

# terms + conditions

- 01 The client is responsible for ensuring all work on the home is completed prior to staging and Ashley Provost Design is the only team working in the home. For safety reasons, we are not able to stage when other construction, cleaning, or gardening workers are conducting work on the same property. This term is based on many years of experience--we understand this often presents scheduling inconveniences and we appreciate your understanding as we strive to protect the safety of your home and our team.
- 02 The full amount of the staging contract will be charged/is due one week prior to the staging install date, as we begin the planning and ordering at that time. Cancellations or reschedules after that time will automatically incur a \$500 fee and may incur higher fees, depending on work that has been completed at the time of cancellation. For all staged homes, Ashley Provost Design must be given permission to keep a credit card or checking information on file. If the home is staged beyond the initial contract time and goes into a monthly rental phase, the client will be alerted and payment information will be automatically activated on the renewal date each month. Staging is not simply a one-time service--we often place many very valuable items in our clients' homes indefinitely without requesting credit checks or other financial assurances, and without control of the staging property. We appreciate your understanding that one payment method is kept on file for the duration of the staging. This also allows us to streamline our invoicing process, and we ultimately pass that savings to you, our client.
- 03 The client is responsible for ensuring that the property is clean, safe, and free of dirt and debris before the installation phase begins. If stagers arrive on the scheduled date of installation and the property is not clean, safe, and free of debris, the client may be subject to a cleaning and/or rescheduling fee.
- 04 Signed contract and completed paperwork including payment information is due one week prior to staging install date. If we do not have this completed information, we will release your staging date and will reschedule once we have received the signed paperwork.
- 05 All utilities must be functioning at the time of staging.

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- 07 Signed contract and completed paperwork including payment information is due one week prior to staging install date. If we do not have this completed information, we will release your staging date and will reschedule once we have received the signed paperwork.
- 08 Revisions within one week of staging installation are not guaranteed.
- 09 If the proposal was sent out less than one week ahead of staging installation, the deadline for the above-listed items is 3 business days ahead of staging, rather than one week ahead.
- 10 Ashley Provost Design reserves the right to remove all staging inventory before the seller moves out his/her belongings and before the seller turns over keys to the new owner.
- 11 Ashley Provost Design shall receive at least one week's notice to terminate the rental agreement and remove inventory and guarantee removal.
- 12 The client is responsible for all items placed by Ashley Provost Design in the home. In the event of damage or loss of any kind, the client and/or their homeowner's insurance policy is responsible for the replacement cost of the item(s).
- 13 Ashley Provost Design reserves the right to enter the house at any time from the date of installation to the date of removal. If it is an owner-occupied home, Ashley Provost Design must give at least 48 hours' notice and schedule an appointment time with the client to do so.
- 14 We reserve the right to use before and after interior photos not containing images of people in any and all marketing, including our website. To request that Ashley Provost Design does not use photos of your home in marketing, please attach a written and signed letter stating your request to this contract. Ashley Provost Design will never publish names, addresses, or images of clients.
- 15 Unless specifically requested to not place art, we will use very small nails to hang art during staging. You may want to schedule a handyman to patch holes after staging, although many holes are so small our clients choose to leave them. Consult your realtor for advice on this.
- 16 Please do not light candles. We cannot be held responsible for lit candles.

- 17 Ashley Provost Design has a strong rate of success in helping homes sell faster, for higher prices. Because our services are limited by market conditions, pricing, and the homeowner's living situation, we cannot quantify the predicted results of our recommendations. We will gladly provide multiple references of satisfied clients.
- 18 Our goal is to showcase the home to the most amount of buyers, to garner the highest price. The objective is to appeal to buyers. Although many of our clients love the style of our staging, we cannot guarantee that the homeowner or realtor will find the staging suited to their personal taste. As such, we are not always able to accommodate requested changes to the staging. Ashley Provost Design, Inc. may provide a mix of inventory that is both new and previously used in past staged homes. Previously used items may have minor signs of wear and tear but will be in a condition that is within the standards of the staging industry. The client acknowledges that items showing ordinary, minor wear and tear are within the acceptable range for use in staging.
- 19 Cancellation Policy: Please let us know of any changes or cancellations ASAP. We have a 7-day cancellation policy. Any changes requested within 7 days of the installation date are not guaranteed. If a staging installation is canceled or rescheduled within 7 days of the scheduled start date, a \$500 minimum fee is charged—this amount may be higher if work has begun on your project. If a staging installation is canceled or rescheduled on the same day as the scheduled installation, due to scheduling issues or inability to access the property due to safety or access issues, up to the full amount of staging is charged for the day, regardless of whether any staging is installed in the home.
- 20 HOA Rules: If your home is part of a homeowner's association, please check with your HOA rules regarding staging move-ins, access, and restrictions. We are not responsible for knowledge of your HOA's rules. Any HOA fines caused by our normal staging procedure will be the sole responsibility of the client. Please see our policy regarding same-day cancellations due to restricted access. If extra time is incurred due to the HOA additional fees will be charged.
- 21 Access & Arrival Time: Our team will need access from 9:00-5:00 PM on staging day/s and may need to come and go throughout the day. While we cannot pinpoint an arrival time, we will give a courtesy text before arrival.