CUSTOMER TERMS AND CONDITIONS

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

These terms are for households that book cleaning through our platform. Businesses sign a separate written agreement.

1. About us and these terms

1.1 These terms apply between Opulence Bliss Ltd ("we", "us", "our") and the person who books our services ("you"). Please read them before you book.

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 In these terms:

- **Booking** means a cleaning visit that you book through our platform.
- **Cleaner** means the self-employed professional who carries out your Booking.
- **Standard Cleaning** means regular household cleaning.
- **Deep Cleaning** means deep cleaning and end of tenancy cleaning.
- **Products Add-on** means the optional service described in clause 5.
- **Booking Credit** means credit applied to a later Booking, as set out in clause 13.

1.4 You must be at least 18 years old and be booking for a home. When you book, we send you a confirmation by email and a contract is formed between us for that Booking. We recommend that you keep a copy of these terms.

2. Our service

2.1 We provide cleaning services at your home. We use self-employed Cleaners to carry out the work. We are responsible to you for the service under this contract.

2.2 Before a Cleaner takes bookings, we check their identity and right to work, require each Cleaner to hold a basic Disclosure and Barring Service (DBS) check and show us the certificate, and ask for proof of their own public liability insurance. We also hold public liability insurance for our business.

2.3 We will provide the service with reasonable care and skill and in line with what we described to you when you booked.

2.4 Before you book, we will tell you what is included in Standard Cleaning and Deep Cleaning. If you want anything extra, tell us when you book.

2.5 We do not clean areas that are unsafe or unsanitary, biohazards or human or animal waste, areas that need specialist equipment or cannot be reached safely, or anything that would put a Cleaner at risk. The Cleaner can decline any task they believe is unsafe.

3. Booking

3.1 You book through our platform. The minimum Booking is 2 hours.

3.2 You must give us accurate information about your home, including access, parking, pets, and anything that could affect the clean or a Cleaner's safety.

3.3 We will tell you who your Cleaner is. If your Cleaner cannot attend, we will offer the Booking to another Cleaner and tell you before the visit. You may choose to cancel instead, at no charge.

3.4 Where possible, we will send the same Cleaner to your regular Bookings, but we cannot guarantee this.

3.5 Our guarantee, our insurance, your loyalty rewards and any referral rewards apply only to Bookings made through our platform. They do not apply if you arrange cleaning directly with a Cleaner outside the platform.

4. Prices and payment

4.1 The price shown when you book is the total price you will pay, including every mandatory charge. 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**

4.2 We are not registered for VAT, so no VAT is added to our prices.

4.3 We take payment by card through our payment provider, Stripe. Payment is taken when you book. If you cancel in line with these terms, or we cancel, we will refund what you are owed within 14 days.

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

4.5 If a payment fails, we will tell you and may ask you to pay another way before the Booking goes ahead.

5. Cleaning products

5.1 Unless you choose the Products Add-on, you provide the cleaning products and equipment for your Booking, or tell us in advance if the Cleaner should use yours.

5.2 If you choose the Products Add-on, the Cleaner brings suitable cleaning products for your Booking. You pay **£5 per Booking**, not per hour.

5.3 Please tell us about any allergies, sensitivities or surfaces that need special care. If you asked for products and your Cleaner does not bring them, we will refund the £5.

6. Tips

6.1 Tipping is optional and does not change the price of your Booking.

6.2 **100% of your tip goes to your Cleaner.** We do not take any part of it.

6.3 Once a tip has been sent to the Cleaner, we cannot usually take it back, unless you sent it by mistake and tell us promptly.

7. Your right to cancel within 14 days

7.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel a Booking within 14 days of the date we confirm it, without giving a reason.

7.2 If you want a Booking to take place within that 14-day period, 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.

7.3 If the Booking has been fully carried out within the 14 days with your express request, you can no longer cancel it.

7.4 To cancel, email hello@opulencebliss.com saying clearly that you want to cancel. We will refund any payment you have made within 14 days of receiving your notice.

7.5 This clause is about your legal right to cancel in the first 14 days. If you are outside this period, clause 8 applies.

8. Changing or cancelling a Booking

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

- **48 hours or more:** full refund
- **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

8.2 We encourage you to reschedule a Booking rather than cancel it, and we encourage our Cleaners to do the same.

8.3 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.

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

8.5 If we cancel a Booking for any reason, we will refund you in full and offer you another time.

8.6 If something unavoidable happens, such as illness or an emergency, please tell us. We will consider each case fairly, and we will not charge you where it would be unreasonable to do so.

8.7 If a Cleaner leaves because the home is unsafe or they are treated disrespectfully, no refund is due for the time already worked and we may keep the full Booking price.

8.8 Our Cancellations, Payment and Refunds Policy sets out these rules in full, including how and when refunds are paid. It forms part of these terms.

9. Your responsibilities

9.1 You must give the Cleaner safe access to your home and the areas to be cleaned, and tell them about hazards such as broken fittings, wet floors, pets or unsafe areas.

9.2 Please put away valuables, cash, fragile items and anything of sentimental value. Please keep pets secure if the Cleaner asks.

9.3 You must treat our Cleaners with respect. We do not tolerate harassment, discrimination, threats or violence. We may refuse to provide the service to anyone who behaves in this way.

10. If something is not right (our guarantee)

10.1 If a Booking is not carried out with reasonable care and skill, or does not match what we agreed, tell us within **48 hours** by email or through the platform. Photos help.

10.2 We will arrange a re-clean of the affected areas at no extra charge. If we cannot do this, 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.

10.3 This guarantee is in addition to your legal rights under the Consumer Rights Act 2015, including your right to have the service repeated, or to a price reduction. It does not affect them.

11. Damage and insurance

11.1 Please report any damage or loss within **48 hours** of the Booking, with photos if you can. We will investigate fairly and quickly.

11.2 If we or a Cleaner are legally responsible for damage or loss, we will put it right, or pay reasonable compensation through our insurance or ours and the Cleaner's.

11.3 We are not responsible for damage that was there before the visit, for normal wear and tear, for fragile or valuable items you did not tell us about, or for items that were not secured, unless the law says otherwise.

12. Loyalty rewards

12.1 **Free hours.** After you complete **10 paid Bookings within 12 calendar months**, you earn **2 hours of Standard Cleaning free**. The free hours must be used within **6 months** of being earned. If you want a longer clean, you pay for the extra hours at our usual price. This is a one-off reward for each customer account.

12.2 If you do not complete 10 Bookings within 12 calendar months, the count restarts from your next Booking.

12.3 **5% off.** From your 11th completed Booking onwards, you receive **5% off** the price of every later Booking, for as long as you keep booking with us. The 5% applies to the Booking price only, not to tips or the Products Add-on.

12.4 Only completed and paid Bookings count. Cancelled, unpaid and refunded Bookings do not.

12.5 Loyalty rewards cannot be combined with other offers, apart from the referral discount in clause 13. They have no cash value and cannot be transferred.

12.6 We may change or end the loyalty rewards by giving you at least 30 days' notice. Rewards you have already earned will be honoured.

13. Referring friends

13.1 If you refer a new household to us through your personal link or code, you both get **£10**. The reward is paid in two parts: **£5** after your friend's first Booking is completed and paid, and **£5** after their second. Your friend receives **£5 off** their first booking and **£5 off** their second.

13.2 If you are a customer and have not registered as a Partner, your reward is given as **Booking Credit**, applied to your next Booking on the platform. It is not paid in cash.

13.3 Booking Credit has no cash value, cannot be transferred, and is lost if your account is closed. Booking Credit expires 12 months after it is issued.

13.4 A new household is one that has never been booked with us. A referral must be made through your link or code before your friend books. You cannot refer yourself or someone who lives at your address. We do not pay a reward on a Booking that is cancelled, unpaid or refunded.

13.5 If you would like to earn gift cards instead, you can register as a Partner and the Partner Programme terms will apply to you.

14. Complaints

14.1 If you are unhappy, please contact us at 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.

14.2 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.

15. Your information (data protection)

15.1 We are the controller of your personal information. We are registered with the ICO under number ZC264981. Our privacy notice explains what we collect, why, who we share it with and how long we keep it.

15.2 We use your information to run your Bookings, take payment, keep you and our Cleaners safe, prevent fraud, meet our legal duties and, where you have agreed, send you offers.

15.3 We share your name, address, access details and relevant notes with your Cleaner so they can carry out the Booking. We share payment details only with Stripe.

15.4 You can ask to see, correct or delete your information, object to how we use it, withdraw your consent to marketing at any time, and complain to the ICO or any successor regulator. If you want to complain to us about how we handle your information, 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.

16. Our liability

16.1 Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be excluded by law. Nothing affects your legal rights as a consumer.

16.2 Subject to clause 16.1, we are responsible for foreseeable loss or damage caused by our breach of these terms or by our failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, or for any business losses, because we provide the service for domestic use only.

16.3 We are not responsible for delays or failures caused by events outside our reasonable control. We will tell you promptly if this affects a booking.

17. Changes to these terms

17.1 We may update these terms. We will give you at least 30 days' notice of changes that affect you. A change applies to Bookings made after it takes effect.

18. General

18.1 These terms are the whole agreement between us about our services and replace earlier discussions.

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

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

18.4 You may not transfer your Booking to someone else without our written consent. We may transfer our rights to another company if it carries on the business, and we will tell you.

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

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

18.7 These terms are 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.

19. Contact us

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