

# GENERAL TERMS AND CONDITIONS FOR “YOUR SPACE BY LUCIE” ORGANIZING SERVICE

## **1. The work**

Your SPACE by Lucie is organizing and decluttering service, provided by Lucie Krobova (further used as “I”) under the Dutch Chamber of Commerce number 73991228.

The work is always done with a client (further used as “you”) and executed mostly on your location (= residential on-site projects).

On-site work consists of consulting, coaching, hands-on decluttering, organizing, or other activity that leads to the desired outcome on your location. Time efficiency is always a high priority; hence, we work according to our best energy levels and take breaks when needed.

Off-site work is any work that is done towards completing our project and away from the main location. That includes shopping, researching, online coaching, clutter disposal, etc. Such work is complementary to on-site work only and if done outside of the main sessions, it is subject to extra costs.

Your participation and cooperation are required for achieving our desired outcome, hence the work is done in your presence in a form of teamwork. Please note, that the hours of work and the finances connected to that are also dependent on you. The number of sessions we agree on during our consultation is an estimate which may slightly vary in the real situation. I will plan the work to finish our project within our agreed sessions. Should we need more time, we will mutually agree on that.

Expect to receive in-between-sessions homework assignments that will reflect the complexity of the project and ensure, time is used efficiently. Homework assignments also give clients the confidence to work independently, making the project sustainable and maintainable for the future.

## **2. Sessions and rates**

One session with Your SPACE by Lucie takes around 6hrs on average. However, that differs depending on the pace of the client and the complexity of the project. I may stay in your house anywhere between 5-8hrs including all breaks. The specific times are always agreed upon individually to fit your daily schedule.

A half-session with Your SPACE by Lucie takes approximately 3hrs and is offered only in cases where full sessions are not possible, or not needed.

The number of sessions is agreed upon and scheduled after our consultation. To confirm your booking, you are asked to pay a deposit reflecting the size of the project. This amount will be deducted from your last invoice.

In the event of complete project cancellation in less than 7-day notice, or a sudden and significant reduction to our scheduled sessions for personal reasons, I take the right to retain the deposit. I do so to reimburse the loss of other projects postponed or refused due to your booking.

Please, find all prices and deposit charges in the table below.  
All prices are inclusive of VAT.

<u>Number of sessions</u>	<u>Price</u>	<u>Deposit charge</u>
<b>1 session</b>	240 €	60 €
<b>2 sessions</b>	430 €	110 €
<b>3 sessions</b>	640 €	160 €
<b>4 sessions</b>	770 €	200 €
<b>5 sessions</b>	960 €	200 €
<b>6 sessions</b>	1 150 €	200 €
<b>7 sessions</b>	1 260 €	200 €
<b>Over 8 sessions</b>	180 €/session	200 €
<b>½ session</b>	140 €	60 €

Off-site work, if done outside of the main session times, is subject to extra charges. Such work is charged hourly in the rate of 20€/hr. for shopping, research and mail work and 25€/hr. for video assistance.

In case our project is conducted further than 20km from Amsterdam, you will be asked to reimburse my travel expenses (=bus or train fare). My travel time is not being charged.

Small organizing supplies are included in the price of the sessions. In case I need to purchase bigger goods and supplies specifically for your project, we will agree on a budget. Such goods need to be reimbursed within two days of delivery where I provide you with a receipt.

### **3. Payments**

Invoices are sent after the completion of the project, or after every four completed sessions (for projects of five sessions and bigger).

Payment is to be made within 10 days by online payment, bank transfer, or cash. Delayed payments can be submitted to extra charges. Split payments are possible upon agreement.

### **4. Cancellation policy**

Projects canceled within 7 days from the starting session will carry the loss of the full deposit. If you need to reschedule, I ask you to do so within a reasonable time. My schedule is often fully booked, so please do so only if absolutely necessary.

In the case of the occurrence of COVID19 symptoms, rescheduling is required from both sites without any penalties, and within whatever time frame is relevant.

I have the full right to leave the location and terminate the project (without refund) in an event of any danger or abuse I may suffer at your location.

## **5. Confidentiality**

Your SPACE by Lucie is discrete and respectful service. Your matters and any personal information are fully confidential and not shared with third parties unless it is needed to complete your project.

I might be taking photos during the project and use them for my portfolio and marketing purposes. That is done under full anonymity, never carrying names, photos, or specific identity-recognizing objects. If you wish to have no photos publicly, please, inform me.

## **6. Liability**

I always work with the utmost care and put both of our safety first when conducting the project. That being said, there is always a possibility of an accident. Your SPACE by Lucie is insured for liability. Should there be any accidents caused directly by me, my insurance company will cover the costs.

Should there be any damage caused by you, you have to take full responsibility for any inconvenience this may incur. By accepting these Terms and Conditions, you also accept to take responsibility for such accidents.

## **7. COVID19 measurements**

As long as there is a threat of COVID19 infection in the Netherlands, I work with extra care. I adhere to an appropriate distance where possible and wear a medical mask during the work. I also adhere to strict hand hygiene and sufficient distance when I need to take my mask off (for eating or drinking).

Both my clients and I are monitoring our health, and rescheduling sessions if any symptoms occur on both sides. I would kindly ask you to be responsible and communicative regarding this matter as well.