

Values & Boundaries

What Auxlia is

Auxlia offers practical, human travel support. We help you stay oriented during moments that feel unclear: timing, procedures, instructions, or unexpected changes. Our role is to help you understand your situation, think through your options, and move through your trip with steadier decisions. We stay alongside you, providing clarity, interpretation, and calm presence during the parts of travel that can feel rushed or confusing.

What Auxlia is not

Auxlia does **not** provide:

- medical, legal, or psychological services
- emergency response or crisis intervention
- insurance, consular functions, or official authority
- traditional travel agency services, packaged offers, or guaranteed outcomes

We can help you think, prepare, and communicate. We cannot replace professional care, legal advice, therapy, emergency services, or any official body.

How we communicate

Most support happens in writing: email, messages, or voice notes. This keeps things clear and gives you a record you can return to.

Languages: English and French

Modes: written communication by default; pre-travel consultation via video call (approx. 30 minutes)

Hours: windows agreed upon in advance (not 24/7) and tailored to your itinerary

If you will have limited internet access, real-time support may be limited. We will be upfront about what is realistically possible depending on your travel itinerary.

Crisis & safety limits

Auxlia does **not** replace local emergency services.

If you are in immediate danger or facing a health, safety, or legal emergency, you should contact:

- local emergency numbers (e.g., 112 in much of Europe, 911 in the US)
- police, ambulance, or fire services
- your embassy or consulate

What we can help with in a crisis:

- helping you locate the correct numbers or official resources
- preparing what to say before you contact services
- informing trusted contacts once immediate safety is addressed
- offering steady, practical support after the urgent moment has passed

What we **cannot** do:

- call emergency services on your behalf
- act as you to hospitals, airlines, police, or consular officials
- guarantee outcomes with third parties

If you tell us you are at risk or distressed, we will encourage you toward appropriate local support and help you think through next steps once safety is stable.

Travel we do not support

Auxlia will **not** support travel that involves:

- active conflict zones or war regions
- activities that place you or others at clear risk
- exploitation or harm of people
- exploitation or harm of animals or nature

If you're unsure whether your plans fall within our limits, ask. We will answer plainly and will decline cases that fall outside these boundaries.

Money, retainers, & refunds

Auxlia works on a transparent **retainer model**.

- You choose a tier and place an initial amount.
- We draw only from time spent actively supporting you.
- We keep a simple internal log of retainer use.
- Anything unused can be refunded, kept as credit, gifted to someone else, or left as a tip.

Prices are listed in euros (€). Currency conversions depend on the exchange rate at the time of payment.

There are no hidden fees. If something may cost extra, we'll tell you before you agree to it.

Respect, identity, & confidentiality

Auxlia supports **people**, not categories.

You never need to justify your pronouns, identity, or personal history. We use the name and pronouns you give us and remain open to correction.

We listen first. Each traveler moves with different experiences, and our role is to offer clarity and care, not assumption.

We keep your information simple and safe:

- We collect only what is needed to support your trip.
- We do not sell or repurpose data.
- We may keep brief internal notes so you don't need to repeat yourself.
- You may ask what we hold at any time.
- We only share information with others if you ask us to, or if serious safety concerns require it.

Pricing & Terms

Our pricing model & support tiers

Auxlia uses a **retainer-based** structure:

- You choose a tier and place an initial amount.
- Time is only counted when we are actively working for you.
- No minimum blocks, rounding up, or surprise charges.
- Anything unused remains yours.

Prices are listed in euros (€). Payment in another currency follows the exchange rate of the moment.

- **Light support — 180 € 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 throughout your trip
- help understanding key instructions
- short guidance during any unexpected moment
- post-trip check-in

This retainer covers roughly 2 hours of support. Most travelers use about 1 hour, and often receive part of their retainer back.

- **Steady support — 360 € 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

This retainer covers roughly 4 hours of support. Most travelers use about 2 hours, and often receive part of their retainer back.

- **Full support — 720 € 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

This retainer covers roughly 8 hours of support. Most travelers use about 4 hours, and often receive part of their retainer back.

How your retainer works

A clear baseline

Retainers are based on an internal value of €90/hour. You are not buying hours; you are choosing access, steadiness, and clarity. The hourly figure keeps the structure transparent.

How time is used

Time is only logged when we're actively working on something for you. Short clarifications and simple check-ins are not counted. If something will require time, we'll tell you beforehand.

If you don't use everything

Unused retainer can be:

- refunded
- kept as credit
- given to someone you choose
- left as a tip

There are no penalties and no expiry during your active retainer period.

What your retainer can be used for

Before your trip

- comparing travel options
- reviewing timing and transport
- clarifying requirements (documents, visas, procedures)
- identifying risk points
- preparing simple step-by-step plans

Booking assistance

Three options:

1. You book yourself, with our guidance.
2. You book live with our support.
3. We book using your payment method (with your permission).

During your trip

- interpreting instructions
- navigating airports or train stations
- support during delays or cancellations
- calm guidance if you feel overwhelmed
- help understanding what staff are saying
- orienting yourself during transitions

After your trip

All tiers include a closing check-in.

We confirm you're home safely and note anything to improve next time.