CANCELLATIONS, PAYMENT AND REFUNDS POLICY

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

This policy is part of our Customer Terms and Conditions. It applies to households that book cleaning through our platform. Businesses are covered by their written agreement.

1. About this policy

1.1 This policy explains how payment works, how to change or cancel a Booking, and when you get a refund. It should be read with our Customer Terms and Conditions. If there is a conflict, this policy applies to payment, cancellation and refunds.

1.2 In this policy, "we", "us" and "our" mean Opulence Bliss Ltd, company number 15894675, registered office 128 City Road, London, United Kingdom, EC1V 2NX. "Booking", "Cleaner", "Standard Cleaning", "Deep Cleaning", "Products Add-on" and "Booking Credit" have the same meaning as in the Customer Terms.

1.3 This policy does not affect your legal rights under the Consumer Rights Act 2015 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Prices and what you pay

2.1 The price shown when you book is the total price you pay, including every mandatory charge. We do not charge a booking fee.

2.2 The minimum Booking is 2 hours. Our current prices are:

- Standard Cleaning (regular): **£18.99 per hour**
- Standard Cleaning (one-off): **£22.99 per hour**
- Deep Cleaning: **£25.99 per hour**
- Products Add-on (optional): **£5 per Booking**

2.3 We are not registered for VAT, so no VAT is added.

2.4 If the Cleaner thinks the job needs more time, they may offer extra hours. These are added only if you agree, at the same hourly price. You will not be charged for time you have not agreed to.

2.5 If we change our prices, we will give you at least 30 days' notice for any regular Booking. The price you agreed when you booked does not change for that Booking.

3. How payment works

3.1 We take payment by debit or credit card through our payment provider, Stripe. We do not see or store your full card number.

3.2 Payment is taken **when you book**. For regular Bookings, we take payment for each visit when it is booked or scheduled, and we will tell you before each payment is taken.

3.3 When you book, you agree that we may store your card with Stripe and charge it for Bookings, extra hours you agree to, and any cancellation charge that applies under this policy. You can remove your card or stop a regular Booking at any time, subject to clause 5.

3.4 We send you a confirmation and a receipt by email for every payment.

3.5 If a payment fails, we will tell you and may ask you to pay another way. A Booking may not go ahead until payment is made. If payment is still not made, we will contact you before the visit and may have to cancel the Booking. If we cancel for this reason, we will tell you, and no cancellation charge applies.

3.6 Tips are optional, are paid to your Cleaner in full and are not part of the Booking price (see clause 8).

3.7 If you think a charge is wrong, contact us at hello@opulencebliss.com before you contact your bank. We will look into it promptly and correct any mistake. This does not affect any right you have to ask your bank for a refund.

4. Your 14-day right to cancel

4.1 You have the legal right to cancel a Booking within **14 days** of the date we confirm it, without giving a reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

4.2 If you want a Booking to take place within those 14 days, you must ask us to start the service when you book. If you then cancel after the service has started, you must pay for the part already provided, in proportion to the whole Booking.

4.3 If the Booking has been fully carried out within the 14 days at your express request, you can no longer cancel it. We will explain this to you when you book.

4.4 To cancel, email hello@opulencebliss.com saying clearly that you want to cancel, or use the cancellation option in your account. You may use the model cancellation form on request, but you do not have to.

4.5 We will refund what you have paid, less any amount due under clause 4.2, within **14 days** of receiving your notice.

4.6 This right is about your first 14 days. It does not remove your right to cancel under clause 5 after that.

5. Changing or cancelling a Booking

5.1 If you cancel a Booking, what we refund depends on how much notice you give before the Booking starts:

- **48 hours or more:** full refund (nothing is charged)
- **24 to 48 hours:** 75% refund (25% charged)
- **12 to 24 hours:** 50% refund (50% charged)
- **Less than 12 hours, or on the day of the visit:** no refund

5.2 **We encourage you to reschedule your Booking rather than cancel it.** If you move it to a new time with us or your Cleaner, the rules in clause 5.4 apply.

5.3 The percentage applies to the total you paid for the Booking, not including any tip. We charge only the amount shown above and no other fee. The charge reflects the time your Cleaner kept free for you and the difficulty of finding them other work at short notice.

5.4 **Rescheduling.** If you move a Booking to a new date, the same notice periods apply to the original time. You can reschedule free of charge if you give 48 hours or more notice. If you give less, the amounts in clause 5.1 apply to the original Booking.

5.5 **Cleaner cannot get in:** if the Cleaner arrives and cannot get in, or no one is available to let them in, they will wait for **15 minutes** and try to contact you. If they still cannot start, no refund is due.

5.6 Cancelling during a visit: if you ask the Cleaner to stop part-way through, you pay for the time already worked, and for any time already agreed that the Cleaner cannot fill. This does not apply if the Cleaner is not doing the job with reasonable care and skill.

5.7 Unavoidable events: if you cannot keep a Booking because of illness, bereavement, a medical or other emergency, or something else outside your control, please tell us as soon as you can. We will consider each case fairly and we will not charge you where it would be unreasonable to do so.

5.8 Unsafe homes or poor behaviour: if a Cleaner leaves because the home is unsafe, or because they are treated disrespectfully or threatened, no refund is due for the time already worked and we may keep the full Booking price.

5.9 Regular Bookings: you can pause or end a regular Booking at any time. Each visit is treated as a separate Booking for the rules in this clause 5. We do not charge you any fee for ending a regular Booking.

5.10 A cancellation charge is a reasonable amount to cover the cost of a Cleaner holding their time. We will never charge you more than the price of the Booking.

6. If we cancel or change a Booking

6.1 If we cancel a Booking for any reason, we will tell you as soon as we can, refund you in full and offer you another time. You do not pay anything.

6.2 If your Cleaner cannot attend, we will offer the Booking to another Cleaner and tell you before the visit. You can accept the new Cleaner, choose another time, or cancel and receive a full refund.

6.3 If a Cleaner does not arrive and we have not told you, we will refund you in full, treat your rebooking as a priority, and consider what else we should do to put things right, for example a goodwill credit.

6.4 If we need to change the time of a Booking, we will ask you first. You can choose another time or cancel for a full refund.

7. Refunds

7.1 Our guarantee. If a Booking is not carried out with reasonable care and skill, tell us within **48 hours** by email or through the platform. Photos help. We will arrange a re-clean of the affected areas at no extra charge. If we cannot, or the re-clean does not put things right, we will refund you for the affected part of the Booking, or the whole Booking if appropriate.

7.2 Products Add-on. If you chose the Products Add-on and your Cleaner did not bring the products, we will refund the **£5**.

7.3 Wrong or duplicate charges. If we charge you more than we should, or twice, we will refund the difference.

7.4 Cancellations. Refunds for cancellations are as set out in clauses 4, 5 and 6.

7.5 Your legal rights. Nothing in this policy limits your right under the Consumer Rights Act 2015 to have a service repeated or to a price reduction if it is not carried out with reasonable care and skill, or does not match what we agreed.

7.6 No refund is due for a Booking that has been carried out with reasonable care and skill, for a cancellation charge that applies under clause 5, or for time you chose to end early, except where clause 5.7 or your legal rights apply.

7.7 Damage. Claims for damage or loss are dealt with under clause 11 of the Customer Terms and not as a refund. Please report any damage within 48 hours.

8. Tips

8.1 Tips are optional and do not change your Booking price.

8.2 100% of your tip goes to your Cleaner. We do not take any part of it.

8.3 Once a tip has been sent, we cannot usually take it back, unless you sent it by mistake or sent the wrong amount and you tell us promptly. In that case we will ask your Cleaner and, where the tip has not been paid out, refund it.

9. How refunds are made

9.1 We refund you to the **card you paid with**, unless you ask for Booking Credit instead. We cannot refund to a different card or in cash.

9.2 We will make the refund as soon as possible and within **14 days** of the day we agree that you are owed it. For the 14-day cancellation right, the 14 days run from the day we receive your notice.

9.3 Once we have sent the refund, your bank or card provider may take several working days to show it in your account. This is outside our control.

9.4 If you choose Booking Credit instead of a refund to your card, it is applied to your next Booking and expires 12 months after it is issued. Booking Credit has no cash value and cannot be transferred.

9.5 We do not charge you a fee for a refund.

10. Loyalty rewards and referral credit when you cancel or are refunded

10.1 Only completed and paid Bookings count towards loyalty rewards. A cancelled, unpaid or refunded Booking does not count.

10.2 If we refund a Booking for which you used a free-hours reward or Booking Credit, we will return the free hours or the credit to your account. Free hours still expire 6 months after they were earned, and Booking Credit expires 12 months after it was issued.

10.3 If a Booking that earned a referral reward is cancelled, unpaid or refunded, the reward for that Booking is not paid. If a reward has already been given, we may take it back from your future rewards.

10.4 The 5% loyalty discount is taken off the Booking price. It is not refunded separately from the Booking.

11. Chargebacks and disputes with your card provider

11.1 We would like to put things right with you first. Please contact us before asking your bank for a chargeback.

11.2 If you ask your bank to reverse a payment, we will give the bank the evidence it asks for, including your Booking, our messages and the Cleaner's record of the visit.

11.3 If a chargeback is upheld in your favour, we will accept the bank's decision. We will not charge you more than the amount that is properly due under this policy. If you are refunded by your bank for a Booking, we will not also refund you for it.

12. Complaints

12.1 If you are unhappy about a cancellation charge, a payment or a refund, email hello@opulencebliss.com. We will acknowledge your complaint within 3 working days and aim to reply in full within 14 days. Our Complaints Procedure explains each stage.

12.2 If we cannot resolve your complaint, we will tell you in writing. We do not currently use an alternative dispute resolution (ADR) provider. You can take legal action in the courts, and you can get free advice about your rights from Citizens Advice.

13. Changes to this policy

13.1 We may change this policy by giving you at least 30 days' notice of changes that affect you. A change applies to Bookings made after it takes effect. A Booking you have already made is not affected.

13.2 We keep a record of earlier versions of this policy.

14. Governing law

14.1 This policy is governed by the law of England and Wales. If you live in England or Wales, the courts of England and Wales have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring legal action in the courts of your home country.

15. Contact us

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