events, basic administrative tasks, to personal errands or shopping...I can tackle almost anything!

## **Errand & Concierge Service**

This service is perfect for working professionals, new parents, seniors, busy individuals, or after a surgery. Check everything off your to do list without lifting a finger!

*Dry Cleaning  
Grocery Shopping  
Gift Wrapping  
Post Office Runs  
Light Cleaning*

*Personal Shopping  
Photocopying and Faxing  
Prescription Pick Up/Drop Off  
Charitable Drop Offs  
and more!*

Don't see what you need help with on the list above?  
**Other errands/concierge services are available upon discussion!**

## **The Organizing Process**

**Phone Consultation:** Let's get to know each other! This will give you a chance to tell me about yourself and your space. We will discuss the services I offer, answer any questions you may have, and book a time for the In Home Assessment.

**In Home Assessment:** This initial in person meeting is crucial to establishing the areas in your home and life that could use some organizational TLC. We will determine your unique organizing style and discuss a suggested approach for long term organizational success. Finally, we will book your first organizing session.

**Organizing Sessions:** Working together, we will declutter and categorize your belongings. We will then transform your space by implementing a customized organizational system to meet your needs.

### **All organizing sessions include:**

Expertise and time of the Lead Professional Organizer (and Jnr. Organizer/Assistant if required).

Standard products and supplies from the organizers toolkit.

1 carload of donations dropped-off at the charities/organizations of the clients choosing.

When applicable; post session email or text message with notes detailing progress, remaining tasks, and confirmation for any additional session(s).

Unlimited support via email, phone, or text message for up to 1 year after the last organizing session.

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***An effort is made to micro-sort donations so that they are properly and responsibly distributed to registered charities and organizations within the Ottawa Area.***

# Price List

Effective June 5, 2022

<b>Service</b>	<b>Price (+HST)</b>
Phone Consultation <i>Up to 20 Minutes</i>	Complimentary
In Home Organizing Assessment <i>Up to 90 Minutes</i>	\$155.00
Lead Organizer <i>Organizing, Decluttering, &amp; Coaching</i>	\$85.00/hr
Junior Organizer/Assistant <i>Available to work alongside the Lead Organizer on larger homes &amp; projects</i>	\$42.50/hr
Move Assistance & Home Set-Up	Inquire directly for a customized quote.
Paperwork Filing & Organization <i>Includes Mileage for Pickup &amp; Drop Off</i>	\$60.00/hr
Errand & Concierge Service <i>2hr minimum</i>	\$40.00/hr
Shredder Rental <i>Small - 8 Sheet Crosscut</i>	\$40.00/day
Shredder Rental <i>Large - 15 Sheet Crosscut</i>	\$50.00/day
Virtual Assistant <i>Sliding Scale</i>	\$35.00-\$45.00/hr
Lunch & Learns, Group Sessions, and Workshops	Inquire directly for a custom price based on your group requirements.
<b>50km of roundtrip mileage is included for each session/service.</b>	<b>Additional mileage is charged at \$0.65/km.</b>

**Accepted Payment Methods: Cash, E-Transfer, Debit, or Credit Card.  
Prices subject to change without notice.**

## Organizing Packages

<b>Tier 1</b>	<b>Price (+HST)</b>	<b>SAVE</b>
Half Day   4 Hours	\$ 320.00	<b>\$20</b>
Full Day   7 Hours	\$ 560.00	<b>\$35</b>
<b>Tier 2</b>		
15 Hour Package	\$ 1,125.00	<b>\$150</b>
25 Hour Package	\$ 1,875.00	<b>\$250</b>
<b>Tier 3</b>		
35 Hour Package	\$ 2,450.00	<b>\$525</b>
45 Hour Package	\$ 3,150.00	<b>\$675</b>

**All Tier 2 & 3 Organizing Packages must be paid in full up front in order to reserve session dates. Organizing Packages are not refundable.**

## **FAQ**

### **What is a Professional Organizer?**

A Professional Organizer is someone who helps you gain control of the clutter and disorganization in your life. We are here to help guide, support, and coach you in a direction that will allow you to achieve not only your organizational goals but also improve your quality of life. Learn more at [www.organizersincanada.com](http://www.organizersincanada.com) - Organizing FAQ

### **What benefits are there to getting organized?**

There are many benefits to getting organized! The most important benefit I see is that you will have more time to do what makes you happy. You will feel less stressed and spend less time looking for lost or forgotten items in your home. The environment that you live in is crucial to your emotional, mental, and physical well being. When everything is in order it makes the rest of your life easier!

### **What areas in my home can you help with?**

I am equipped to tackle almost any residential organizing project. However, I do not work in Large Offices, Commercial Buildings, Sheds, or Attics.

Areas in the home I DO work in: Bedrooms, Play Rooms, Activity/Craft Rooms, Laundry Rooms, Home Offices, Kitchens, Pantries, Living Rooms, Dining Rooms, Storage Rooms, Bathrooms, Mud Rooms, Closets, Basements, Garages, and Vehicles.

If I am not the right fit for the job myself, I will help find you someone who is!

### **Will our time together and what we discuss be kept confidential?**

Allowing someone to come into your home and go through your belongs can be difficult and often times cause some discomfort. Everything we do and discuss in an organizing session is kept confidential. The privacy of my clients is extremely important to me.

As a member of Professional Organizers in Canada, I conduct my business following their Code of Ethics. Learn more at [www.organizersincanada.com](http://www.organizersincanada.com) - Code of Ethics

### **If I need organizing products and supplies for my home, can you purchase them for me?**

I can certainly purchase organizing products on your behalf. I offer errand/concierge service for \$40.00/hour plus the cost of all products purchased. All items will be agreed upon before purchasing and you will receive a copy of the purchase receipt along with your your next invoice.

**What do you charge for your services?**

Hourly pricing is offered for organizing sessions that are 3 hours or less. For organizing sessions longer than 3 hours, packaged pricing is available at a reduced rate. For a full list of services and prices, please see pricing and packages pages above.

If it is a large organizing project or the work that needs to be completed is on a strict deadline, the Lead Organizer may suggest bringing in a Jnr. Organizer/Assistant to help speed the process along. Jnr. Organizers/Assistants are billed per hour in addition to the fee/package rate for the Lead Organizers expertise and time.

**What is a service agreement and what will it include?**

The service agreement is simply an agreement between the organizer and the client outlining the services to be rendered and the working relationship. The agreement will provide both the client and the organizer with a clear understanding of what is expected and any other associated details/information. The service agreement will be sent to you via email shortly after your In Home Assessment. A signed service agreement is required before the execution of any onsite organizing or other services.

**What geographical area do you work in?**

I provide onsite services within the City of Ottawa and most surrounding areas (Southeastern Ontario and Outaouais Region included). 50km of roundtrip mileage is included for each session or service. Additional mileage is charged at \$0.65/km.

**What methods of payment are accepted and when will I be charged?**

I accept cash, e-transfer, debit, and credit card as methods of payment. I do not carry change so if you plan on paying with cash please have the exact amount on hand.

**Can I purchase a gift card for a friend or family member?**

Absolutely! E-gift cards are available for purchase directly by using this [link!](#)

**What is your policy for cancelations or rescheduling?**

A minimum of 48-hours notice is required in order to cancel or reschedule a session/service otherwise a \$155.00 cancelation fee will apply. Cancelling or rescheduling with less than 48-hours notice can only be accommodated once free of charge (per calendar year). The cancelation fee also applies to client no shows.

*If you have any questions that about working with me or any of the information above please contact me directly and I would be happy to chat with you further to provide clarification!*