Kim Pinelli.
SOLUTIONS
SYTEMS THAT CREATE CLARITY

Notion Support Blocks

Terms & Conditions

These terms apply to all Notion Support Blocks booked with Kim Pinelli (the "Consultant").

1. Scope of Services

A Notion Support Block comprises a set number of hours, as specified in the respective proposal or invoice, for flexible support with Notion and the client's existing Notion setup.

The hours may be used in particular for:

- consulting and support,
- individual sessions,
- workshops and training,
- adjustments to and further development of existing Notion systems,
- independent work by the Consultant on the Notion setup or related tasks.

How the hours are used is agreed between the client and the Consultant as needed.

Support Blocks are intended to support, optimise, and further develop existing systems. They do not replace a full Notion setup project. The Consultant may decline requests if, in her assessment, their scope requires a separate project.

2. Hours and Billing

The number of hours booked is specified in the respective proposal or invoice.

Billing is based on the working time actually spent on the agreed services. This includes both time spent together with the client and agreed independent work by the Consultant.

Working time is recorded in increments of five (5) minutes. Partial increments are rounded up to the next five (5) minutes and deducted from the booked hours.

The Consultant will inform the client of the remaining hours upon request.

The booked hours represent available working time. No specific result or completion of particular tasks within the booked hours is owed.

Once the booked hours have been used up, further services will only be provided by prior agreement and for additional payment.

3. Fees and Payment

The fee is stated in the respective proposal or invoice and is due in full before services begin, unless otherwise agreed.

The Consultant will begin providing services only after receipt of the agreed payment.

Booked and paid hours are non-refundable and cannot be exchanged for cash.

4. Usage Period

The period within which the booked hours may be used is specified in the respective proposal or invoice.

Hours not used within this period expire at the end of it and will not be refunded or paid out.

An extension of the usage period is only possible by prior express agreement with the Consultant.

5. Sessions

Sessions are scheduled subject to the Consultant's availability. Purchasing a Support Block does not create an entitlement to specific dates or to availability at short notice.

If the client is unable to attend an agreed session, it must be cancelled or rescheduled in good time.

In the event of a cancellation less than 24 hours before the agreed session or a no-show, the Consultant is entitled to deduct the full time reserved for the session from the booked hours.

6. Client Cooperation

The client shall provide all information, materials, and access required for the respective service in good time.

Delays caused by missing information, access, decisions, or other necessary cooperation on the part of the client may extend the processing time accordingly.

7. Communication

Communication generally takes place by email.

For certain tasks or parts of a project, the Consultant may designate a different communication channel.

Where a mention or tag of the Consultant is required in such a channel, the client shall ensure that it is done correctly so that the Consultant is notified of the relevant message or feedback.

8. Third-Party Services

The Consultant is not responsible for outages, changes, limitations, or errors of Notion or other third-party tools.

Costs for software, licences, integrations, or other third-party services are not included in the Support Block unless expressly agreed otherwise.

9. Confidentiality

Both parties undertake to treat as confidential all non-public information that becomes known to them in the course of the collaboration and to use it solely for the agreed services.

10. Final Provisions

The Consultant provides her services as an independent self-employed professional.

The laws of the Federal Republic of Germany apply.

To the extent legally permissible, the place of jurisdiction is Stuttgart.