# Customer Terms & Conditions

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Better Services. Happier Homes.

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Company Information

Company Name: Opulence Bliss Ltd

Company Registration Number: 15894675

Registered in: England and Wales

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1. Introduction

Welcome to Opulence Bliss Ltd.

These Terms and Conditions govern the provision and arrangement of home services by Opulence Bliss Ltd ("we", "our", "us") for customers ("you", "your").

Opulence Bliss provides and arranges a range of services designed to help customers care for, maintain and improve their homes and other agreed properties.

Our services may include cleaning, Property maintenance services, home maintenance, minor repairs, home improvement tasks and other services that we specifically agree to provide or arrange.

Our aim is to connect customers with reliable, professional and appropriately skilled self-employed service professionals while providing an outstanding customer experience built on trust, transparency, professionalism and respect.

We also aim to create positive opportunities for the independent professionals who work within the Opulence Bliss community.

By requesting, booking or using our services, you agree to be bound by these Terms and Conditions.

Please read them carefully before making a booking.

2. Definitions

For the purpose of these Terms and Conditions:

Booking means a request for one or more Home Services submitted to Opulence Bliss Ltd.

Booking Confirmation means written confirmation from Opulence Bliss Ltd that your requested service has been accepted and arranged.

Customer means the individual, household, landlord, tenant, business or organisation requesting or receiving

Home Services.

Home Services means the services provided or arranged by Opulence Bliss Ltd for customers, including Cleaning Services, Property maintenance Services, Home Maintenance Services and other services specifically agreed between the parties.

Service means a particular Home Service included within a confirmed booking.

Service Professional means an independent self-employed professional engaged, introduced or arranged by Opulence Bliss Ltd to provide an agreed Service.

Cleaner means a Service Professional providing Cleaning Services.

Property maintenance means a Service Professional providing Property maintenance Services.

Maintenance Professional means a Service Professional providing Home Maintenance Services.

Property means the home, premises, building, garden, office or other location where the agreed Service is to be provided.

Booking Details means the information agreed in relation to a booking, including the Service, Property, date, time, estimated duration, price and any additional requirements.

Materials means products, components, fixtures, fittings, parts, consumables or other physical items required or requested for the provision of a Service.

Additional Work means work requested by the Customer that falls outside the Service or Booking Details originally agreed.

3. About Opulence Bliss Ltd

Opulence Bliss Ltd is a home services business that connects customers with carefully selected self-employed Service Professionals.

Depending on the Service required, Opulence Bliss may arrange for an appropriately skilled professional to attend the Property and carry out the agreed work.

Our Service Professionals may operate independently and are not employees of Opulence Bliss Ltd unless expressly stated otherwise.

We aim to provide:

- Reliable and professional services

- Fair and transparent pricing

- Clear communication

- Professional customer support

- Appropriate matching of customers with Service Professionals

- High standards of service

- Respect for customers and Service Professionals

- A safe and professional working environment

The specific Service Professional assigned to a booking may vary depending on availability, location, skills, experience and the nature of the work required.

Where reasonably possible, we will take customer preferences into consideration, but we cannot guarantee that a particular Service Professional will always be available.

4. Our Home Services

Opulence Bliss may provide or arrange a range of Home Services, including but not limited to:

- Cleaning Services
- Regular Cleaning
- One-Off Cleaning
- Deep Cleaning
- End of Tenancy Cleaning
- Airbnb / Short-Term Rental Cleaning
- Office Cleaning
- After Builders Cleaning
- Other agreed cleaning services
- Property maintenance Services
- Furniture assembly
- Flat-pack assembly
- Hanging and mounting items
- Shelving installation
- Minor repairs
- Minor household fixes
- Door and cabinet adjustments
- General Property maintenance tasks
- Other agreed Property maintenance services
- Home Maintenance Services
- General property maintenance
- Minor maintenance tasks
- Basic repairs
- Property upkeep
- Minor home improvements
- Other agreed maintenance services

The availability of any particular Service may depend on the skills, qualifications, equipment and availability of the Service Professional.

Certain types of work may require specialist qualifications, certification, permissions or an appropriately licensed

tradesperson. Such work will only be undertaken where the appropriate professional is available and the work has been specifically agreed.

Nothing in these Terms requires Opulence Bliss or a Service Professional to undertake work that they are not appropriately qualified, insured, equipped or authorised to perform.

5. Service Professionals

Opulence Bliss works with self-employed Service Professionals who may provide services to customers through the Opulence Bliss community.

Service Professionals are expected to:

- Act professionally and respectfully

- Carry out agreed work with reasonable care and skill

- Arrive at the agreed appointment time whenever reasonably possible

- Respect the Customer, Property and belongings

- Follow reasonable safety requirements

- Communicate appropriately with customers

- Work within the scope of the agreed Service

- Inform Opulence Bliss of any significant issue that affects the provision of the Service

Where a particular qualification, certification or specialist skill is required for a Service, Opulence Bliss will seek to arrange an appropriately qualified professional where that Service is offered.

While we will make reasonable efforts to provide an appropriate Service Professional, we cannot guarantee that a particular individual will be available for every booking.

We may allocate an alternative suitably skilled Service Professional where necessary.

6. Booking Requests

Customers may request a Service by:

- Completing our online booking form

- Calling us

- Sending a WhatsApp message

- Sending an email; or

- Using any other booking method made available by Opulence Bliss

When requesting a booking, you should provide accurate and complete information about the Service you require.

Depending on the nature of the Service, this may include:

- Property address

- Property type

- Description of the work required

- Number and type of rooms or areas involved
- Photographs or videos where requested
- Measurements
- Relevant access information
- Preferred date and time
- Relevant materials or equipment
- Any known hazards or restrictions
- Any other information reasonably required to assess the booking

Submitting a booking request does not guarantee availability or acceptance.

Every booking is subject to confirmation by Opulence Bliss.

We may request additional information before confirming a booking where necessary to understand the work required, determine suitability, calculate pricing or identify the appropriate Service Professional.

7. Booking Confirmation

Your booking becomes confirmed only when Opulence Bliss has:

- Confirmed availability of a suitable Service Professional
- Confirmed the agreed Booking Details with you; and
- Received payment where payment is required in advance

Unless expressly stated otherwise, a quotation, estimate, conversation or booking request should not be treated as confirmation that the Service has been accepted.

Once confirmed, the Booking Details will form the basis of the agreed Service.

If we are unable to fulfil your request, we will notify you as soon as reasonably possible.

Where the information provided by you changes materially after confirmation, we may need to review the booking, price, duration or suitability of the Service.

8. Pricing, Quotations and Estimates

Our prices may be based on factors including:

- Type of Service
- Property size
- Scope and complexity of the work
- Estimated duration
- Location
- Number of Service Professionals required
- Materials or consumables
- Equipment requirements

- Access requirements

- Additional services requested

- The condition of the Property; and

- Any other relevant circumstances

Unless otherwise stated, prices are quoted in Pounds Sterling (£).

Where we provide a fixed price, the price will apply to the scope of work specifically agreed at the time of booking.

Where we provide an estimate, the final price may vary if:

- The actual scope of work differs from the information originally provided

- Additional work is requested

- Additional time is required

- Additional Materials are required

- Unexpected conditions are discovered

- Access or working conditions differ from those described during booking; or

- Other circumstances arise that were not reasonably apparent when the estimate was provided

Where reasonably practicable, we will notify you before carrying out significant Additional Work that may result in additional charges.

Customers should provide accurate information when requesting a quotation or estimate.

Providing incomplete or inaccurate information may result in the price needing to be revised before or during the Service.

9. Materials, Parts and Additional Costs

Depending on the Service, Materials may be supplied by the Customer, the Service Professional or Opulence Bliss.

Where the Customer is responsible for supplying Materials, the Customer is responsible for ensuring that the Materials are suitable, compatible and sufficient for the agreed work.

Where Opulence Bliss or a Service Professional is asked to purchase Materials on the Customer's behalf, the Customer may be responsible for the cost of those Materials in addition to the Service charge.

Where reasonably practicable, significant purchases or additional costs will be discussed with the Customer before being incurred.

Unless otherwise agreed, Materials purchased specifically for a Customer remain the Customer's responsibility once purchased.

Opulence Bliss cannot guarantee the performance, quality, compatibility or suitability of Customer-supplied Materials.

If a Service Professional reasonably believes that a Material, fixture, fitting, surface or component is unsuitable or unsafe, they may refuse to use it or may stop the relevant work until the issue has been resolved.

Where an appropriate alternative is available, the Customer may be given the option to approve additional

Materials or costs.

Additional charges may apply for:

- Additional Materials

- Replacement parts

- Additional labour

- Additional time

- Disposal of materials or waste

- Specialist equipment

- Parking, access or other reasonable costs associated with the Service

10. Payment

At present, Opulence Bliss Ltd accepts payment by bank transfer only.

Payment instructions will be provided after your booking has been confirmed or as otherwise agreed.

Unless otherwise agreed, payment must be received before the scheduled appointment.

Failure to make payment when required may result in the cancellation or postponement of the booking.

Where Additional Work, Materials or other agreed costs arise during or following a Service, payment may be required in addition to the original booking price.

We reserve the right to introduce additional payment methods in the future.

All payments must be made in accordance with the price and payment terms communicated to you at the time of booking.

Where a payment is disputed, the Customer should contact Opulence Bliss as soon as possible so that the matter can be reviewed.

11. Cancellations and Rescheduling

Customers may request to cancel or reschedule a confirmed booking by contacting Opulence Bliss as soon as possible.

Our applicable Cancellation and Refund Policy forms part of these Terms and Conditions and sets out any notice periods, cancellation charges, refunds or other applicable arrangements.

Where possible, we will make reasonable efforts to accommodate requests to reschedule a booking. However, rescheduling cannot be guaranteed and will depend on the availability of an appropriate Service Professional.

Where a booking involves a Service Professional who has already been allocated, purchased Materials, travelled to the Property or incurred other reasonable costs, additional charges may apply in accordance with the applicable Cancellation and Refund Policy.

If you need to cancel or change a booking, please contact us as early as possible.

12. Customer Responsibilities

To help us provide a safe, efficient and high-quality Service, customers agree to:

- Provide accurate and complete information when making a booking

- Provide reasonable access to the Property

- Ensure the Property is reasonably safe for the Service Professional to enter and work in

- Inform us of any known hazards or risks

- Ensure required utilities, such as electricity and running water, are available where reasonably necessary for the Service

- Provide access to any areas, rooms, fixtures or items that the Service Professional is expected to work on

- Obtain any permissions, landlord approvals, building permissions or other consents that are the Customer's responsibility

- Remove or secure fragile, valuable or particularly sensitive belongings where appropriate

- Follow reasonable instructions provided by the Service Professional or Opulence Bliss

- Treat Service Professionals respectfully and professionally

Customers must not knowingly provide misleading information about the Property or the work required.

If circumstances at the Property differ materially from the information provided during booking, the Service Professional may need to revise, postpone or refuse the relevant work.

13. Access to the Property

You are responsible for ensuring that the Service Professional can access the Property at the agreed appointment time.

Access may be provided by:

- The Customer being present

- A key safe

- A concierge or building management service

- A nominated third party

- An agreed access code

- Another access arrangement agreed with Opulence Bliss

Customers are responsible for ensuring that access instructions are accurate and that any keys, codes or access arrangements provided are functional.

If a Service Professional is unable to gain access to the Property at the agreed time, this may result in:

- Waiting or attendance charges

- Cancellation charges

- Loss of the appointment

- Additional travel costs; or

- The need to reschedule the Service

Any applicable charges will be dealt with in accordance with the Cancellation and Refund Policy and the circumstances of the individual booking.

Customers should notify Opulence Bliss as soon as possible if access arrangements change.

14. Safe Working Environment

Customers must provide a reasonably safe working environment for Service Professionals.

Customers must inform Opulence Bliss before the appointment if they are aware of circumstances that could reasonably affect the health or safety of anyone attending the Property.

This may include:

- Structural damage
- Unsafe flooring, stairs or surfaces
- Water leaks
- Electrical hazards
- Gas-related concerns
- Aggressive or uncontrolled animals
- Pest infestations
- Hazardous substances
- Dangerous waste
- Ongoing building work
- Excessive clutter preventing safe access
- Working at height
- Other known hazards

A Service Professional may refuse, pause or stop work if they reasonably believe that continuing would place themselves or another person at unreasonable risk.

Where work cannot safely proceed, Opulence Bliss may discuss alternative arrangements with the Customer.

Additional charges may apply where a return visit, specialist professional or additional work is required as a result of circumstances that were not disclosed or reasonably foreseeable at the time of booking.

15. Cleaning Services

Where a booking includes Cleaning Services, the Service will be carried out according to the Booking Details agreed before the appointment.

Cleaning Services may include:

- Regular cleaning
- One-off cleaning
- Deep cleaning
- End of tenancy cleaning
- Short-term rental cleaning
- Office cleaning

- After-builders cleaning

- Other cleaning services specifically agreed

The Service Professional will complete as much of the agreed work as reasonably possible within the booked time and scope.

The amount of work that can be completed may depend on:

- The size and condition of the Property

- The level of dirt or build-up

- The amount of clutter

- The booked duration

- The availability of suitable products and equipment

- The condition of surfaces and fixtures

- Access to rooms and areas

- Previous damage or wear and tear

Additional cleaning requested during an appointment may:

- Increase the required appointment time

- Result in additional charges; or

- Need to be scheduled for a separate visit

Unless otherwise agreed, customers may be required to provide general cleaning products and equipment reasonably necessary for the Service.

Where Opulence Bliss has agreed to provide cleaning products or equipment, this will be confirmed as part of the Booking Details.

16. Property maintenance and Home Maintenance Services

Where a booking includes Property maintenance or Home Maintenance Services, the work will be carried out according to the specific scope agreed with the Customer.

Examples may include:

- Furniture assembly

- Flat-pack assembly

- Shelving

- Hanging pictures, mirrors or other items

- Minor household repairs

- Minor adjustments

- Basic maintenance

- Replacing suitable fixtures or fittings

- General property upkeep

- Other agreed minor home improvement tasks

Property maintenance and maintenance work can involve circumstances that are not visible or known when a booking is made.

For example, a Service Professional may discover:

- Damaged materials

- Weak or unsuitable surfaces

- Hidden pipes or cables

- Existing structural issues

- Incorrect or incompatible parts

- Previous poor workmanship

- Water damage

- Rot or deterioration

- Other conditions that make the requested work unsuitable or unsafe

Where an unexpected issue is discovered, the Service Professional may stop the relevant work and notify Opulence Bliss or the Customer.

Additional work will not normally be undertaken without the Customer's agreement where the additional work would materially change the scope or price of the original booking.

17. Additional Work and Variations

Customers may request Additional Work during or after a booking.

Additional Work may include:

- Additional cleaning

- Additional rooms or areas

- Additional repairs

- Additional maintenance

- Additional assembly

- Additional installation

- Additional labour

- Additional Materials

- Work outside the original Booking Details

Where Additional Work is requested, Opulence Bliss or the Service Professional may provide an updated price or estimate before the work is carried out.

The Customer will normally be asked to approve any material increase in cost before Additional Work begins.

Where immediate action is reasonably necessary to prevent damage, protect safety or complete an agreed task, the Service Professional may take reasonable steps within the scope of their skills and the circumstances.

If Additional Work cannot reasonably be completed during the original appointment, a further booking may be required.

Additional Work is subject to Service Professional availability.

18. Specialist and Regulated Work

Certain types of work require specialist qualifications, certifications, registrations, licences, insurance or other professional requirements.

Opulence Bliss will only arrange or undertake such work where an appropriately qualified and suitable professional is available and the Service has been specifically agreed.

Examples may include certain:

- Electrical work
- Gas work
- Plumbing work
- Structural work
- Roofing work
- Building work
- Specialist installations
- Other regulated or technically complex work

The fact that a task appears minor does not necessarily mean that it can legally or safely be carried out as general Property maintenance work.

Where we believe a requested task requires a specialist professional, we may:

- Decline the work
- Recommend that a suitably qualified professional is used
- Arrange an appropriately qualified professional where available; or
- Request further information before confirming the booking

Customers should not ask a Service Professional to carry out work outside their qualifications, authorisation, insurance or agreed scope.

19. Services We Do Not Provide

Unless specifically agreed and appropriately qualified professionals are available, Opulence Bliss does not provide or arrange services involving:

- Dangerous electrical work
- Gas installation or repair work
- Major plumbing work
- Major structural alterations
- Major construction work

- Roofing requiring specialist trades
- Asbestos removal
- Hazardous chemical handling
- Dangerous biological waste
- Pest control
- Tree surgery
- Major demolition
- Work involving significant structural risk
- Medical or nursing services
- Childcare
- Pet care
- Any illegal activity
- Any work that a Service Professional reasonably believes is unsafe

We may also decline any task where we believe:

- The work is outside our service offering
- The work requires specialist qualifications that are not available
- The Property is unsafe
- Appropriate equipment is unavailable
- The Customer has not obtained required permissions
- The requested work presents unreasonable risk; or
- The work cannot reasonably be completed to an appropriate professional standard

This list is not exhaustive.

Opulence Bliss reserves the right to determine whether a requested Service falls within our available service offering.

20. Quality of Service and Workmanship

Opulence Bliss is committed to providing professional Services carried out with reasonable care and skill.

However, results may vary depending on the nature and condition of the Property, materials, fixtures, fittings and the scope of work.

For Cleaning Services, results may be affected by:

- Existing stains
- Mould
- Limescale
- Rust

- Paint
- Grease
- Permanent marks
- Wear and tear
- Damaged surfaces
- Previous cleaning methods
- The condition of fixtures and fittings

For Property maintenance and Home Maintenance Services, results may be affected by:

- The condition of existing materials
- Age and quality of fixtures or fittings
- Hidden defects
- Customer-supplied Materials
- Existing damage
- Previous workmanship
- Structural limitations
- Compatibility of parts
- Manufacturer specifications
- Conditions that could not reasonably be identified before work commenced

We cannot guarantee that a stain, defect, damage, fault or other existing condition will be fully resolved where doing so requires specialist treatment, replacement, repair or work outside the agreed Service.

Where a Service involves installation, assembly, repair or maintenance, the Service Professional will generally work with the materials, fixtures and conditions reasonably available at the Property.

Where a Customer supplies a product, fixture, fitting, component or other Material, Opulence Bliss cannot guarantee the quality, compatibility, suitability or performance of that item.

Customers should raise concerns about the quality or workmanship of a Service as soon as reasonably possible so that we have an opportunity to investigate and, where appropriate, arrange a reasonable resolution.