

Terms and Conditions

These terms and conditions apply to all StoryCraft services and products. Additional or alternative terms have to be in writing and signed by both parties.

StoryCraft's obligations

StoryCraft works with clients to provide workshops, coaching, writing services, and consulting. We will in all instances strive to provide quality work.

StoryCraft will complete work in a timely manner. That means workshops start and end on time. Meetings will be effective, and writing will be delivered by the agreed upon deadline.

StoryCraft will communicate clearly with clients with regards to any changes in circumstances or additional fees that the client may find on their invoices. Our clients should not be surprised when they receive an invoice.

Your personal information is private and StoryCraft will treat it that way. StoryCraft will not share your information with other parties without your explicit consent.

Client's obligations

You, the organization or individual who engages StoryCraft to provide services or products, are the client.

You agree that StoryCraft works independently, that means the client decides what the finished product should look like and StoryCraft decides how the work gets done.

The client will make sure that any necessary materials or information are provided in time. If that's not the case, services or products cannot be expected to be completed as agreed. StoryCraft will be clear about when materials and or information are required and when they are needed.

The client will inform StoryCraft of any events or circumstances that might influence the service or product. That includes changes in expectations or delays delivery information, for example.

The client will invite participants far enough advance for events and ensure that participants can participate in workshops or meetings without being disturbed.



The client agrees to use StoryCraft training programs, materials, syllabi, handouts, reports, drawings, advice, and anything else we produce for you for your own use only. These materials and the right to use them belongs to StoryCraft unless we make a separate written agreement.

Contract

Quotes from StoryCraft are non-binding until the client gives written acceptance of the quote. Once the quote has been accepted, StoryCraft will reserve your dates or time.

The contract for work begins when the client gives written agreement to the terms of the quote. Written agreement is in the form of an email or a signed copy of the quote.

The quote is an estimate of the expected costs to complete and deliver the service or products requested. The final invoice may differ from the quote. StoryCraft will make every effort to inform the client of adjustments from the quote to the invoice.

Contracts estimated at more than €1,000 will require a 10% deposit within 7 days of signing the agreement. The deposit will be deducted from the invoice. The deposit will not be refunded if the client decides to break the contract.

Billing and Payment

Payment is due within 30 days of the date on the invoice. Invoices will be delivered by email. Any changes to these terms must be made by written agreement prior to the date on the invoice.

In the event that payment is not received on time, StoryCraft reserves the right to stop or suspend work for the client. StoryCraft reserves the right to pursue payment, interest, and debt collection fees on any invoices that are not paid on time.

Prices do not include any taxes, annual price changes, travel and accommodation costs, or literature expenses, unless otherwise stated in the quote.

Unexpected consultation or meeting hours and related travel costs will be billed at the completion of the contract. This will always be in consultation with the client. When possible, consultation will happen before the expenses occur.



StoryCraft bills €0.50 per kilometer or public transportation costs for travel calculated from Nijmegen. These costs will be calculated at the end of the contract.

The client is responsible for accommodation, catering, space, and audio-visual costs of both participants and StoryCraft. The client is responsible for providing an appropriate training space and audio-visual materials.

Cancellation

Clients can request a date change one time up to 8 weeks prior to the agreed delivery date. Changes will be subject to StoryCraft availability.

You can cancel a contract in writing. The cancellation date is then the date of the email or postmark. Cancellation after written agreement will result in a minimum fee of 10% of the total fee. In the case of contracts estimated at more than €1,000, this is the deposit. This deposit is the minimum fee for cancellation. Additional cancellation fees may apply.

- 4 to 8 weeks before delivery date, clients will be billed 25% of the quote.
- Up to 2 weeks before delivery date, clients will be billed 50% of the quote.
- Up to 1 week before delivery date, clients will be billed 75% of the quote.
- Less than 1 week before delivery date, clients will be billed 100% of the quote.

StoryCraft reserves the right to cancel the contract in which case StoryCraft will return any deposits paid.

Liability

StoryCraft is not liable for any costs related to cancelled contracts. These include rental spaces and accommodation deposits.

StoryCraft makes every effort to provide accurate and high-quality services and products. Once the client has accepted the final documents, StoryCraft is no longer liable for the content of these documents nor for any damages resulting from misprints, errors, or oversights.

StoryCraft is not liable for breakages or damages to spaces or materials used before, during, or after workshops.

Last update: 12 November 2018

