

TERMS AND CONDITIONS 2024 FOR
YOUR SPACE BY LUCIE ORGANIZING SERVICES



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1. The work

Your SPACE by Lucie is organizing and decluttering service, provided by Lucie Krobava or Your SPACE trained organizer Christina Vyas (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.

It is possible in pre-agreed scenarios, that the organizer will work independently without your presence. However, that will impact the work’s speed which needs to be considered when estimating number of work sessions.

A starting number of sessions are offered in your project proposal. This number is a time estimate for your project that does not guarantee full completion of the set goal. After we start working together, we will have a better picture of your situation, and agree on additional sessions as 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. Session times, rates, travel fees and invoicing

SESSION TIMINGS

- A **full session** covers 6hrs of work in one working day. Expect additional time in your house (30-60min) which allows everyone to eat or recharge as needed during the session.
- A **half session** covers 3hrs, and needs little additional time.
- A **double session** refers to a full-day session where two organizers are present at the same time. Such sessions are offered for big scope projects.

Occasionally, organizing projects may take more time than originally foreseen. In the unlikely event that we need to work beyond the agreed timeframe, we allow for a free buffer of 15mins after which we start counting **overtime charge (hourly rate)**. We value transparency and will always discuss any potential overtime with you before proceeding.

IN-PERSON RATES FOR 2024

All prices are inclusive of VAT for private persons.
For businesses organizing, those amounts are exclusive of VAT.

Full session price	€ 340
Trusted client discounted price*	€ 300
Half session price	€ 180
Double session price	€ 612

* Our trusted clients are returning clients who have had more than six sessions of work with Your SPACE. Their future projects and maintenance sessions come with a discount on full sessions. Half sessions, double sessions, or virtual sessions can't be discounted.

RATES FOR ADDED SERVICES 2024

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

Offsite work (extensive research, shopping, orders, etc.)	€ 45/hr
Video consulting	€ 45/hr
Overtime (for in-person work)	Refer to hourly rate

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 TRAVEL 2024

Projects located within Amsterdam and Diemen hold no travel costs.

For projects located further, additional travel fee might be added to cover our travel time and expenses. Refer to the following zones and their examples:

Zone 1	6-10 km	e.g. Amsterdam Osdorp, Badhoevedorp, Halfweg, Zaandam, Broek in Waterland, Oudekerk aan Amstel, Amstelveen	10€ (only for half-day)
Zone 2	10-25 km	e.g. Hoofddorp, Haarlem, Heemstede, Zaanthoort, Purmerend	20€ (only for half-day)
Zone 3	25-45 km	e.g. Leiden, Hoorn, Almere, Amersfoort, Hilversum, Utrecht	30€
Zone 4	45-65km	e.g. area of Rotterdam, den Haag, Delft	40€
Zone 5	65km +	*Online work only	

DEPOSITS AND INVOICING

During the initial project booking, we charge a **deposit consisting of 50%** of the total price for all booked sessions. The remainder of the project is charged at its end. For regular sessions and scheduling, there are no further deposits required.

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.

Payments can be made by direct bank transfer, Paypal, iDeal, credit or debit card or cash. The payment window is 10 days. Invoices unpaid for longer than 30 days might bear added charges. Split payments are possible upon agreement.

For chronically disorganized and financially impaired individuals, Your SPACE by Lucie services can be reimbursed by the **Sociale Verzekeringsbank (SVB) under the persoonsgebonden budget (PGB) scheme**. To get your projects reimbursed by the government, get in touch early to start the process of getting your PGB.

3. Cancellation policy

We understand that unexpected events may arise, and we strive to be understanding and compassionate. However, given our fully booked schedule, last-minute cancellations can impact our ability to accommodate other clients, hence we have a strict cancellation policy.

If you find yourself in a situation where you need to cancel or reschedule, we encourage you to communicate this at least **72 hours in advance** to not fall into the late cancellation widow and minimize penalties.

In case of genuine emergencies and unforeseen circumstances we allow **1 late cancellation per 6 sessions** without incurring the cancellation fee.

For further late cancellations or rescheduling, we charge **50€ late cancellation fee**.

For complete cancellation of your project any time after its final confirmation, we will refund only a partial deposit. We retain 80€ from your deposit to cover all administrative work done on your cancelled project. The remaining amount will be refunded within a week of cancellation.

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.

We appreciate your understanding and cooperation in helping us maintain a consistent and reliable schedule for everyone.

4. 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 may be taking before and after photos during the project and use them for our marketing purposes. Any publishing of such photos is done only under full anonymity, never carrying names, photos, or specific identity-recognizing objects. If you don't wish to have such photos published, please, inform us. We will fully respect your wish.

5. 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.

6. 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 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.

7. Data protection

In accordance with the General Data Protection Regulation (GDPR), we assure you that any personal information, such as your name, address, and contact details (phone number and email), is collected solely to execute the necessary work and facilitate smooth communication between you and Your SPACE by Lucie.

Additionally, we gather personal information from the consultation questionnaire to understand the details of your situation thoroughly. This allows us to assist you to the best of our knowledge and capabilities. We may also retain photos from your location and notes outlining the work goals and progress, that are necessary for the project execution.

We have learnt by experience, that some information gets asked back, or that we may need an information for returning clients, that is why we retain all your details for a couple of years. However, if there has been no contact for over three years, we will promptly delete all the aforementioned information we hold.

Any information remains securely within our confines and is never shared with third parties without your explicit consent. If you ever have questions or concerns about how we handle your data, please don't hesitate to reach out. Your trust is paramount, and we are dedicated to maintaining the highest standards of privacy throughout our collaboration.