PARTNER PROGRAMME TERMS AND CONDITIONS

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

These terms are for Partners who are not cleaners. Cleaners are covered by the separate Partner and Cleaner Terms and Conditions.

1. About us and these terms

1.1 These terms apply between Opulence Bliss Ltd ("we", "us", "our") and each individual who registers as a Partner ("you").

1.2 Our details: Opulence Bliss Ltd, a company registered in England and Wales, company number 15894675. Registered office: 128 City Road, London, United Kingdom, EC1V 2NX. Registered with the Information Commissioner's Office (ICO) under number ZC264981. Contact: hello@opulencebliss.com.

1.3 We run an online platform that connects households and businesses in London with self-employed cleaners and handymen. As a Partner, you recommend our services to other people and may earn rewards when they buy.

1.4 In these terms:

- **Household** means an individual who books our services for their home.
- **Business** means a company, partnership, sole trader or other organisation that buys our services for business purposes, including offices, shops, landlords, lettings agents, serviced accommodation hosts and property managers.
- **New customer** means a Household or Business that has never booked or contracted with us before and whom we have not already been in contact with about our services.
- **Referral** means a new customer who contacts us or books through your personal link, code or referral form.
- **Booking Credit** means credit applied to a customer's next booking, as set out in clause 7.

1.5 By registering as a Partner, you agree to these terms. If you do not agree, please do not register.

2. Becoming a Partner

2.1 Joining is free. There is no joining fee, no monthly fee and no charge for guidance, materials or support. You do not have to buy anything.

2.2 You must be at least 18 years old and living in the United Kingdom and able to receive Gift Cards at an email address that you control.

2.3 You apply by completing our registration form. Registering your interest does not guarantee that you will be accepted. We may accept or decline an application at our discretion, and we will tell you if we decline.

2.4 You must give us accurate information and keep it up to date. You may hold only one Partner account.

2.5 Before we give you a reward, we may need to verify your identity and email address. If you do not complete verification, we may delay your reward until you do.

2.6 Cleaners on our platform may also be Partners. Rewards for referring other cleaners are covered by the cleaner terms and not by these terms.

3. Your status: independent

3.1 You are an independent individual. Nothing in these terms makes you our employee, worker, partner in a legal partnership, agent or franchisee, and you have no authority to bind us, to agree prices or terms for us, or to make promises on our behalf.

3.2 You choose whether, when and how to promote us. We do not guarantee any number of customers or any level of reward, and there is no minimum amount of activity you must carry out.

3.3 We do not require you to work exclusively for us, and you remain free to promote other businesses, provided you follow clause 10.

4. Your referral link

4.1 We will give you a personal link or code. We use it to identify your referrals. You must not share it in a way that breaches clause 10.

4.2 A referral is counted only if it is made through your link, code or referral form before the person books or contracts with us. We cannot add referrals afterwards.

4.3 If more than one Partner or customer claims the same referral, we will credit the first valid referral recorded on our systems.

5. Referring households: the £10 reward

5.1 If you refer a new Household, you earn **£10**, and the Household receives **£10** off their bookings. This is a one-off reward for each new Household.

5.2 The reward is paid in two parts. You earn **£5** after the Household's first booking is completed and paid, and a further **£5** after their second booking is completed and paid. The Household receives **£5** off their first booking and **£5** off their second booking. If the second booking is not completed and paid, the second part is not paid.

5.3 The reward does not apply to bookings made before the referral, to repeat bookings beyond the second, or to the same household more than once.

5.4 We do not pay a reward on a booking that is cancelled, unpaid or refunded, or if we reasonably believe the referral is not genuine, for example where you are the customer or a member of the same household.

6. Referring businesses: the percentage reward

6.1 If you refer a Business that becomes a new customer, you may earn a one-off reward based on the Business's first month's fee, as follows:

- **5%** of the first month's fee for each of your first three qualifying Business referrals; and
- **10%** of the first month's fee for your fourth qualifying Business referral and each one after that.

6.2 The higher rate applies only to your fourth and later qualifying referrals. It does not increase rewards for your first three.

6.3 A Business referral is qualifying only if:

- the Business is a new customer and you introduced it through your link, code or referral form before we had been in contact with it about our services;
- we accept the Business as a customer, which we may decline at our discretion;

- the Business signs a written service agreement with us that has a minimum term of 12 months;
- the Business's trial period (the first 4 weeks of the agreement) has ended without either party ending the agreement; and
- the Business has paid its first month's fee in cleared funds.

6.4 The **first month's fee** means the amount invoiced to the Business for the first month of services under its agreement, before VAT, and excluding tips, one-off add-ons, product charges, credits and discounts.

6.5 Qualifying Business referrals are counted in the order in which the first month's fee is paid, across the whole time you are a Partner.

6.6 The reward is a one-off payment for each Business referral. It is not paid again when the agreement renews or the Business pays later invoices.

6.7 A Business referral earns the reward in this clause 6. It does not also earn the household reward in clause 5.

6.8 We decide whether to accept a Business, the price and the terms of its agreement. You must not negotiate or promise prices, services or terms on our behalf.

6.9 If the Business's first month's fee is refunded, reversed or charged back, we may withhold the reward. If we have already paid it, we may deduct the amount from your future rewards. We will not ask you to repay it in cash, unless it was paid because of a breach of these terms or fraud.

7. Customers who refer: Booking Credit

7.1 If you are a customer who has not registered as a Partner and you refer a new customer, your reward is given as **Booking Credit** and not as cash.

7.2 Booking Credit is applied automatically to your next booking. It has no cash value, cannot be transferred or exchanged, and is lost if your customer account is closed. Booking Credit expires 12 months after it is issued.

7.3 If you are registered as a Partner, your rewards are given as Gift Cards under clause 8, even if you are also a customer.

7.4 Clauses 5 and 6 apply to customer referrals in the same way, including the two-part payment for referring a household.

8. How rewards are given (Gift Cards)

8.1 Rewards are paid **monthly in arrears**. We convert each reward into a digital gift card or voucher (a "Gift Card") of your choice from **Amazon, Tesco, Asda or Marks & Spencer** (or other retailers we add, subject to availability), and send it to the email address on your account. We will convert the rewards that became payable in the previous month.

8.2 Partner rewards are given only as Gift Cards. We do not offer a cash alternative, and a Gift Card cannot be exchanged for cash. If your rewards in a month are below the smallest value for which a Gift Card can be issued, we will add them to your reward for the next month.

8.3 We pay the cost of issuing your Gift Card. The full value of your reward is given to you.

8.4 We show each reward in your account with a clear breakdown of the referral, the date and the amount.

8.5 You must make sure the email address on your account is correct. We are not responsible for Gift Cards sent to an incorrect address that you supplied. The retailer's own gift card terms apply

to your Gift Card, including any expiry date and how it can be used. These retailers are not connected with us, do not sponsor or endorse the Partner Programme, and are not responsible for it. The Gift Card provider's own terms also apply, including any expiry date, and we are not responsible for the provider's service or for a Gift Card that is lost or stolen after we have sent it.

8.6 If we give you too much by mistake, we may deduct the value from your future rewards or ask you to repay it.

9. Tax and reporting

9.1 You are responsible for your own tax. We do not deduct tax or National Insurance from your rewards. A reward given as a Gift Card is still a reward, and you are responsible for declaring it where required.

9.2 You should keep records of what you earn and declare it to HMRC where required. Please check gov.uk or take advice about your own position, including any allowances that may apply.

9.3 Where UK law requires us to share information about you or your rewards with HMRC, you agree to give us the information we need.

10. How you must promote us

10.1 You must be honest, clear and fair. You must not make false or misleading claims about us, our cleaners, our prices or what other Partners earn.

10.2 You must not promise or imply income, guarantee earnings or use the word "guaranteed" about rewards.

10.3 You must make it clear that you may be rewarded for a recommendation. If you promote us online or on social media, you must label the post clearly, for example with "ad" or "paid partnership", in line with Advertising Standards Authority (ASA), Committee of Advertising Practice (CAP) and Competition and Markets Authority (CMA) guidance.

10.4 You must follow the unfair commercial practices rules in Part 4 of the Digital Markets, Competition and Consumers Act 2024. You must not post or ask for fake or misleading reviews, or hide that a review was rewarded.

10.5 You must not send unsolicited marketing messages, spam or bulk messages on our behalf. You must follow the Privacy and Electronic Communications Regulations 2003 (PECR), including having the right permission before you send marketing by email, text or social media message, and respecting opt-outs and telephone preference registrations.

10.6 You may use only our approved materials, name and logo, and only to promote our services. You must not impersonate us, pretend to be our employee or agent, or create websites, social media accounts or adverts that could be mistaken for ours.

10.7 You must not bid on our name or brand terms in paid search, or use our name in a web address, without our written permission.

10.8 You must not promote us in a way that is unlawful, discriminatory, harmful or likely to bring us into disrepute, and you must not direct promotion at children.

10.9 If we ask you to remove or correct a post or advert that breaks these terms, you must do so promptly.

11. Rewards come from sales, not from recruitment

11.1 Rewards are paid only for customers and businesses that actually buy our services. We do not pay rewards for recruiting other Partners, and you do not earn from other Partners' referrals.

11.2 You do not have to pay anything, buy any stock or meet any target to become or remain a Partner.

12. Your information and the information you share (data protection)

12.1 We are the controller of the personal information you give us as a Partner. We are registered with the ICO under number ZC264981.

12.2 We use your information to assess your application, verify your identity, run the programme, pay you, prevent fraud, meet our legal duties and, where you have agreed, send you marketing. Our privacy notice explains this in more detail, including how long we keep information.

12.3 We share your information only where needed, with Gift Card and identity providers, professional advisers, regulators and law enforcement where required by law.

12.4 You must not give us another person's contact details unless that person has agreed that you can pass them on and has been told that we will contact them. You must not share the personal information of people who have not agreed.

12.5 You have rights over your information under UK data protection law, including to access, correct and delete it, to object to its use and to complain to the ICO or any successor regulator. If you want to complain to us about how we handle your information, please email hello@opulencebliss.com. We will acknowledge your complaint within 3 working days and reply without undue delay, and within 30 days in any case.

12.6 We send marketing messages only if you have agreed, and you can withdraw consent at any time.

13. Fraud and misuse

13.1 You must not refer yourself or anyone who lives at your address or shares your email address, make or encourage fake bookings or accounts, offer cash or other payments to make people book, or misuse your link, code or any promotion.

13.2 If we reasonably believe you have broken this clause, we may withhold rewards, deduct rewards already paid from future rewards, suspend or close your account and, where appropriate, report the matter to the authorities.

14. Changes to rewards and these terms

14.1 We may change these terms, the rewards, or the programme by giving you at least 30 days' written notice.

14.2 A change does not reduce a reward on a referral that was already made before the date of the notice, as long as the customer books or the Business signs within 90 days of that date.

14.3 If you keep promoting us after a change takes effect, you accept it. If you do not agree, you can close your account.

15. Suspension and ending your account

15.1 You can close your account at any time by emailing hello@opulencebliss.com. We can end this agreement by giving you 14 days' written notice.

15.2 We may suspend or close your account immediately if you seriously break these terms, act dishonestly, or put us or others at risk.

15.3 When your account ends, we will give you the rewards that you had already earned under clauses 5 and 6, subject to clauses 6.9, 8.6 and 13.2. Referrals made through your link after your account closes do not earn rewards.

15.4 Clauses 6.9, 8.6, 9, 12, 13, 16, 17 and 19 continue to apply after your account ends.

16. Liability

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

16.2 Subject to clause 16.1, we are not liable for loss of earnings, loss of rewards that you expected but did not earn, or any indirect loss. Our total liability to you in connection with these terms is limited to the rewards we owe you.

16.3 We do not promise that any person you refer will book, or that we will accept any Business. We are not responsible for your costs of promoting us.

17. Intellectual property

17.1 Our name, logo, website and materials belong to us. We give you a limited, revocable permission to use our approved materials only to promote our services as set out in these terms. This permission ends when your account ends.

18. Complaints and disputes

18.1 If you have a complaint, including about a reward, please email hello@opulencebliss.com within 30 days. We will acknowledge it within 3 working days and aim to reply in full within 14 days. Our Complaints Procedure explains each stage.

18.2 If we cannot resolve a dispute, we will try mediation before either of us goes to court.

19. General

19.1 These terms are the whole agreement between us on this subject and replace earlier discussions.

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

19.3 If we delay in enforcing a right, we have not given it up.

19.4 You may not transfer your rights or duties under these terms without our written consent. We may transfer ours to another company if it carries on the business.

19.5 Only you and we have rights under these terms. Nobody else can enforce them under the Contracts (Rights of Third Parties) Act 1999.

19.6 We are not responsible for delay or failure caused by events outside our reasonable control.

19.7 We may give you notices by email to the address on your account, and you may give us notices at hello@opulencebliss.com.

19.8 These terms and any dispute arising from them are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

20. Contact us

Opulence Bliss Ltd
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