

General Terms and Conditions of Glasshouse Communications

- Glasshouse Communications is represented by its Senior Communications Consultant, Irenka van den Hout. She offers consultation, writes plans and texts and develops communications resources. She also organises workshops and she can be hired as a guest speaker, day's chair, project leader and for short-term appointments.
- Glasshouse Communications solely performs work for clients after a quotation that is subject to these general terms and conditions, with the exclusion of third-party general terms and conditions, has been signed by both parties. These general terms and conditions also apply to any follow-up assignments or additional assignment that is provided to Glasshouse Communications.
- All quotations and offers issued by Glasshouse Communications are free of obligation unless an acceptance period has been specified in the quotation. Quotations have a standard validity period of three months unless stated otherwise in the quotation.
- Composite quotations do not oblige Glasshouse Communications to perform part of the assignment for a corresponding part of the full stated price.
- Glasshouse Communications calculates a fee for its work that is based in principle on an agreed hourly rate or an agreed fixed payment. It passes on all external costs incurred, such as travel, accommodation and postage costs, without any additional charges. Fees are subject to VAT where applicable.
- Fees and costs for assignments that last over one month will in principle be charged on a monthly basis.
- For any work involving projects that must be completed within one month, 50% of the project price will be charged before the start of the project and the remaining 50% will be charged immediately after completion.
- Clients are requested to provide any relevant necessary instructions, such as preferred address details or invoice references, when the project is accepted.
- Clients must settle invoices within 14 days of the date of issue.
- If payments are not made on time, Glasshouse Communications is entitled to charge interest of 1.5% in addition to all other costs associated with the collection of the payment.

- If the client withdraws an assignment, the client is obliged to pay for the part of the assignment that has already been performed. If the time allocated to the assignment cannot be used for another client, the client will be furthermore obliged to pay 50% of the fee for the part of the assignment that was not carried out.
- Agreed delivery dates are considered as target deadlines unless expressly agreed otherwise in writing.
- The acceptance or performance of an assignment by Glasshouse Communications will not result in the transfer or licensing of intellectual property rights unless and to the extent that this has been expressly agreed in writing.
- Unless otherwise agreed, Glasshouse Communications is entitled to publish notices on its website and in other forms of communication about the acceptance, progress and completion of assignments and the delivered end result or refer to these.
- The client will ensure that all information and materials which Glasshouse Communications states are required or which the client can reasonably understand to be necessary for the performance of the assignment are provided to Glasshouse Communications in good time. If the information and materials required for the performance of the assignment are not provided to Glasshouse Communications in good time, Glasshouse Communications will be entitled to suspend performance of the assignment and/or charge additional costs which arise from the delay.
- If the client gives Glasshouse Communications any object for safekeeping as part of the work, this will be kept at the premises of Glasshouse Communications at the expense and risk of the client. The client is responsible for insuring the objects, should it so wish.
- Glasshouse Communications is not liable for any damage arising during or as a result of the performance of an assignment, except where this damage is a consequence of intent or deliberate recklessness. Claims that may lead to liability will expire in all cases if the client does not notify Glasshouse Communications in writing within six months of the discovery of occurrences or circumstances of this potential claim.

- The client indemnifies Glasshouse Communications against all claims by third parties, including the costs of legal representation, which are linked in any way to the work performed for the client, unless these claims are a result of intent or deliberate recklessness on the part of Glasshouse Communications.
- Glasshouse Communications is authorised to suspend its compliance with these obligations or terminate the agreement if the client fails to comply, comply fully or comply in a timely manner with the obligations in the agreement, without any obligation on the part of Glasshouse Communications to pay any damages or compensation.
- Furthermore, Glasshouse Communications is authorised to terminate the agreement if circumstances arise which are of such a nature as to make its compliance with the agreement impossible or otherwise if circumstances arise which are of such a nature as to make it impossible to reasonably demand that Glasshouse Communications maintain the unmodified agreement.
- If Glasshouse Communications terminates the agreement early, Glasshouse Communications will consult with the client and ensure that the remaining work is transferred to a third party.
- If Glasshouse Communications suspends or terminates the agreement, it will not in any way be obliged to pay for losses, including costs which may directly or indirectly arise.
- Dutch law is solely applicable to the legal relationship between the client and Glasshouse Communications. Any disputes that may arise between the client and Glasshouse Communications that cannot be settled in joint consultation will be solely settled by the competent court in Den Bosch.