

# 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 on the location of your need.

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 day session, 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 vary in the real situation. I will plan the work to finish our project within our agreed sessions. Should we need extra sessions, we will discuss and decide together.

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 is a full day of work ranging between 6-8hrs. Specific times and length are agreed upon individually to fit your daily schedule.

A half-session with Your SPACE by Lucie takes approximately 3-4hrs and is offered only in cases where full sessions are not possible, or not needed.

The number of sessions needed is assessed and discussed at 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.

## SERVICE RATES AND DEPOSITS

All prices are included of VAT.

<u>Number of sessions</u>	<u>Price</u>	<u>Number of booked days</u>	<u>Deposit charge</u>
<b>1st session</b>	250€		
<b>2nd session</b>	240€	<b>1</b>	60 €
<b>3rd session</b>	230€	<b>2</b>	120 €
<b>4th session</b>	220€	<b>3</b>	180 €
<b>5th session</b>	210€	<b>4</b>	200 €
<b>6th session and more</b>	200€	<b>5 and more</b>	250 €
<b>½ session</b>	140€		

## RATES FOR ADDED SERVICES

Any added work is only provided and charged for after a mutual agreement.

<b>Background work</b> (extensive research, shopping, orders, etc.)	<b>25 €/hr</b>
<b>Handywork</b> (with a handyman for tailored storage solutions, etc.)	<b>40 €/hr</b>
<b>Online work</b> (1hr online session + complete email support)	<b>35 €</b>

For projects located further than 20km from Amsterdam, you will be asked to reimburse my travel fare.

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 at the end of each month for the completed sessions. For projects completed within a month, invoice is sent right after the last session.

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 before and after 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 in advance.

## **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 have been fully vaccinated; however, I will wear a mask upon your request.

Both my clients and I are obliged to reschedule if we suspect we might be COVID19 positive. That applies for both sides and without any penalties. I would kindly ask you to be responsible and communicative regarding this matter as well.