THE SANCTUARY TERMS

Investment Disclosures & Professional Boundaries • The Unspoken Room

Investment & Payment Terms

All rates listed represent flat package investments based on structured project phases and clear milestones. Full payment must be securely processed and cleared online prior to the scheduling and commencement of your first on-site session.

Cancellation & Rescheduling

We respect your time and energy, and we ask that you respect ours. A minimum of 48 hours' notice is required for all session cancellations or rescheduling requests. Cancellations made with less than 48 hours' notice may result in the forfeiture of that session's investment segment.

Client Communication Boundaries

To maintain strict emotional boundaries, ensure accurate project tracking, and protect client privacy, The Unspoken Room provides email-only support exclusively through nichole@theunspokenroom.com. We do not offer or respond to text message support or unscheduled phone calls outside of established session windows.

Professional Scope & Services Disclaimer

While our approach is deeply trauma-informed, safe, and honors the complex emotional weight of your physical space, the services provided by The Unspoken Room are strictly limited to professional home organization and clutter release. Our organizers are not licensed mental health professionals, therapists, or medical clinicians. These sessions are not a substitute for professional psychological or medical treatment.

On-Site Environment & Safety Boundaries

We are committed to co-creating a physical sanctuary during our sessions. The Unspoken Room reserves the right to immediately pause, alter, or terminate an active session if the environment becomes hostile, unsafe, or emotionally unmanageable for either party. Additionally, workspaces must be entirely free of active biohazards (such as mold, severe pest infestations, or hazardous structural materials) unless explicitly cleared during the initial inquiry pipeline phase.

Confidentiality (The Sanctuary Trust)

Your story and your space are completely safe with us. Any personal details, conversations, or objects encountered within your home during our timeline will remain strictly confidential and will never be shared without your explicit, written consent.

Release of Liability

While we treat your home and belongings with the utmost care, the client retains final authority on all sorting, donation, and disposal decisions. The Unspoken Room is not legally liable for any accidental damage to fragile items or for any possessions intentionally discarded or released by the client during the project phases.