

# 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 or one of Your SPACE organizers (further referred as “we”) 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 your project but 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 therefore dependent on your cooperation. The number of sessions agreed during our consultation is an estimate which may vary in the real situation. We will plan the work to finish our project within our agreed sessions. Should we need extra sessions, we will discuss and decide together with your consent.

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**

A full day session covers 6hrs of onsite work plus needed breaks.

A half-session covers 3hrs and is done without a lunch break.

Starting times and length are agreed upon individually to fit your daily schedule.

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.

For rescheduling or cancelling your project, read the cancellation policy paragraph.

## SERVICE PRICING AND DEPOSITS

<b>Full session</b>	<b>€ 280</b>
<b>Discounted session (Assessed during consultation)</b>	<b>€ 250</b>
<b>½ session</b>	<b>€ 150</b>
<b>One session with two organizers</b>	<b>€ 500</b>

We charge 50% of your project price (deposit) upfront while securing your booking and the remaining 50% at the end of the project sessions.

## RATES FOR ADDED SERVICES

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

<b>Offsite work</b> (extensive research, shopping, orders, etc.)	<b>€ 35/hr</b>
<b>Handywork</b> (with a handyman for tailored storage solutions, etc.)	<b>€ 48/hr</b>
<b>Video support</b> (for added online support)	<b>€ 35/hr</b>

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

Small organizing supplies are included in the price of the sessions. In case we need to purchase bigger goods and supplies specifically for your project, we adhere to your budget. Such goods need to be reimbursed within two days of delivery with 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, credit card, or cash. Delayed payments can be submitted to extra charges. Split payments are possible upon agreement.

### 4. Cancellation policy

Complete abortion of a project or its scheduled sessions within 48hrs from the starting session will carry the loss of the full deposit.

To reschedule your session, please do so within a reasonable time and only if absolutely necessary as our schedule is often full. In case of giving us 48hr notice or less, you will be charged 50€ to partially cover the work loss.

We have the full right to leave the location and terminate the project without a deposit refund in an event of any danger or abuse we may be exposed to 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.

We might be taking before and after photos during the project and use them for portfolio and marketing purposes. That is done only under full anonymity, never carrying names, photos, or specific identity-recognizing objects. If you wish to have no photos publicly, please, inform us in advance!

## **6. Liability**

We 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 us, our 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, we work with extra care and adhere to public health advice. Specific behavior we undertake to prevent COVID19 spread is regularly updated on the bottom of our e-mail correspondence.

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