



## **My Joyful Spaces Contract**

This Service Agreement (the “Agreement”) is between My Joyful Spaces (the “Company”) and the undersigned (the “Client”) about the Company’s service(s) to be performed at the Client’s stated location (the “Service Location”).

### **Rates & Services**

The Client agrees to the rates and services provided in the “Services” section of this website – [www.myjoyfulspaces.com](http://www.myjoyfulspaces.com) – and understands that they are subject to change without notice.

### **Right To Refuse Service**

The Company reserves the right to refuse service at any property that it deems at its sole discretion to be unsafe or otherwise untenable.

### **Payment Terms**

Full payment is due at the end of each appointment unless it was paid in advance. Checks are to be made payable to Tiffany Hambrook. A \$35 charge will apply for bounced checks.

### **Cancellation & “No Show” Fees**

The full session fee for missed or changed appointments will be charged unless they have given at least 24 hours notice by telephone. To ensure the request for a change is received by emailing appointment changes or cancellations, they must also be followed up by leaving a telephone message.

### **Refund Policy**

Payments are non-refundable. Unused hours may be credited towards future sessions, or may also be gifted to others.

**Gift Certificate Policy**

Gift certificates are non-refundable. The original gift certificate must be submitted at the beginning of the scheduled appointment for service(s) to be rendered. The Company is not responsible for lost or stolen certificates.

**Privacy Policy**

The Client's identifiable information shall never be disclosed without the Client's consent except as required by law, or where a situation poses real harm to the Company's organizers or to others.

**Use of Photos**

Photos serve as an internal record of the work performed. If used for marketing purposes, the Client's identifiable information shall never be disclosed without his or her consent.

**Customer Satisfaction Policy**

*NOTE: For hands-on Organizing Sessions*

The Company strives to achieve 100% customer satisfaction. Should the Client be dissatisfied with the service(s) provided, the Client agrees to submit a written statement of issues and, in good faith, allow the Company to make reasonable efforts to resolve the issue(s). Failure to do so implies that the Client fully accepts the work.

**Limitation of Liability**

The Client agrees that the Company shall not be responsible for any damages (whether compensatory, direct, indirect, actual, special, punitive, incidental, consequential or otherwise), any losses (whether loss of or damage to property, loss of data, loss of use, loss of income or profit, or loss of any kind), personal injury, claims of third parties, or other claim or liability of any kind, including those resulting from discarding or destroying of any personal items or records (physical, digital, or otherwise). The Client is responsible for providing a list of valuables to the Company of particular concern.

**Other Service Providers**

If other service providers will be involved, the Company takes no responsibility – and the Client agrees to hold the Company harmless – for their actions or performance.

**Duration of Agreement**

This Agreement shall commence upon the date of execution, shall apply to all services provided by the Company at the Service Location as indicated below, and shall continue in effect until it is terminated as provided herein.

**Termination of Agreement**

This Agreement may be terminated by either party with written notice. The Client agrees to pay for all services rendered, cancellation fees, other outstanding fees, and any legal or collection fees incurred by the Company to collect on payments due.

Your name \* \_\_\_\_\_

Your email \* \_\_\_\_\_

Your address \* \_\_\_\_\_

Your phone \* \_\_\_\_\_

Promo Code \_\_\_\_\_

**Client Agreement \***

By submitting this online form, I agree that I am legally bound by the terms and conditions of this Service Agreement, which are subject to change without notice.

Date \* \_\_\_\_\_

Signature\* \_\_\_\_\_

**After completing this document, email it to [tiffany@myjoyfulspaces.com](mailto:tiffany@myjoyfulspaces.com).**