BUSINESS TERMS AND CONDITIONS

Commercial Cleaning Services | Opulence Bliss Ltd | Version 1.0 | Effective from: 1 October 2026

These terms apply to businesses that buy cleaning services from us. They are made up of three parts: Part 1 (Terms and Conditions), Part 2 (Cancellation and Payment Policy) and Part 3 (Privacy Notice). Together with our written quote, they form the agreement between us and the Client. Households are covered by our Customer Terms and Conditions.

Part 1: Terms and Conditions

1. About us and these terms

1.1 Opulence Bliss Ltd ("we", "us", "our"), a company registered in England and Wales, company number 15894675, registered office 128 City Road, London, United Kingdom, EC1V 2NX, provides commercial cleaning services to businesses ("the Client", "you"). We are registered with the Information Commissioner's Office (ICO) under number ZC264981.

1.2 Contact: hello@opulencebliss.com, +44 7484 717935.

1.3 In these terms:

- **Services** means the cleaning services described in our written quote, including the agreed days, times, areas and tasks.
- **Contract** means these terms together with our written quote.
- **Start Date** means the date the Services begin, as we confirm in writing.
- **Trial Period** means the first 4 weeks from the Start Date.
- **Minimum Term** means the first 12 months from the Start Date, including the Trial Period.
- **Cleaner** means a self-employed professional who carries out the Services on our behalf.

1.4 These terms are for businesses. By accepting our quote, you confirm that you are buying the Services for the purposes of your business, and that the person accepting has authority to bind the Client.

2. The Services and how a Contract starts

2.1 We will provide the Services with reasonable skill and care.

2.2 An enquiry form is not a contract. A Contract begins when the Client accepts our written quote and we confirm a Start Date in writing.

2.3 Any change to the Services, such as extra hours, extra areas or one-off deep cleans, must be agreed in writing (email is sufficient) and may change the price.

2.4 If the terms in our quote differ from these terms, the quote applies to the points it covers. Your own terms and conditions, or any purchase-order terms, do not apply unless we have agreed them in writing.

3. Prices and payment

3.1 Prices are as stated in our written quote.

3.2 We are not registered for VAT, so no VAT is added to our prices. If we become registered for VAT during the Contract, we will tell you in writing and VAT will be added to our prices at the rate that applies from that date.

3.3 The Client must provide all cleaning supplies and equipment needed for the Services, including cleaning products, consumables (such as soap, shampoo, toilet roll and refills) and equipment (such as vacuum cleaners, mops, buckets and cloths), and must keep them available at the premises. We do not supply them unless we agree otherwise in writing.

3.4 We invoice at the frequency stated in our quote (weekly, fortnightly or monthly), in advance or in arrears as agreed. Invoices are payable within **14 days** of the invoice date by bank transfer or another method agreed in writing. Invoices show the period covered, the number of visits and the price.

3.5 If you dispute an invoice, tell us within 7 days of receiving it and pay the part that is not in dispute. We will work with you to resolve the dispute quickly.

3.6 If an invoice is not paid on time, we may suspend the Services after giving 7 days' written notice. We may also charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998, which is interest at 8% above the Bank of England base rate and the fixed sum for recovery costs that the Act allows.

3.7 We may review prices once every 12 months, or sooner if there is a change in law (for example the National Minimum Wage or the National Living Wage) that affects our costs. We will give at least **30 days' written notice** of any increase. Prices in the quote do not change during the first 12 months, unless a change in law applies.

4. Trial Period, minimum term and ending the Contract

4.1 The first 4 weeks are a **Trial Period**. During the Trial Period, either of us may end the Contract by giving **7 days' written notice**.

4.2 After the Trial Period, the Contract continues for the rest of the Minimum Term of 12 months from the Start Date. After the Minimum Term, the Contract continues until either of us ends it by giving **30 days' written notice**.

4.3 During the Minimum Term (after the Trial Period) neither of us may end the Contract early, except as set out in clauses 4.4 and 4.5. If you want to end the Contract early for any other reason, you must pay an early termination fee of **25%** of the fees that would have been due for the rest of the Minimum Term, up to a maximum of **3 months' fees**. The parties agree this is a fair estimate of our loss from losing planned work, including the cost of the Cleaners and time we have set aside for you, and not a penalty.

4.4 Either of us may end the Contract immediately by written notice if the other:

- seriously breaches the Contract and does not fix the problem within **7 days** of written notice; or
- becomes insolvent, enters administration or liquidation, or stops trading.

4.5 We may end the Contract immediately if you or your premises put our Cleaners at serious risk, or you or your staff abuse, threaten or discriminate against a Cleaner.

4.6 Notice must be sent by email to hello@opulencebliss.com (or to the Client's contact email on the quote) and takes effect from the day the other party confirms receipt.

4.7 When the Contract ends, you must pay for Services provided up to the end date. We will return keys, codes and fobs promptly and delete access information (see Part 3).

5. Quality and complaints

5.1 We will carry out the Services using the agreed checklist for each visit.

5.2 We will carry out supervisor spot checks once a month and, if you wish, hold a review meeting or call each month.

5.3 If you are not satisfied with a visit, tell us within **24 hours** by phone, WhatsApp or email. We will return to fix the problem free of charge within **48 hours** where reasonably possible. If we cannot do so, we will credit the cost of the affected part of the visit to your next invoice.

5.4 Both of us agree to raise concerns early and work together to resolve them.

5.5 Complaints you wish to make formally can be sent to hello@opulencebliss.com. We will acknowledge within 3 working days and aim to reply in full within 14 days. Our Complaints Procedure explains each stage.

6. Access and security

6.1 You will give safe, agreed access to the premises, including keys, codes or fobs, and will tell us about alarms, restricted areas and hazards.

6.2 We will keep keys, codes and fobs secure, will not copy them without your permission and will report any loss immediately. If a key, code or fob is lost because of us, we will pay the reasonable cost of replacing it or changing the lock, up to the limit in clause 9.

6.3 You will provide a safe working environment, including any site induction or health and safety briefing needed, and will tell us of any risk you know about. You must comply with your legal duties for health and safety at your premises.

6.4 You must keep confidential items, cash, valuables and sensitive documents secured. The Cleaner is not expected to clean or move anything that is unsafe, unhygienic or hazardous.

7. Our Cleaners

7.1 Our Cleaners are self-employed. Before a Cleaner works for the Client, we check their identity and right to work, take references, and require each Cleaner to hold a basic Disclosure and Barring Service (DBS) check and show us the certificate. We also check that they hold their own public liability insurance.

7.2 We are responsible to you for the Services, including the work of our Cleaners. We may replace a Cleaner with a suitably trained Cleaner because of holidays, sickness or performance. We will tell you in advance where we can.

7.3 Where we can, we will send the same Cleaner to your premises.

7.4 Neither of us will directly hire the other's Cleaners or staff, or encourage them to move, during the Contract and for **6 months** afterwards, without the other's written agreement. This does not stop either of us hiring someone who responds to a general public advertisement. If you breach this clause, you will pay us a reasonable amount to cover the cost of replacing the Cleaner, which the parties agree is **£250**. This is a fair estimate of our cost of vetting, training and replacing a Cleaner, and the disruption to other Clients, and is not a penalty.

7.5 Cleaners are not your employees. You must not give them instructions beyond those in the agreed checklist and quote, and any change must be requested through us.

8. Insurance

8.1 We hold public liability insurance of **£5,000,000**. A copy of the certificate is available on request.

8.2 We will keep this insurance, or equivalent insurance, throughout the Contract. We will tell you if it is cancelled or the limit changes.

9. Liability

9.1 Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited or excluded by law.

9.2 We are responsible for loss of or damage to your property caused by our negligence, or the negligence of our Cleaners, up to the limit of our insurance in clause 8.1 for any one claim.

9.3 We are not responsible for loss or damage caused by faults already in the premises, normal wear and tear, items left in unsafe places, items not reported to us, or fragile or valuable items that you did not tell us about and secure.

9.4 Subject to clause 9.1, we are not liable for loss of profit, loss of business, loss of goodwill or any indirect or consequential loss. Subject to clause 9.1 and 9.2, our total liability for any other loss arising from the Contract in any 12-month period is limited to the fees you paid to us in that period.

9.5 You must tell us of any damage or loss within **7 days** of discovering it, with photos where possible, so that we can investigate and make an insurance claim. We will deal with claims promptly and fairly.

9.6 The parties agree that these limits are reasonable under the Unfair Contract Terms Act 1977.

10. Events outside our control

10.1 Neither party is responsible for delay or failure caused by events beyond their reasonable control, such as severe weather, emergencies, strikes (not involving their own staff), epidemics or utility failure. We will rearrange missed visits as soon as we reasonably can.

10.2 If such an event continues for more than 4 weeks, either of us may end the Contract by written notice without liability, and you will pay only for Services already provided.

11. Confidentiality

11.1 We will keep your information, and anything we see at the premises, confidential, and will use it only to provide the Services.

11.2 You will keep our prices, methods and other business information confidential.

11.3 This clause does not apply to information that is public, that we are required to disclose by law, or that we must share with our insurers and professional advisers.

12. Data protection

12.1 We will handle personal data as set out in Part 3 (Privacy Notice).

12.2 Each of us will comply with UK data protection law, including the UK GDPR and the Data Protection Act 2018, as it applies to the Contract.

12.3 If you give us the personal data of your staff or other people, such as site contacts or access codes, you confirm that you are allowed to do so. We will use it only to provide the Services.

13. Referrals

13.1 If the Client was introduced to us by one of our Partners (see our Partner Programme), you agree that we may confirm to that Partner that the introduction led to a Contract. We will not share your prices, invoices or personal data with the Partner.

13.2 Our Partners are independent and are not our agents. They have no authority to agree prices, terms or services for us. Only our written quote and these terms bind us.

13.3 Our Partners' reward is a matter between us and the Partner and does not change the price you pay.

14. General

14.1 These terms and our written quote are the whole agreement between us on the Services. They replace earlier discussions and proposals, and neither of us relies on any statement that is not in them. Nothing in this clause limits liability for fraud.

14.2 Changes must be agreed in writing by both parties.

14.3 If any part is found to be unenforceable, the rest continues to apply.

14.4 If either of us delays in enforcing a right, we have not given it up.

14.5 You may not transfer the Contract without our written consent. We may transfer it to another company that carries on our business, and we will tell you.

14.6 Only you and we have rights under the Contract. Nobody else can enforce it under the Contracts (Rights of Third Parties) Act 1999.

14.7 Notices can be sent by email to the addresses on the quote and take effect when sent, unless the sender receives a message that it was not delivered.

14.8 We do not currently use an alternative dispute resolution (ADR) provider. If we cannot resolve a dispute through our complaints process, either of us may suggest mediation before going to court.

14.9 These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Part 2: Cancellation and Payment Policy

15. Ending the Contract

15.1 **During the 4-week Trial Period:** 7 days' written notice.

15.2 **After the Trial Period:** the Contract continues for the 12-month Minimum Term and then until ended by 30 days' written notice, as set out in clause 4.

15.3 Notice should be sent by email to hello@opulencebliss.com and takes effect from the day we confirm receipt.

16. Cancelling or rearranging a single visit

16.1 **We encourage you to rearrange a visit rather than cancel it.** If you move a visit to another day that we can cover, no cancellation charge applies, as long as you ask at least 48 hours before the original visit.

16.2 **48 hours' notice or more:** no charge. We will rearrange where possible.

16.3 **Less than 48 hours' notice:** a cancellation charge of up to 50% of the visit price may apply, taking into account the circumstances of the cancellation and the reasonable costs, losses and commitments arising from the late cancellation. The charge is intended to compensate us for the reasonable financial impact, including reserved staff time, preparation costs and the

loss of a reasonable opportunity to accept alternative work. We will not seek to recover the same loss twice.

16.4 **Cleaner cannot access the premises on arrival:** we may charge the full visit price. The Cleaner will wait 15 minutes and try to contact you.

16.5 **If we cancel or miss a visit:** we will rearrange within 48 hours or credit the visit to your next invoice.

16.6 You must give notice of cancellation in writing, including by email or the usual business messaging channel. The notice period runs from the time we receive the notice. We will tell you about any cancellation charge and apply it in accordance with these Terms and applicable law. We charge only the amounts shown in this clause and no other cancellation fee.

17. One-off and deep cleans: cancellations

17.1 The Client may cancel a one-off or deep-clean booking without charge by giving at least 72 hours' notice before the scheduled start time.

17.2 If the Client cancels with less than 72 hours' notice, a cancellation charge of up to 50% of the quoted price may apply, taking into account the circumstances of the cancellation and the reasonable costs, losses and commitments arising from the late cancellation.

17.3 The cancellation charge is intended to compensate the Business for the reasonable financial impact of the late cancellation, including reserved staff time, preparation costs and the loss of a reasonable opportunity to accept alternative work. The Business will not seek to recover the same loss twice.

17.4 The Client must give notice of cancellation in writing, including by email or the usual business messaging channel. The notice period runs from the time the cancellation notice is received.

17.5 Any cancellation charge will be notified to the Client and applied in accordance with these Terms and applicable law.

18. Emergencies

18.1 If you have to close the premises at short notice, for example because of a burst pipe or other emergency, please tell us as soon as you can. We will do our best to waive the charge.

19. Payment, credits and refunds

19.1 Invoices are payable within 14 days of the invoice date, as set out in clause 3.

19.2 If you are owed a credit, for example for a missed visit or a visit we could not fix under clause 5.3, we will take it off your next invoice. If there is no further invoice, we will refund you by bank transfer within 14 days of the end of the Contract.

19.3 We will refund any money you have paid in advance for Services we have not provided within 14 days of the Contract ending, less any amount you owe us.

Part 3: Privacy Notice

20. Who we are

20.1 Opulence Bliss Ltd is the data controller for the personal information you give us. Contact: hello@opulencebliss.com, +44 7484 717935. ICO registration number: ZC264981.

21. What information we collect

21.1 When you submit our enquiry form or work with us, we collect your name, job title, business name, telephone number, email address, premises address, access details (for example alarm information or key arrangements), your cleaning requirements, and invoicing and payment details.

22. Why we use it and our legal basis

22.1 We use your information:

- to respond to your enquiry, arrange a site visit and prepare a quote (legitimate interests, and steps taken at your request before a contract);
- to provide the Services, manage the Contract and issue invoices (performance of a contract);
- to keep financial and tax records (legal obligation);
- to prevent fraud and keep our Cleaners safe (legitimate interests); and
- to send you offers and updates, only if you have agreed (consent). You can withdraw consent at any time.

23. Who we share it with

23.1 We share only what is needed with our self-employed Cleaners (for example the address and access details), and with providers that help us run the business, such as Google (Google Forms and email), our accountants and payment providers. We never sell your information.

23.2 If you were referred by one of our Partners, we tell them only that the referral became a customer (see clause 13).

24. How long we keep it

24.1 We keep information for these periods:

- Enquiries that do not go ahead: 12 months.
- Customer records and contracts: for the length of the Contract and then 6 years, in line with tax and legal requirements.
- Marketing contact details: until you unsubscribe.
- Access codes and key information: only while the Contract is active, then deleted.

25. Your rights

25.1 You can ask to see, correct or delete your information, restrict or object to how we use it, or ask for a copy. Contact us at hello@opulencebliss.com.

25.2 If you are unhappy with how we handle your information, please contact us first. We will acknowledge your complaint within 3 working days and reply without undue delay, and within 30 days in any case. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

26. Changes to this notice

26.1 We may update this notice from time to time. The latest version will be available on our website. Our full Privacy Policy gives more detail.

27. Contact us

Opulence Bliss Ltd
128 City Road, London, United Kingdom, EC1V 2NX
Company number: 15894675
ICO registration number: ZC264981
Telephone: +44 7484 717935
Email: hello@opulencebliss.com