

Go to Ilana

GENERAL TERMS AND CONDITIONS

1. APPLICATION

These general terms and conditions, unless otherwise agreed upon, apply to all offers and agreements of or with Go to Ilana and all related actions, both of preparatory and executive nature.

2. QUOTES, ORDER CONFIRMATIONS AND CHANGE IN ORDERS GIVEN

- a. The intake interview is free of charge. After this exploratory interview of approximately 1 hour, a non-binding quotation can be issued at the client's request. The quotation will state the period of validity.
- b. Quotations are based on information obtained by Go to Ilana from the client.
- c. An agreement will be established at the time when the client agrees in writing to the offer prepared by Go to Ilana.
- d. If the client wishes to make changes to the assignment or the general terms and conditions of Go to Ilana, which led to the agreement, these can be proposed in writing as well as orally. Acceptance of changes to existing assignments is only legally valid if made in writing.
- e. Go to Ilana's written acceptance of the assignment should state whether and, if so, to what extent an assignment is bound to a specific time frame.

3. PROVISION OF DATA BY CLIENT

- a. The client is obliged to fully cooperate with the execution of the assignment and to provide Go to Ilana with all that is necessary for that purpose. This includes, among other things, that if requested office- and/or research facilities will be made available with appropriate facilities, that the employees of the client or client himself will be available for the assignment during the agreed time and that access will be granted to all documents and data, which are necessary for the execution of the assignment.

4. METHOD OF EXECUTION OF ASSIGNMENT

- a. Go to Ilana will determine the way in which she believes the assignment should be carried out. If requested, the client can be informed in advance in more detail about the way in which the assignment will be carried out.
- b. The time frame within which the assignment will be fulfilled will be agreed upon in consultation.

5. CONFIDENTIALITY

- a. Go to Ilana is obliged to maintain confidentiality towards third parties, who are not involved in the execution of the assignment, of all information made available to it by the client and the results obtained by processing them.
- b. In case of imminent danger to both client and society or certain persons, Go to Ilana reserves the right to provide relevant information to authorized persons or authorities if this may prevent the danger.

6. INVOICE AMOUNT AND COSTS

- a. All rates for individuals are inclusive of VAT and for companies exclusive of VAT and other levies imposed by the government.
- b. The rates for services can be adjusted annually per 1 January.
- c. A possible rate adjustment will be communicated on November 1st of each year in order to give the client the opportunity to terminate the agreement in time if he cannot agree with the rate adjustment.
- d. The amount of fee charged shall, unless otherwise agreed in writing, be calculated according to Go to Ilana's usual rates.
- e. Work will be charged to the client based on the number of hours worked at the agreed upon rates.
- f. If the performance of the assignment requires Go to Ilana to incur travel and/or accommodation expenses, these will be charged entirely to the client. Indication of these costs will be included in the quotation.
- g. Go to Ilana will at the beginning of each month (unless otherwise agreed) send the client a bill for the work done in the previous month.

7. PAYMENT TERMS

- a. Payments must be made within eight days of the date of the invoice, including VAT, to the bank account indicated on the invoice.
- b. In case of non-timely payment, the client is legally in default. In case of default Go to Ilana will give client five days to pay the invoices. In case of further default Go to Ilana is entitled to charge default interest of 2% on a monthly basis. If Go to Ilana hands over the claim on client for collection, client is due all judicial and extrajudicial costs involved in collection.

8. INVOICE AMOUNT AND CHARGES

- a. All fees for individuals are inclusive of VAT and for companies are exclusive of VAT and other government-imposed charges.
- b. Rates for services may be adjusted annually on January 1.
- c. Any rate adjustment will be communicated annually by November 1 to give the customer the opportunity to terminate the agreement in a timely manner if he does not agree with the rate adjustment.
- d. The amount of the fee charged, unless otherwise agreed upon in writing, will be calculated according to Go to Ilana's usual rates.
- e. Work will be charged to the client based on the number of hours worked at the agreed upon rates.
- f. If the execution of the assignment requires Go to Ilana to incur travel and/or accommodation expenses, these will be charged in full to the client. Indication of these costs will be included in the quotation.
- g. Go to Ilana will at the beginning of each month (unless otherwise agreed) send the client an invoice for the work performed in the previous month.

7. PAYMENT TERMS

- a. Payments must be made within eight days of the invoice date, including VAT, to the bank account indicated on the invoice.
- b. In case of late payment, the client is legally in default. In case of default Go to Ilana will give client five days to pay the invoices. In case of further default Go to Ilana is entitled to charge default interest of 2% per month. If Go to Ilana assigns the debt for collection, the client is liable for all judicial and extrajudicial costs related to the collection.

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