

## **VISUAL NOTES**

### **Terms and conditions**

#### **v1.1 - 10 december 2025**

Visual Notes  
Overhoeksplein 2  
1031 KS Amsterdam  
The Netherlands

All services provided by Visual Notes fall under these Terms and Conditions.

### **Services**

Visual Notes provides various visual services as Graphic Recording, Sketchnotes, Visual Facilitation and Visual Consultancy.

### **Staff**

Any personnel, free lance, volunteering or otherwise, working in behalf of Visual Notes, is clearly identifiable as such.

### **Quotation**

After an initial request by email or otherwise, and or a conversation or meeting, Visual Notes will provide a quotation or proposal for an upcoming assignment. This quotation will state an estimation of the time and material used for this assignment.

### **Reservation**

By agreeing on the provided quote or proposal the booking is confirmed and reservations in time, material, location etc, will be made.

### **Assignment**

By agreeing on the quote or proposal via email, or otherwise, the assignment and the day or days that are includes are exclusively reserved for the client.

### **Cancellation**

Reservations are subject to the following cancellation fees.

Cancellation 14 business days, or more, prior to booking - 0%  
Cancellation 7 business days, or more, prior to booking - 50%  
Cancellation 3 business days or more, prior to booking - 75%  
Cancellation 0 business days or more, prior to booking - 100%

### **Assignment**

By agreeing on the quote or proposal via email, or otherwise, the assignment and the day or days that are includes are exclusively reserved for the client.

### **NDA**

The information and documents that are shared during the assignment will be part of a Non Disclosure Agreement, unless otherwise agreed.

### **Payment**

Payments should be made no later than two weeks after the invoice date.

### **Payment requirements international clients**

Non Dutch organisations are required to make a downpayment of 30% beforehand. The remaining amount (70%) will be billed after the assignment is concluded. International payments should be made no later than two weeks after the invoice date. Additional costs made for incoming payments are billed to the client (credit card, Paypal, etc).

European based companies are obliged to provide their VAT number beforehand to become allegeable for invoices without VAT.

**Copyright and Ownership:**

Visual Notes retains the copyright to the original artwork, while the client is granted a license for specific uses (e.g., internal documentation, social media).

**License Agreement**

Terms and conditions stated in the License Agreement, provided with the images, apply. Alteration of the artwork or creating AI-generated content from it is not allowed without written consent.

**Force Majeure**

Liability is limited to the total fee paid for the booking. Visual Notes will not be liable for any indirect or consequential loss.

Neither party shall be liable for failure to perform due to events beyond their reasonable control, including illness, extreme weather, industrial action, or technical failure.

**European Visual Practitioners**

Visual Notes is a member of the European Visual Practitioners

**IVFP**

Visual Notes is a member of the International Forum of Visual Practitioners

**Chamber of Commerce**

Visual Notes is a registered tradename of WJ Veenstra, Amsterdam, the Netherlands. Registered at Chamber of Commerce Amsterdam, nr: 52207889.

**Governing Law**

The laws of the the Netherlands govern the agreement between the client and Visual Notes, of which these terms and conditions form part. Visual Notes reserves the right to change these conditions, affecting new and running agreements.