

# 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 at the location of your need.

On-site work consists of project consulting, hands-on decluttering, space and schedule organizing, storage planning and installation, or other activity that leads to the desired outcome at your location.

Your participation and cooperation are required for achieving our desired project goal. Our work is therefore predominantly done in your presence and in a form of teamwork. It is therefore not possible for us to estimate the exact number of sessions or hours needed to achieve your goal before we get to know how fast we can be moving through the project together.

A starting number of sessions are offered in your project proposal. This number is a time estimate for your project that however does not guarantee the project goal will be achieved by then. As we start working together, we will create a better picture of your situation, and agree on additional sessions if needed.

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.

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

## **2. Sessions and rates**

A full session covers 6hrs of work in one working day. On top of that, we will spend additional time together or apart, in which we recharge our energy, eat, reflect, and/or attend to any urgent matters. That adds an additional hour to the work day. In the unlikely event that we need to spend more than 7,5hrs on your location, we will start counting overtime charge.

A half-session covers 3hrs, and demands little additional time.

Starting times and length of a session are agreed individually to fit your daily schedule. For rescheduling or cancelling your project, read the cancellation policy paragraph.

## SERVICE PRICING AND DEPOSITS

*All prices stated in this document are inclusive of VAT for private persons.  
For businesses organizing, those amounts are exclusive of VAT.*

*Our prices can be adjusted annually. We inform all our clients of such a change one month before it takes effect.*

<b>Full session price</b>	<b>€ 330</b>
<b>Trusted client discount 10%</b>	<b>€ 297</b>
<b>½ session price</b>	<b>€ 165</b>
<b>One session with two organizers</b>	<b>€ 600</b>

\* Our trusted clients are returning or regular clients who have had more than 6 sessions of work with Your SPACE. Their future projects and maintenance sessions come with 10% discount.

In cases of severe or chronic disorganization and/or clients in financial difficulties, you may request to have your project covered under the “persoonsgebonden budget” (PGB) scheme.

During session(s) bookings, we charge 50% of the session price upfront. The rest of the price is invoiced monthly.

## 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>€ 40/hr</b>
<b>Video consulting</b>	<b>€ 40/hr</b>
<b>Overtime</b> (for in-person work)	<b>€ 55/hr</b>

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.

## RATES FOR COMMUTING OUTSIDE OF AMSTERDAM

Projects located within 6km from Amsterdam Centraal (= within the Amsterdam ring) plus projects located in Diemen, IJburg, and Zuid-Oost hold no travel costs.

For projects located further, additional travel fee is added to each session to cover our travel time and/or expenses. Refer to the following zones and their examples:

<b>Zone 1</b>	6-10 km	e.g. Amsterdam Osdorp, Badhoevedorp, Halfweg, Zaandam, Broek in Waterland, Oudekerk aan Amstel, Amstelveen	<b>10€</b>
<b>Zone 2</b>	10-25 km	e.g. Hoofddorp, Haarlem, Heemstede, Zaanthoort, Purmerend	<b>20€</b>

<b>Zone 3</b>	25-45 km	e.g. Leiden, Hoorn, Almere, Amersfoort, Hilversum, Utrecht	<b>30€</b>
<b>Zone 4</b>	45-65km	e.g. area of Rotterdam, den Haag, Delft	<b>40€</b>
<b>Zone 5</b>	65km +	<i>*Online work only</i>	

### 3. Payments

Invoices are sent at the end of each month, covering 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

To reschedule your session, please do so within a reasonable time and only if absolutely necessary. In case of giving us 72hr notice or less, you will be charged 50€ to cover the work loss.

Complete cancellation of a booked project any time after its final confirmation carries penalties in form of a partial deposit refund. To cover our administrative work on your project, we will refund 80% of your project deposit only.

We take 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 a 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 don't wish to have your photos published, please, inform us.

### 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. Complaints**

With our clear project proposal email that includes this Terms & Conditions document, we ensure everyone has clear expectations of our work and understands our boundaries, limitations, liability, and confidentiality protocols. However, in the unlikely event that our clients are strongly dissatisfied with our service or feel that our promises were not met to the standard communicated, they may raise a complaint, following these clear guidelines.

Any complaints about Your SPACE by Lucie services or workers shall be raised via email to have a written record of the entire conversation. Please get in touch with Lucie directly at [hello@yourspacebylucie.com](mailto:hello@yourspacebylucie.com) to submit a complaint. In your email, kindly explain your issue and provide any references, such as photo documentation or previous correspondence screenshots.

I will make every effort to respond to deal with and respond to any complaint email within 48 hours of receiving it unless I am absent on holidays (with such exceptions, I will get to it as soon as I am back).

At Your SPACE by Lucie, we value client satisfaction and do our best to fix any mistakes or miscommunications while honoring our previous promises and agreements. We always ask our clients to provide us with honest Google reviews to commit to greater transparency and the quality of our service. We want to listen to our client's experiences and welcome any constructive feedback that shall improve the quality of our service.