

# Values & Boundaries

## What Auxlia is

Auxlia is a travel support service that focuses on the emotional and practical weight of traveling. We help you think through options, stay grounded when plans change, and feel less alone while you move from place to place.

We are not here to take over your life or your decisions. We are here to sit alongside you, help you see your options more clearly, and hold some of the strain that traveling can bring.

## What Auxlia is not

Auxlia is not:

- A medical, legal, or psychological service
- An emergency hotline
- A replacement for insurance, consular help, or local authorities
- A traditional travel agency that sells packages or guarantees outcomes

We can help you think, plan, and communicate. We cannot provide professional medical care, legal advice, formal therapy, or official intervention.

## How we communicate

Most of our support happens in writing. This keeps things clear and gives you a record you can come back to.

- Main channels: email and simple messaging
- Languages: English and French
- Tone: calm, direct, and plain

We do our best to reply within the time frames agreed in your plan. We are not available twenty four hours a day, and we do not promise instant replies.

If you will have limited or unstable internet access while traveling, there are limits to how much we can help in real time. We will be honest about that from the beginning.

## Crisis & safety limits

Auxlia does not replace local emergency services.

If you are in immediate danger or facing an urgent health, safety, or legal crisis, you should first contact:

- Local emergency numbers (for example, 112 in many European countries)
- Police, ambulance, or fire services
- Relevant consular or embassy services

What we can do around a crisis:

- Help you find the correct phone numbers or websites for local services
- Help you prepare what to say when you call or attend in person
- Help you inform trusted contacts once your immediate safety is being handled
- Offer calm, steady written support after the initial crisis has passed

What we cannot do:

- Call emergency services on your behalf and manage the situation for you
- Speak to hospitals, airlines, police, or consulates as if we were you
- Guarantee any outcome with third parties

If you ever tell us that you are at risk or in distress, we will encourage you to reach out to appropriate local support and, where possible, suggest options.

## Travel we do not support

Auxlia will not support travel that involves:

- War zones or active conflict areas
- Activities that put you or others at clear and serious risk
- Exploitation or harm of people or animals
- Sex tourism
- Hunting, or travel based on harming animals or endangered species

If you are unsure whether your plans fall inside our scope, you can ask. We will answer plainly and will not take on work that conflicts with these boundaries.

## Money, retainers, & refunds

Auxlia works on a retainer model.

- You choose a tier and agree to a starting amount.
- We draw from this amount when we actually work for you.
- We keep a simple log of how your retainer is used.
- Anything unused can be refunded, passed to a trusted person, or kept as credit, depending on what we agree together.

Prices are listed in euros (€), with approximate equivalents where helpful. Final amounts in other currencies depend on the exchange rate at the time of payment.

There are no hidden fees. If something would cost extra, we will tell you before you agree to it.

## Respect, identity, & confidentiality

Auxlia works with people, not categories.

You do not need to share identity labels for us to help you, and you will never be asked to justify them. We use the name and pronouns you share, and we stay open to correction.

We listen first. Every traveler carries different histories and expectations, and our job is to respond with clarity and care, not assumption.

We keep your information simple and safe.

We only collect what is needed to support your trip, and we do not sell or repurpose data. We may keep short internal notes so you do not have to repeat yourself. You may ask what we hold at any time.

We only share information with others if you ask us to, or in rare and serious safety circumstances.

# Pricing & Terms

## Our pricing model

Auxlia works on a simple retainer.

You choose a tier. You place an initial amount. We draw only from what we actually use.

- No hidden fees
- No minimum blocks or rounding up
- No charges without your agreement
- Anything unused is yours to reclaim

All prices are listed in euros (€). If you pay in another currency, the final amount adjusts to the exchange rate at the time of payment.

## Tier pricing

### **Light support — 120 € retainer**

Best for short itineraries, arrival days, or travelers who want reassurance but not ongoing guidance.

Included:

- one preparation call
- light itinerary review
- basic check-ins
- help understanding key instructions
- short guidance during any unexpected moment
- post-trip check-in

Most travelers use 30–60 minutes, and often receive part of their retainer back.

### **Steady support — 250 € retainer**

Designed for travelers who want a steady presence before and during their trip.

Included:

- one preparation call
- detailed itinerary review
- regular pre-trip check-ins
- active support during travel days
- help making sense of changes or unclear instructions
- real-time guidance when stress or confusion appears
- post-trip check-in

Most travelers use 1.5–2.5 hours of support.

### **Full support — 480 € retainer**

For travelers who want consistent, comprehensive support throughout the entire journey.

Included:

- extended preparation call
- full itinerary review
- tailored check-ins before departure
- guidance during all major transitions
- help with decisions, re-routing, and unclear information
- booking help (using your payment method)
- presence during stressful or unexpected moments
- post-trip check-in and debrief

# What your retainer can be used for

## Before your trip

- comparing travel options
- reviewing your transport and timing
- clarifying requirements (documents, visas, etc)
- identifying risk points in your itinerary
- building simple step-by-step plans

## During your trip

- interpreting instructions
- helping with airport/train station navigation
- assisting during delays or cancellations
- calming guidance if you feel overwhelmed
- helping you speak to staff or figure out next steps
- following along during stressful transitions

## Bookings

You choose how you want to book:

1. You book yourself — we help you evaluate options.
2. You book with us guiding you live.
3. We book on your behalf using your payment method with your permission.

There is no extra booking fee. Only the time spent is logged.

## After your trip

Every tier includes one post-trip check-in:

- Did you get home safely?
- Anything unresolved?
- What should we adjust next time?

# How time is logged

You are charged only for the minutes we actively work for you:

- searching, comparing, or clarifying
- helping you navigate real-time confusion
- staying present with you during stressful moments
- guiding you through a booking
- supporting you through a change of plans

You are not charged for:

- long hold times
- website errors
- unnecessary repetition
- anything you did not explicitly ask us to do

No surprises. No padding. No rounding up.

# Refunds and unused time

Anything you don't use can be:

- refunded to your original payment method
- kept as credit for a future trip
- transferred to someone you trust
- offered as a tip to the person who supported you

You decide what happens to the remaining amount.