Cancellation & Refund Policy

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Happy Cleaners. Happier Homes.

Version: 1.1

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1. Purpose

At Opulence Bliss Ltd, we understand that plans can change.

This Cancellation & Refund Policy explains what happens when a customer needs to cancel or change a cleaning booking, when a cleaner is unable to attend, and when a refund may be available.

Our aim is to operate a policy that is fair to customers and fair to our self-employed cleaning professionals.

This policy should be read together with our Customer Terms & Conditions.

2. Booking Cancellation

A customer may request cancellation of a booking by contacting Opulence Bliss Ltd as soon as possible.

Cancellation requests can be made by:

WhatsApp;

Telephone;

SMS; or

Email.

A cancellation is only considered received once Opulence Bliss Ltd has received the customer's notification.

Customers should provide:

Name;

Booking date;

Property address; and

Any other information needed to identify the booking.

3. Cancellation Notice Period

The applicable cancellation charge depends on how much notice is provided.

More than 48 hours before the booking

Where a customer cancels more than 48 hours before the scheduled cleaning appointment, no cancellation charge will normally apply.

Where payment has already been received, the customer will normally be entitled to a refund, subject to any lawful deductions that may apply.

Between 24 and 48 hours before the booking

Where a customer cancels between 24 and 48 hours before the scheduled appointment, Opulence Bliss may apply a cancellation charge of up to 25% of the booking price.

Any remaining balance will be refunded where applicable.

Less than 24 hours before the booking

Where a customer cancels less than 24 hours before the scheduled appointment, Opulence Bliss may apply a cancellation charge of up to 50% of the booking price.

Any remaining balance will be refunded where applicable.

Same-day cancellation or failure to attend

Where a customer:

Cancels on the day of the booking;

Fails to provide access;

Is unavailable when the cleaner arrives; or

Prevents the cleaner from carrying out the agreed service,

Opulence Bliss may charge up to 100% of the booking price.

The actual charge will be considered in light of the circumstances.

4. Rescheduling

Customers are encouraged to reschedule rather than cancel where possible.

Requests to reschedule should be made as early as possible.

We will make reasonable efforts to accommodate the new date and time, subject to cleaner availability.

Date and time changes for cleaning visits are free up to 24 hours before the visit, subject to availability. Within 24 hours, contact support; the website does not automatically apply a rescheduling fee.

5. Cleaner Cancellation

We understand that unexpected circumstances can affect a cleaner's ability to attend a booking.

Where a cleaner cannot attend, they must notify Opulence Bliss as soon as reasonably possible.

Examples of circumstances that may justify a cancellation include:

Sudden illness;

Emergency;

Accident;

Severe travel disruption;

Unsafe working conditions;

Family emergency; or

Other circumstances beyond the cleaner's reasonable control.

Where a cleaner cancels, Opulence Bliss will make reasonable efforts to:

Find another suitable cleaner;

Reschedule the booking; or

Provide an appropriate refund where the service cannot be provided.

Customers will not be charged a cancellation fee because a cleaner has cancelled.

6. Opulence Bliss Cancellation

In exceptional circumstances, Opulence Bliss may need to cancel a booking.

Where we cancel a booking before the service has been provided, customers will normally receive either:

An alternative booking date;

An alternative cleaner; or

A refund for the affected service.

We will communicate the available options as soon as reasonably possible.

7. Customer Access Failure

Customers are responsible for ensuring that the cleaner can access the property at the agreed time.

If a cleaner arrives at the agreed location but cannot gain access because:

Nobody is present;

Keys do not work;

The key-safe code is incorrect;

Access instructions are incorrect; or

Another issue prevents entry,

the booking may be treated as a customer cancellation or failed appointment.

Where appropriate, the cleaner may be asked to wait for a reasonable period.

If access cannot be provided within that period, a cancellation charge may apply.

8. Refunds

Where a refund is approved, Opulence Bliss will normally return the applicable amount to the original payment method where reasonably possible.

Website cleaning payments and refunds use Stripe. One-off visits are charged when booked. Regular visits are charged once a cleaner accepts each visit; card setup itself is free. Refunds return to the original payment method. If no cleaner accepts, any payment already taken for that visit is refunded in full automatically; unpaid visits are not charged.

Customers should not send bank details by unsecured or inappropriate means.

9. Cleaning Quality and Refund Requests

A customer should not automatically cancel a booking or request a full refund because they are dissatisfied with part of the cleaning service.

Where there is an issue with the service, customers should contact us as soon as possible.

We may ask for:

Photographs;

Details of the areas affected;

The booking information; and

Any other information reasonably required to investigate the matter.

Depending on the circumstances, we may offer:

A correction or re-clean;

A partial refund;

A full refund; or

Another reasonable solution.

The appropriate remedy will depend on the individual circumstances.

10. No Refund for Unused Time

Where a customer has booked a fixed amount of cleaning time, the cleaner will work within that agreed period.

A customer generally will not be entitled to a refund simply because the cleaner completes the agreed cleaning tasks before the full booked period has elapsed.

Similarly, where the customer requests additional work during the appointment, additional time or charges may apply.

11. Additional Cleaning Requests

If a customer requests additional services that were not included in the original booking, the cleaner should confirm with the customer and, where necessary, Opulence Bliss before additional charges are incurred.

Additional services may include:

Oven cleaning;

Fridge cleaning;

Interior window cleaning;

Cabinet cleaning;

Ironing;

Laundry;

Other specialist or additional cleaning.

12. Exceptional Circumstances

We understand that circumstances may arise that make it unreasonable to apply a standard cancellation charge.

Examples may include:

Serious illness;

Bereavement;

Emergency hospitalisation;

Major property damage;

Fire;

Flood;

Serious security incident;

Other exceptional circumstances.

Opulence Bliss may exercise reasonable discretion in such cases.

Any decision will be considered on an individual basis.

13. Refund Processing Time

Once a refund has been approved, Opulence Bliss will aim to process it as soon as reasonably practicable.

The time taken for funds to appear in the customer's account may depend on the banking system and the customer's bank.

14. Disputing a Cancellation Charge

If you believe a cancellation charge has been applied incorrectly, please contact us.

Please provide:

Your name;

Booking details;

Date of cancellation;

Reason for cancellation; and

Any supporting information.

We will review the circumstances and respond fairly.

15. Fairness to Customers and Cleaners

Our cancellation policy exists to protect both sides of the booking.

When a customer cancels at short notice, the cleaner may have:

Travelled to the property;

Turned down another booking;

Reserved the time exclusively for the customer; or

Incurred travel or other expenses.

At the same time, we recognise that customers may sometimes experience genuine emergencies.

Our approach is therefore based on reasonable notice, fairness and individual circumstances.

16. Changes to This Policy

We may update this Cancellation & Refund Policy from time to time.

The latest version will be made available to customers through our website or booking process.

Any material changes will be communicated where reasonably necessary.

17. Contact Us

Opulence Bliss Ltd

Company Registration Number: 15894675

Call / SMS / WhatsApp: +44 7484 717935

Email: hello@opulencebliss.com

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