EASY LIFE GENERAL TERMS AND CONDITIONS

DEFINITIONS

1. **Parties**

DIENSTENBEDRIJF EASYLIFE NV, with company number **BE0816.954.586** and with its registered office at Draaiboomstraat 6 bus 13, 2160 Wommelgem (BE), RPR Antwerpen, with accreditation number 03448, as well as its affiliated companies including:

- **Dilito NV** (BE0429.212.330), Draaiboomstraat 6 bus 13, 2160 Wommelgem (BE) (accreditation number 05808)
- **Sivac NV** (BE0406.212.739), Draaiboomstraat 6 bus 13, 2160 Wommelgem (accreditation number 04083)

As well as any future companies affiliated with DIENSTENBEDRIJF EASYLIFE NV through mergers, acquisitions or other changes in the company structure.

hereinafter referred to as "**EASYLIFE**"

and

any natural person or company on whose instructions EASYLIFE provides services, whether or not for the actual beneficiary thereof, hereinafter referred to as "**you**" or the "**Client**".

2. **DEFINITIONS**

"**Terms and Conditions**": All provisions set out below, including the appendices and, if applicable, the separately provided *"Invoicing and Payment Terms"* which form an integral part hereof.

"**Special Terms and Conditions**" means any arrangement that differs from the provisions in these General Terms and Conditions and that is always explicitly stated in writing in your contract.

"**Services**": Any form of service provided to you by EASYLIFE, whether through service vouchers or not, in the broadest sense of the word, including all related administrative, accounting and promotional processes.

"Housekeeper": The person who has an employment contract with EASYLIFE and who performs household services on your premises.

"**Work**" means the household services that the Housekeeper performs/has performed at your premises, including cleaning your home and windows, washing and ironing, minor occasional sewing, preparing meals and getting groceries.

"**Service Vouchers**": the means of payment that allows you as an individual to have certain household tasks done at home or away from home at an advantageous rate. Service vouchers are a regional responsibility and are issued by Pluxee.

"**Pluxee**" means the issuing company that issues and manages Service Vouchers on behalf of the government (formerly "*Sodexo*").

"**Offices**" means any branch from which EASYLIFE operates, the employees of which are your first point of contact.

"**Customer Service**" means the general EASYLIFE department to which you can address any queries, communications and complaints via klantendienst@easylifedc.be.

"**Website**" means the general and informative website https://www.easylife-dc.be/

"**E-mail**": Any e-mail address EASYLIFE uses to communicate with you, including klantendienst@easylifedc.be, as well as any alternative domains.

GENERAL PROVISIONS

3. **Accredited company**

§1 Any company affiliated with EASYLIFE with which you enter into an Agreement for Work by means of Service Vouchers is accredited. The supervisory authority is the *Department of Work and Social Economy* of the *Flemish Government.*

4. **Scope**

§1 These Terms and Conditions apply to any Agreement you enter into with EASYLIFE in the broadest sense.

§2 These Terms and Conditions apply to the provision of Services, in particular Work of a domestic nature performed by a Housekeeper, for the benefit of private clients in their private homes, with the Work being paid for through Service Vouchers. Any deviation from this is explicitly and separately described in these Terms and Conditions and/or Special Terms and Conditions, including in the event of:

- Agreements between companies;
- Services not covered by the Services Voucher scheme (e.g. Work outside the private home, including at a medical practice or offices);
- Work not paid for by means of Service Vouchers;

§3 At the start of the Agreement, you will receive a copy of these Terms and Conditions. You can also freely consult them on the Website or request a copy of them through Customer Service. Where possible, EASYLIFE will also attach the Terms and Conditions as a PDF attachment to digital communications.

§4 Your own terms and conditions, if any, are excluded under EASYLIFE's Terms and Conditions. The parties are still able to negotiate any practical arrangements, and such arrangements will be added to your contract as Special Terms and Conditions. These Special Terms and Conditions take precedence over the General Terms and Conditions, though exclusively in relation to the provisions from which they derogate. The other provisions remain applicable in full. Article 5.23 of the Civil Code does not apply

§5 The Dutch-language version of the Terms and Conditions always takes precedence over any translations.

§6 If one or more provisions prove to be void, contrary to the applicable law or contrary to the terms of use of Pluxee, this will not affect the validity of the remaining provisions. Any invalid or void provisions should be read as valid provisions, with the outcome being as close as possible to their intended outcome.

§7 Although EASYLIFE will issue written confirmation to you of any agreements as far as possible, you expressly accept that verbal and telephone commitments have the same value as those in writing and count as valid Agreements. For technical reasons, EASYLIFE cannot guarantee that you will effectively receive digital communications. For example, communication may be delayed or fail if you have entered an incorrect e-mail address or due to faults in internet traffic. You should contact your EASYLIFE office if you have not received an expected communication. Non-receipt of digital communications does not entitle you to cancel, terminate or change any agreements made.

§8 EASYLIFE may change its Terms and Conditions, offer and prices at any time. Unilateral changes that may affect your Agreement will be communicated by e-mail (or by post, in the absence of an e-mail address). You have the right to object to such changes in writing within 30 days from the sending/posting date. If you do not object, the amended Terms and Conditions will automatically come into force 30 days after notice was served.

§9 During the term of the Agreement, prices will be adjusted if made necessary by any legal measures. Price adjustments for Service Vouchers, increases in excise duties, taxes and other government levies will be passed on in full.

5. **General information on Services Vouchers & Pluxee**

§1 You understand and accept that you must apply for, order and manage your Service Vouchers yourself via Pluxee, and that you have read and accepted Pluxee's terms and conditions for this purpose.

§2 Information on the use of Service Vouchers and the applicable terms of use, depending on your main place of residence, can be accessed via:

- Flemish region: https://dienstencheques.vlaanderen.be/
- Brussels region: https://www.dienstencheques.brussels/
- Walloon region: https://titres-services.wallonie.be/

§3 You accept that any questions about your Service Voucher wallet should be addressed to Pluxee.

§4 EASYLIFE respects the legislation on Service Vouchers, being the Act of 20 July 2001 on the promotion of neighbourhood services and jobs, as well as the Royal Decree of 12 December 2001 on Service Vouchers.

§5 The Housekeeper may not perform services for a relative up to and including the second degree, nor for a user who shares the same residence.

§6 As a Client, you:

• acknowledge that you are aware of the applicable regulations regarding second residences;
• undertake to promptly inform us of any relevant changes in your housing situation;
• accept that any damage or liability resulting from non-compliance will be fully recovered from you.

QUALITY

6. **Obligation of conduct**

§1 EASYLIFE will make every effort to provide you with the quality you can reasonably expect in line with general practice in the sector. You understand that any Agreement with EASYLIFE is an obligation of conduct and not an obligation of result.

§2 When assigning a Housekeeper, EASYLIFE will take your personal preferences into account as much as possible, but will never act in breach of the provisions and legislation on wellbeing at work and non-discrimination as referred to below.

7. Wellbeing at work, non-discrimination and cameras

§1 EASYLIFE will make every effort to ensure its Housekeepers can work in a safe an enjoyable environment. All guidelines of the FPS Employment, Labour and Social Dialogue will be strictly observed. The same applies to the laws, regulations and guidelines on wellbeing at work (Act of 4 August 1996) and on protection against violence, harassment or inappropriate sexual conduct at work (Royal Decree of 10 April 2014).

§2 EASYLIFE respects the dignity, privacy, ideological, philosophical or religious beliefs of both you as a Client and the Housekeepers, as well as the right of either party to complain. No discrimination will take place on

grounds of gender, ethnicity, disability, sexual orientation, age or philosophical or religious beliefs. **You are equally expected to respect the regulations on non-discrimination and wellbeing in relation to the Housekeeper.** In the event of non-compliance, EASYLIFE will immediately stop the performance of the Agreement, without you being entitled to compensation or damages.

§3 With regard to Collective Agreement no. 68 and the Camera Act of 21 March 2007 and with a view to the right of employees to privacy, you must inform EASYLIFE in advance of the possible presence of cameras inside or outside the workplace. You may not film or monitor the Housekeeper outside of the situations strictly prescribed in the applicable regulations. Any images or information that might be recorded through camera surveillance will be considered an invasion of the Housekeeper's privacy and will therefore be unusable. **Covert recording is strictly forbidden in any case!**

§4 EASYLIFE reserves the right to carry out a workplace inspection at any time, either as a preventive measure or in response to a complaint, incident, or safety report. These inspections are conducted solely to ensure quality, safety, and the well-being of the household helpers.

START AND NATURE OF THE ASSIGNMENT

8. Contract and start of the Agreement

§1 You will receive a contract for acceptance and signature by which you instruct EASYLIFE to appoint a Housekeeper. By signing this contract, you implicitly accept these Terms and Conditions.

§2 Any Client who refuses to return the signed contract but does accept Work will be deemed to have expressly and irrevocably accepted all the terms of this Agreement.

§3 EASYLIFE may refuse requests and assignments if they appear to come from a fraudulent profile or from a Client with whom we are in an ongoing dispute.

§4 Agreements or commitments made by third parties or the Housekeeper assigned to you are only valid following written confirmation by EASYLIFE.

9. Nature of the services

§1 You expressly accept that you engage the Housekeeper only for Work of a domestic nature permitted under the Service Voucher scheme. Any deviation or Work for the benefit of companies is always subject to separate agreements described in the Special Terms and Conditions.

§2 A non-exhaustive list of Work that is NOT permitted is provided below:

- childcare;
- care for animals and/or maintenance of their housing;
- maintenance of areas that are not an integral part of the Client's private residence (e.g. outdoor storage areas, garden sheds, dog houses, professional rooms, practice rooms, communal corridors, stairs or lifts in apartment buildings etc.);
- exterior maintenance of windows, windowsills or patios from the first floor upwards;
- maintenance of cars, motorbikes, mopeds and bicycles;
- maintenance of precious/valuable items such as art objects/paintings, glassware/vases, jewellery etc.

A comprehensive list of Work that is and is not permitted can be consulted via https://www.easylife-dc.be/nl/toegestane-en-niet-toegestane-taken.

RIGHT OF WITHDRAWAL, CANCELLATION AND TERMINATION

10. Right of withdrawal

§1 As a consumer under Article I.1; 2° of the Belgian Code of Economic Law, you have the right to withdraw from a Contract within 14 calendar days in the event of distance selling. You do not need to provide a reason for doing so, but you must notify EASYLIFE in writing of your decision to withdraw, within the aforementioned period. You may use the attached withdrawal form for this purpose, but you are not obliged to do so.

§2 You cannot exercise your right of withdrawal if you give your express consent to commence Work before the expiry of the statutory withdrawal period (i.e. within 14 calendar days from the start of the Agreement). By doing so, you acknowledge that you knowingly waive your right of withdrawal.

§3 In the event of valid withdrawal, EASYLIFE will refund any payments that you have transferred directly to EASYLIFE within 14 calendar days.

§4 If you withdraw late or incorrectly, the cancellation policy below will apply.

11. Force majeure

§1 EASYLIFE may terminate the contract if it is unable to fulfil its obligations due to temporary or permanent force majeure. Force majeure means all circumstances over which EASYLIFE does not reasonably have any control, including but not limited to pandemic, fire, traffic disruption, social conflict or strikes, extreme weather conditions and so on. In this case, you will be entitled to a refund of any amounts paid directly to EASYLIFE (e.g. the administration fee), without additional compensation, for Services that have not yet been delivered.

§2 You accept that EASYLIFE may reschedule or postpone planned Work if meteorological conditions such as snow, frost, rain or very cold/very hot temperatures jeopardise the safe performance of Work or travel to and from the workplace. This will be done by mutual agreement as much as possible.

12. Term of the Agreement and termination

§1 The Agreement starts upon signature of the contract, or failing that, upon acceptance of Work or the actual start of Work at your request, and will run for an indefinite term.

§2 A notice period of one month applies. The notice period starts on the date of sending the written notice of termination. The notice period starts on the date of sending the written notice of termination.

§3 During the notice period, the scheduled Work will be carried out, or if it is not possible to do so, such Work will be charged for. In case of absence during the notice period, the notice period will be extended on a pro rata basis. If it is impossible to respect the notice period, the trade-in value of the Service Vouchers will be applied.

§4 Any notice of termination must be served to EASYLIFE within the aforementioned time period and in writing. This can be done digitally via https://klantenzone.easylife-dc.be/forms/feedback/, by e-mail to Customer Service, or by means of a written notice by registered mail sent to your EASYLIFE office.

§5 EASYLIFE may unilaterally suspend the Agreement:

- until you have fulfilled your payment obligation, in the event that you have not paid the amounts and/or Service Vouchers due within the agreed payment term;
- until the issue is resolved, in the event of persistent unhygienic or unsafe conditions at the workplace;

§6 EASYLIFE may unilaterally terminate the Agreement, without notice or compensation:

- if a breach of contract has occurred;
- if you fail to fulfil your contractual obligations;
- if you manifestly fail to pay your invoices and/or Service Vouchers (on time);
- if the Housekeeper's privacy is jeopardised, or in case of any breach of the rules on non-discrimination and wellbeing at work;

§7 The Agreement will automatically be terminated:

- on death;
- if EASYLIFE loses its accreditation;

§8 If EASYLIFE fails to fulfil its contractual obligations, you may unilaterally suspend or terminate the Agreement, without entitlement to additional damages.

§9 If, due to force majeure or otherwise, EASYLIFE has only partially been able to perform the Agreement, it may invoice any Services, Work and costs already delivered separately.

ABSENCE, HOLIDAYS AND DISPUTES WITH REGARD TO WORK

13. Amicable consultation

§1 The parties will notify one another as soon as possible of any situation that may affect planned appointments or the Housekeeper's work schedule and will try to find an appropriate solution by amicable consultation in order to continue the performance of the Agreement.

14. **Absence of the Housekeeper**

§1 EASYLIFE will notify you as soon as possible if the Housekeeper's work schedule needs to be adjusted or any scheduled appointments need to postponed, unless unforeseen circumstances make it impossible for us to do so. To the extent possible, EASYLIFE will issue a proposal to replace the absent Housekeeper, temporarily or otherwise, and/or to adjust the scheduled working hours. You have the right to accept or refuse this proposal.

§2 You are not entitled to compensation when the Housekeeper is absent.

§3 **If the Housekeeper fails to show up without prior notice or the Housekeeper leaves the workplace early, please notify your EASYLIFE Office immediately.** If you fail to do so, EASYLIFE cannot verify whether or not the scheduled Work has been performed, and you will remain liable for payment.

15. **Your presence or holidays**

§1 You must notify your EASYLIFE Office at least 14 days before any scheduled holiday or absence on your part, i.e. any date on which you do not require any Work by the Housekeeper.

§2 If the Housekeeper is unable to perform the scheduled Work due to an act or omission on your part (e.g. no access to the workplace), EASYLIFE may charge compensation equal to the scheduled working hours multiplied by the legal trade-in value at Pluxee. The same applies if you do not cancel in time (i.e. at least 14 days before the scheduled Work). However, you may cancel a scheduled appointment free of charge up to a maximum of eight times per year, provided you notify us of such cancellation at least 14 days before the scheduled Work.

16. **Disputes with regard to Work**

§1 Where electronic Service Vouchers are used, Pluxee will notify you that any Work will automatically be validated after five days. If you do not dispute the Work within this period, validation will happen automatically and the Service Vouchers will be deducted from your electronic wallet, which Pluxee will also confirm to you afterwards.

§2 **To dispute any Work**, you must submit written notice to your EASYLIFE Office **within five working days of the date of performance** or dispute the Work digitally via your secure area at Pluxee. If no explicit dispute is received within this period, the Work will be considered as having been carried out, and you implicitly agree to the working hours on record.

§3 If any Service Vouchers are deducted by Pluxee for Work that was NOT performed, you must notify EASYLIFE of this as soon as possible, so that EASYLIFE can explore the options to rectify the situation.

PRACTICAL CONCERNS AND DUTIES

17. **Duty to notify**

§1 You must immediately notify EASYLIFE of:

- any change of address or change of Pluxee user number(s);
- any change in contact details;
- your death;
- any situation or change that may affect the correct and safe performance of Services, which expressly includes any risks to the Housekeeper at the workplace and any presence of pets;
- any accident that happens to the Housekeeper.

§2 You expressly declare that you are not related by blood to the Housekeeper assigned to you up to the second degree, and that you do not share the same place of residence.

18. **Cleaning products and equipment**

§1 You yourself are responsible for providing the cleaning products needed by the Housekeeper to perform their Work. The choice of equipment and cleaning products may be made by mutual agreement with the Housekeeper, with the latter sharing advice and preferences, taking into account the cost, the environment and efficiency.

§2 Every month, you must provide the Housekeeper with new gloves that are waterproof, sufficiently long and resistant to chemicals.

§3 You guarantee that the cleaning products you provide are in good condition and safe to use. Any concerns, risks and dangers must be addressed with the Housekeeper before they start Work.

§4 You cannot oblige the Housekeeper to use solvents or unlabelled products.

§5 Housekeepers are prohibited from using products with hazard symbols GHS01 (explosive), GHS02 (flammable), GHS03 (oxidising), GHS06 (toxic) or GHS08 (harmful to health). Damage resulting from the use of prohibited or industrial products will not be accepted.



19. **Safety, hygiene and health**

§1 You are responsible for ensuring the Housekeeper is able to work in safe conditions. You and the Housekeeper must immediately notify EASYLIFE of any unsafe situations (e.g. loose socket, plug with exposed wiring etc.).

§2 The safety measures you must take/provide include:

- a first-aid kit containing antiseptic and plasters as a minimum;
- safe and compliant electrics and the necessary measures so that the Housekeeper cannot come into contact with damaged or unsafe electrical cables or appliances (e.g. iron, cooker, hoover, stepladder etc.) that pose a risk of accidents or health problems;
- You must ensure that the Housekeeper does not have to come into contact with pets. Any animals must be placed in a separate and locked room upon arrival of the Housekeeper. The Housekeeper has no control over animals, does not act as a de facto supervisor of animals and can never be held responsible if pets escape or for the damage they cause;
- You must protect the Housekeeper from psychosocial risks such as bullying, discriminatory, humiliating and intimidating conduct, sexual harassment, verbal or physical aggression etc.
- You must not allow the Housekeeper to work at height, unless exceptionally up to a maximum of the third step of a step ladder with a handrail, with the Housekeeper standing with both feet on the step ladder and holding the handrail with one hand.
- You must not smoke indoors while the Housekeeper is present. If you have smoked inside before their arrival, please ventilate the house before the start of the Work.
- You must notify your EASYLIFE office immediately of any illnesses with risk of infection for the Housekeeper, e.g. flu, rubella, chickenpox, glandular fever, meningitis, jaundice etc., so that the necessary protective measures can be taken. Any illness in yourself or other members of your household is not a valid reason to cancel an appointment if the scheduled Work can be carried out subject to precautions being taken.

§3 You must not allow the Housekeeper to perform dangerous, unhealthy or inappropriate tasks such as outdoor cleaning in rain, snow and cold weather conditions or in excessively high temperatures. Cellars, attics and working at height can also present dangers.

§4 We would appreciate it if you could provide a comfortable working temperature in indoor areas of at least 16°C (e.g. if you have switched off the heating).

§5 You take responsibility for making sure the Housekeeper is able to work in hygienic conditions. You must allow the Housekeeper to do a general inspection of the hygiene situation before the start of the Work.

§6 The Housekeeper is allowed to use your toilet/bathroom.

§7 In case of unsafe or unhygienic situations and in the event of any Work that is NOT permitted, the Housekeeper must immediately leave the workplace, without you being entitled to compensation. Any breach of the above obligations will also give EASYLIFE the right to suspend or terminate the Agreement.

§8 In the context of safety and prevention at work, EASYLIFE may inspect the workplace, safety equipment and the work of the Housekeeper. Such checks will take place during the scheduled Work, and you will be notified of them in advance.

20. **Rest periods**

§1 The minimum duration of each work period must be at least three hours. Non-solicitation clause

21. **Non-solicitation clause**

§1 For six months after the termination of the Agreement, it is forbidden to retain a Housekeeper who has provided Work through EASYLIFE as a Housekeeper, whether directly, indirectly or through another company, under penalty of compensation of €30 per hour of work performed that was not done through EASYLIFE during these six months.

LIABILITY, COMPLAINTS AND DISPUTES

22. **Liability**

§1 In accordance with Article VI.83, 13° of the Belgian Code of Economic Law, EASYLIFE is only liable for direct losses resulting from non-compliance with the commitment made or caused by intentional gross negligence or fraud by EASYLIFE

and/or its agent(s). EASYLIFE accepts no liability for indirect consequential losses such as, for example, loss of profit or non-award of bonuses or tax benefits.

§2 You must notify EASYLIFE as soon and in as much detail as possible of any situation that may give rise to a claim or request against EASYLIFE by third parties.

§3 Liability for house keys: Agreements on access to the workplace, (e.g. by handing over house keys or access codes) are made between you and the Housekeeper. You do so by means of the 'key certificate' which you can request through your local office. You accept that EASYLIFE is not liable for the loss, theft or damage to such means of access. Even in the case of tacit consent, a custodial arrangement applies. Common law applies in relation to the duty to return. The key should be collected back from your local Office.

23. Claims and insurance

§1 You can request information about insurance from EASYLIFE at any time via Customer Service.

§2 Any claims must be submitted within seven calendar days of the event using the online form on http://schade.easylifedc.be or via an e-mail to Customer Service. EASYLIFE will not accept any claims submitted after that period.

§3 Should EASYLIFE be found liable, this liability will in any case be limited to the principal amount of the invoices to which the loss relates or the cover under the insurance policies taken out by EASYLIFE.

§4 Occupational accident insurance: EASYLIFE will be liable for any compensation legally due in the event that the Housekeeper falls victim to an accident at work or an accident on the way to and from work.

§5 Civil liability insurance: EASYLIFE is insured for material damage caused to your belongings. The excess is 10% of the value of the damage per claim (with a minimum of €375). As part of this, any damage that can be attributed to the same event will be considered as one and the same claim. You must pay the €375 excess even if the damage exceeds €375. If the loss is less than the amount of the excess, EASYLIFE will not pay compensation, unless the damage was intentionally caused by the Housekeeper, due to gross negligence or the failure to perform the essential obligations that constitute the object of the agreement.

§6 Non-contractual liability: The user undertakes not to bring any non-contractual claim against the housekeeper responsible for the full or partial performance of this agreement, in the event of damage resulting from the failure to comply with an obligation or duty arising from this agreement. This limitation of liability applies to the fullest extent permitted by law. The housekeeper concerned is a third-party beneficiary of this clause.

Please note:

- EASYLIFE and the Housekeeper will not accept any assignment to clean or maintain exceptionally valuable items under the Service Voucher scheme and are not insured for that purpose.
- Under no circumstances will EASYLIFE accept liability for any damage resulting from your order to perform Work that is NOT permitted.
- EASYLIFE accepts no responsibility for frequently recurring damage with the same cause to goods that must be handles using special methods or adapted means due to failure to take precautionary measures.

§7 EASYLIFE is not insured for theft. You must always store valuable items such as jewellery, money, bank cards and other items safely. Even so, if the Housekeeper commits any theft, you must notify EASYFLIFE immediately. You may also report the matter to the relevant police authority and have an official report drawn up.

§8 Any damage caused by an error or negligence on the part of a Housekeeper does not relieve you of your obligation to pay for Work performed.

24. Complaints

§1 Any complaints must be sent to EASYLIFE within 14 calendar days and in writing.

§2 EASYLIFE will acknowledge receipt of your complaint within 30 days, and will then process your complaint to the best of its ability and as quickly as possible. If the complaint is upheld, EASYLIFE will draw up a proposal to rectify the situation. Any complaints do not release you from your obligation to pay.

25. Disputes and applicable law

§1 The laws of Belgium are applicable. In case of any dispute concerning the interpretation or performance of the agreement, the (Belgian) courts of the place of the registered office of EASYLIFE will have sole jurisdiction.

§2 The parties accept that both analogue and electronic communication and backups may serve as evidence.

26. Nullity

The nullity of one or more provisions of these general terms and conditions shall in no case result in the nullity of the remaining provisions. The remaining provisions shall therefore remain in force. The void provision shall always be replaced in good faith by the parties with a valid provision that corresponds as closely as possible to the original intent of the parties. In the absence of an agreement, the parties authorize the competent jurisdiction to replace the void provision with a valid one that aligns as closely as possible with the original intent of the parties.

INVOICING AND PAYMENT TERMS

27. Invoicing data

§1 The person or company signing a contract declares that they are over the age of 18 and that they have the necessary authority to sign. This person will also be deemed to be the guarantor of payment, whether or not another person or company is to be invoiced.

28. Service contribution

§1 EASYLIFE charges a service contribution which is invoiced on a regular basis.

§2 EASYLIFE may unilaterally increase the service contribution and/or unilaterally change the method and terms of invoicing. You will be notified of this in advance, in which case you will have 30 days to terminate the Agreement free of charge before the new price comes into effect.

29. Payment method and due dates

§1 For payments via Service Vouchers

- Work will be paid at a rate of one Service Voucher per hour of work, upon completion and on the day of the Work performed.
- Only working time that has been performed can be paid for through Service Vouchers. Any other charges for transport, materials, insurance or administration will be invoiced separately.
- You can apply for, pay for, exchange or have Service Vouchers refunded through Pluxee. EASYLIFE does not have access to your Pluxee account or wallet.

§2 You must make sure that you have sufficient, unexpired Service Vouchers available before any Work is started. Expired Service Vouchers are considered invalid and will not be accepted. You must provide new and valid vouchers within 14 days of the date the Work was done at the latest.

Please note: the period of validity of Service Vouchers may vary depending on the region in which you are resident.

§3 Paper Service Vouchers must be handed over to the Housekeeper in person or provided upon completion of the Work.

§4 Invoices will not be considered paid until the amount due has been received in full by EASYLIFE. You are responsible for verifying whether payments were correctly debited from your electronic service voucher wallet and/or bank account.

30. Insolvency risk

§1 You must notify EASYLIFE immediately of any risk of insolvency that may affect timely payment, including but not limited to debt mediation, voluntary liquidation or any procedure under the Continuity of Enterprises Act, bankruptcy, receivership, attachment and death, providing contact details of any third parties involved.

31. Procedure in case of late payment

§1 If you fail to comply with your obligation to pay, EASYLIFE may suspend or cancel the performance of the Agreement.

§2 In addition to any reminders you may receive through Pluxee, EASYLIFE will also notify you if insufficient Service Vouchers turn out to be available to pay for the Work performed, or if payment, for whatever reason, has not been received. If the deadline mentioned in this notice is exceeded, EASYLIFE may charge the hours worked by means of an invoice at the current trade-in value of the Service Vouchers.

32. Invoice collection

§1 If EASYLIFE outsources invoice collection to a third party, EASYLIFE may share the client data required for this purpose with the collection agency it has appointed. You remain liable for full payment of extrajudicial and any judicial collection costs.

§2 Invoice collection from private Clients as per Book XIX of the Belgian Code of Economic Law

EASYLIFE will first send a free payment reminder with a deadline of 14 calendar days to remind you to pay the amount due. If this deadline is exceeded, the following collection costs will become due and payable by operation of law.

- One-off flat-rate compensation
  - €20.00 for claims less than or equal to €150.00
  - €30.00 + 10% on any outstanding amount between €150.01 and €500.00
  - €65.00 + 5% on any outstanding amount over €500.01, up to a maximum of €2,000.00

- Late-payment interest as per Article 5 of the Act of 2 August 2002 on combating late payment in commercial transactions:

https://financien.belgium.be/nl/over_de_fod/structuur_en_diensten/algemene_administraties/thesaurie/rentevoet_betalingsachterstand_handelstransacties

- Flat-rate reminder fee of €7.50 per letter plus postage, for each payment reminder from the fourth reminder per year onwards.

You have the right to dispute invoices or request additional information about the debt by means of written communication within 14 calendar days, and you may also request a repayment plan. You must notify us of any debt mediation immediately. In the aforementioned scenarios, the collection procedure will be temporarily suspended in accordance with the periods described for this purpose in Book XIX of the Belgian Code of Economic Law.

§3 Invoice collection from companies

For invoices to companies, the law on invoice collection in commercial transactions, including the provisions on interest due under Article 5 of the Act of 2 August 2002 on combating late payment in commercial transactions, will be applicable. In case of late or incomplete payment, a flat-rate compensation amount will apply on the outstanding amount from the due date of the invoice, by operation of law and without prior notice (of default). This compensation amounts to 10% of the principal sum with a minimum of €40.00, plus a lump-sum administration fee of €12.50, plus any bank charges, postage and/or transaction fees (if applicable) and, if applicable, litigation costs.

33. Tax certificate

§1 Your tax certificate will be created by Pluxee in the month of March. You can access and download the certificate via your secure area at Pluxee.

34. Refunds and reciprocity clause

§1 If you are entitled to a refund, for whatever reason, EASYLIFE will refund you using the same means of payment used to carry out the original transaction, unless this proves impossible, or unless you expressly communicate a different method of payment. No fees will be charged for refunds.

§2 No interest or bank charges will be due on payments and refunds made between the parties.

§3 In accordance with Article VI.83 17° of the Belgian Code of Economic Law, private Clients are entitled to equivalent compensation if EASYLIFE fails to honour its commitments. As a private Client, you may claim the same damages and default interest (see Article 32 §2) if EASYLIFE fails to fulfil its payment or refund obligations to you or fails to do so on time.

WEBSITE, PRIVACY AND INTELLECTUAL PROPERTY

35. Website

§1 All information displayed by EASYLIFE on its Website, regardless of its format, is for illustrative purposes only. Any information from partners, authorities or third parties mentioned by EASYLIFE is purely indicative, and EASYLIFE cannot guarantee such content is accurate.

§2 EASYLIFE will inform you to the best of its ability about any bonuses, tax benefits and obligations etc. Even so, EASYLIFE accepts no liability for any information that may prove to be incorrect, incomplete or not up to date. You should make your own enquiries in this regard with the relevant authorities.

36. Intellectual property rights

§1 All designs, sketches, drawings, visualisations, documents, images, texts and all other intellectual works created by EASYLIFE, regardless of their format, will remain the property of EASYLIFE. Without explicit permission by EASYLIFE, you are not permitted to distribute, copy, disclose or use such works in any way yourself or with the help of third parties.

37. Privacy policy and cookies

§1 EASYLIFE collects and processes personal data received from you for the purpose of preparing quotations, executing agreements, handling complaints, collecting invoices, sending promotional or informational communications, managing customers, maintaining accounting records, and conducting direct marketing activities, in accordance with the General Data Protection Regulation (GDPR) and applicable Belgian legislation.

The legal bases for processing are the performance of the contract, compliance with legal and regulatory obligations, and/or legitimate interest.

For the purposes of this Agreement, “Personal Data” shall include: identification and contact details (name, first name, e-mail address, telephone number, address, payment details, and IP address), any contact person details (name, first name, telephone number, mobile number), preferred days, introduction information, smoking habits, presence of pets, registration with other agencies, service voucher details, and any specific points of attention.

§2 EASYLIFE is part of the Stellar Group. Your personal data may be shared with other companies within this group for purposes related to internal administration and organization, customer management and service follow-up, the offering of complementary or related products and services, and group-wide marketing and communication activities. This transfer is based on the legitimate interest of the Stellar Group to efficiently organize and improve its services. EASYLIFE ensures that all group entities process your data in compliance with the GDPR, that appropriate security measures are in place, and that your data will not be transferred outside the EEA without adequate protection. An up-to-date list of the companies forming part of the Stellar Group can be obtained at any time upon written request to Customer Service at klantendienst@easylifedc.be.

§3 You are solely responsible for maintaining the confidentiality of any login credentials and passwords, which are stored in encrypted form. EASYLIFE has no access to the login data or passwords of its clients.

§4 You have the right to access, correct, and/or delete your personal data and may also object, free of charge, to its use for direct marketing purposes. To exercise these rights, please submit a written request to Customer Service accompanied by a valid proof of identity.

§5 The full privacy policy, including the cookie policy, can be consulted at www.easylife-dc.be/en/privacy. A copy may also be requested from Customer Service.

ANNEX 1: TEMPLATE WITHDRAWAL FORM

To be used if, as a private Client, you wish to withdraw from the agreement in accordance with the applicable terms and deadlines, by returning this form within 14 days to klantendienst@easylifedc.be or by post to your local Easylife office.

I hereby inform you that I wish to withdraw from our agreement regarding domestic help:

Date of contract: .....

Via office / website: .....

Received on: .....

Client name: .....

Client address: .....

Account number for any refund: .....

Date and signature
(only if this form is sent by post)