



Values and pricing

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A. What Auxlia is

Auxlia is a travel support service that helps you stay oriented during the parts of travel that feel unclear or stressful.

Whether you're moving through an unfamiliar airport, returning to travel after some time, or dealing with a moment of overwhelm, Auxlia offers steady guidance to help you navigate what's in front of you with more ease.

We provide:

- a brief consultation before your trip to understand your needs
- clear written guidance before and during key steps
- steady, human presence while you move through your trip
- explanations of what is happening and what to expect next
- support staying grounded when plans change
- practical clarity in unfamiliar airports, stations, or procedures

Auxlia helps you understand what's happening so you can move through travel with clarity and confidence.

B. What Auxlia is not

Auxlia does **not** provide:

- emergency response or crisis intervention
- medical, legal, or psychological services
- guaranteed outcomes
- real-time monitoring on-demand availability
- booking services or the management of reservations
- full itinerary planning from scratch
- negotiation with authorities, airlines, or institutions

We can help you review an itinerary and understand your booking options, but we do not complete bookings or make changes on your behalf.

Auxlia complements your existing resources.

We do not replace insurance, consulates, airport staff, or emergency services.

C. How we communicate

Auxlia communicates primarily through written messages (email or simple text-based messaging). This keeps things clear and gives you a record you can return to at any time.

Main channels:

- Email address: hello@auxlia.com
- WhatsApp: provided during onboarding

Our tone is calm, clear, straightforward, and non-judgmental.

Your consultation takes place by video chat. This helps us understand your needs, answer questions, and set the tone for your support.

Phone calls may be used when essential for orientation, but they are scheduled in advance. All other support remains in writing.

D. When Auxlia helps

People turn to Auxlia when:

- instructions or environments feel unclear
- travel steps are unfamiliar or hard to follow
- timing feels tight or uncertain
- plans shift suddenly and they need help understanding what to do next
- they feel overstimulated or unsure during a transition
- they want a calm, steady presence to think things through

Auxlia supports capable travelers who want clarity and reassurance during specific moments.

E. Scope of support

Auxlia supports you before and during the specific travel moments covered by your retainer.

Support is focused, practical, and linked to the situations where clarity matters most.

Before your trip

We help you prepare with clear, written orientation. This may include:

- comparing flight, hotel, or transport options
- reviewing your itinerary for timing and feasibility
- understanding requirements (documents, visa, procedures)
- identifying possible stress points in your route
- creating simple, step-by-step plans for key moments
- explaining airport or station layouts and typical flows

Auxlia helps you evaluate options, but all bookings are made by you.

During your trip

We offer steady written guidance during the agree support moments. This may include:

- interpreting instructions or signage
- navigating airports, stations, or transfers

- understanding delays, gate changes, or new information
- helping you stay grounded if you feel overstimulated or unsure
- clarifying what is happening and what to expect next
- helping you communicate with staff (you speak, we guide)
- following along during stressful transitions

Support is situational, not continuous. Responses follow the rhythm outlined in your retainer.

After your trip

Each retainer includes one brief post-arrival check-in.

Not included

To keep support clear and sustainable, Auxlia does not provide:

- emergency or time-sensitive crisis response
- contacting authorities, consulates, or airlines on your behalf
- speaking to staff or institutions for you
- therapeutic services or emotional processing
- extended messaging outside agreed windows or 24/7 availability
- planning complex itineraries from scratch
- making bookings or managing reservations

F. Response rhythm

Before travel

Messages are answered within normal working hours (CET).

Preparation is done ahead of time so you begin with clarity.

During an active travel window

An active travel window is the specific travel moment covered by your retainer (for example: a departure, an arrival, or a key connection).

During this time:

- you'll receive acknowledgment within about 5–10 minutes when possible
- full responses follow within 30–60 minutes
- messages remain short, clear, and focused on the next step

Outside the window

Responses return to normal working hours unless we've agreed otherwise.

Auxlia provides presence during key moments, not constant monitoring.

G. Active travel window

Auxlia provides focused support during the specific periods of your trip when you are moving from one step to the next. These periods are called active travel windows.

An active travel window is a defined block of time on your travel day when:

- you are in motion or approaching a key transition
- you may need help understanding what is happening
- timely guidance is useful
- clarity matters more than usual

Each window has a clear start and end, shaped by your movement, rather than the clock. During the window, Auxlia responds more quickly and stays closely oriented to your next step.

A typical active travel window lasts a few hours, covering the moment before the movement begins, the transition itself, and the immediate arrival.

Outside these windows, communication returns to a normal working rhythm.

Support is steady during the moments that matter, not continuous throughout the day.

H. Handling delays

Delays are common in travel, and your active travel window adjusts accordingly.

If the delay is under 1 hour

Support continues within the same window.

If the delay is between 1-3 hours

We may extend the window if availability allows.

Extensions may require a revised quote depending on length and timing.

If the delay is over 3 hours

The window closes until movement restarts.

Support resumes once you are able to continue your trip.

Delays shift the tempo of travel, but the structure of support remains the same: focused presence during movement, normal rhythm outside it.

I. Pricing

Auxlia works on a **retainer-based model**. Pricing reflects structure, not time.

You select the support level that matches your trip. Each retainer covers:

- a brief consultation before your trip
- preparation and written orientation before travel
- support during the agreed active travel windows
- a calm, steady presence while you move through key steps
- one brief follow-up after your final arrival

Auxlia does not charge per message or per minute.

Pricing reflects the structure of support, not volume of contact.

The model protects clarity, boundaries, and realistic availability.

Prices are listed in euros (€), and we support travelers from many countries, including the U.S.

J. Support tiers

Auxlia offers two standard support tiers, each based on how many parts of your trip you want covered.

1. Light support – €300

For one travel moment.

Light support is for one focused part of your trip, such as:

- a departure
- an arrival
- a key transfer
- a tight connection
- any single step that feels unfamiliar or unclear

Light support includes:

- a 30-minute consultation
- preparation before travel
- one active travel window
- one brief check-in after arrival

2. Steady support — €600

For two travel moments.

Steady support is for itineraries that include two distinct transitions, such as:

- a standard round-trip (departure + return)
- a departure + connection
- an arrival + a transfer
- any combination of two meaningful steps in your travel

Steady support includes:

- a 30-minute consultation
- preparation for both travel moments
- two active travel windows
- one brief check-in after arrival

3. Custom retainer – from €750

For three or more travel moments or trips that require broader preparation.

A custom retainer is suitable when your trip involves:

- multiple transfers or steps across several days
- a mix of different environments (airport, stations, ferry, etc)
- timing that requires additional planning
- early morning to late evening travel moments
- routes that need more detailed orientation

Custom retainer includes:

- a 30-minute consultation
- preparation for every agreed travel moment
- multiple active travel windows
- one brief check-in after arrival

Your quote reflects the number of travel moments you want covered and the complexity of your itinerary.

Pricing is always shared in advance.

K. Refunds and cancellations

Auxlia's retainers are fully transparent.

If you do not use part of your retainer, the remaining credit is returned to you.

You may choose to :

- receive a refund to the original payment method
- keep the remaining credit for a future trip
- transfer the credit to another traveler
- leave the remainder as a tip
- or any combination of these options

If support has already begun, the refund reflects the parts that were completed.

If your plans change, you can cancel at any time.

Cancellations made less than 24 hours before an agreed travel moment may reduce the refundable amount, depending on preparation already completed. This protects the time that was set aside for your trip.

Refunds are straightforward, flexible, and based on fairness.

L. Confidentiality and data-handling

Auxlia keeps your information private.

We only store what is necessary to provide support.

Your messages and details are not shared with third parties.

If you prefer, your messages can be deleted after the support ends.

We do not collect more information than we need, and we do not use your data for any purpose other than supporting your trip.

M. When Auxlia may decline support

Auxlia may decline support when the travel context or conditions fall outside what the service can safely or responsibly provide.

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 (including sex tourism and dark tourism)
- exploitation or harm of animals or nature
- involuntary or unsafe travel conditions
- expectations of real-time monitoring or 24/7 availability
- communication that becomes unsafe or disrespectful

If you are unsure whether your plans fall within our scope, you can ask.

We will answer plainly and will not take on work that conflicts with these boundaries.

N. Closing note

Auxlia exists to help you stay oriented during the moments of travel that feel unclear. We offer calm guidance, steady presence, and practical clarity so you can move through your trip with more ease.

A little calm goes a long way.

We are here when you need support through the steps that matter.