

BOND&BLOOM

GENERAL MEMBERSHIP, SERVICE & COMMERCIAL COMPLIANCE AGREEMENT

(Governing Law: England and Wales)

This General Membership, Service & Commercial Compliance Agreement (“Agreement”) sets out the terms, conditions, limitations, and policies governing access to and use of the services provided by Bond & Bloom (“Bond & Bloom”, “the Company”, “we”, “us”, or “our”). By enrolling as a member, executing a Membership Agreement, or otherwise engaging the services of Bond & Bloom, the client (“Member”, “Client”, or “you”) confirms acceptance of and agreement to be legally bound by this Agreement.

This Agreement applies to all membership tiers, service terms, and engagement formats and is incorporated by reference into every Membership Agreement entered into between Bond & Bloom and a Client.

1. Service Nature, Purpose and Brand Positioning

Bond & Bloom operates exclusively as a private, membership-based relationship concierge service. The Company provides structured logistical, administrative, and execution-focused support in relation to relationship-oriented planning and coordination. The service is intended for individuals in committed, long-term relationships who wish to ensure consistency, thoughtfulness, and follow-through in the management of relationship-related activities without personally undertaking the associated planning or administrative workload.

Bond & Bloom acts solely in a facilitative and coordinative capacity. The Company does not provide therapy, counselling, coaching, psychological support, emotional guidance, or relationship advice, nor does it purport to influence personal emotions, decisions, or relationship outcomes. The service is not a regulated health, mental health, or advisory service within the meaning of UK law.

All personal, emotional, communicative, and relational decisions remain the sole responsibility of the Client.

2. Scope of Services and Operational Discretion

Depending on the applicable membership tier and operational feasibility, services may include the planning, coordination, scheduling, and oversight of dates, occasions, experiences, gifting, travel arrangements, reservations, calendar management, milestone tracking, reminders, and vendor liaison.

Bond & Bloom does not itself supply third-party goods or services and does not act as principal in relation to any third-party transaction. The Company reserves the right to determine the feasibility, scope, and manner of any requested service and may decline or limit requests that fall outside the agreed scope, legal or regulatory boundaries, ethical standards, or operational capacity of the Company.

No warranty, guarantee, or representation is made as to personal satisfaction, emotional impact, relationship success, or third-party performance.

3. Third-Party Vendors and External Providers

In delivering the services, Bond & Bloom may coordinate with independent third-party vendors, including venues, travel providers, accommodation providers, event professionals, and suppliers. Such vendors are not owned, employed, or controlled by Bond & Bloom.

All third-party services are provided subject to the vendor's own terms and conditions. Bond & Bloom accepts no responsibility or liability for the acts, omissions, performance, quality, delays, failures, or conduct of any third-party vendor. Bond & Bloom's role is limited to coordination and facilitation only.

4. Fixed-Term Membership Structure

Bond & Bloom operates on a fixed-term service agreement basis. Each Client commits to a defined service term at the point of onboarding, as set out in the relevant Membership Agreement. Available service terms range from a minimum of four (4) months to a maximum of twelve (12) months.

Memberships automatically expire at the end of the agreed service term. There is no automatic renewal or continuation of services beyond the expiry date.

5. Fees, Payment Methods and Financial Commitment

Clients may elect, at the commencement of the service term, to pay either the full contract value in advance or by equal monthly instalments spread over the agreed service term. Monthly instalments constitute a payment mechanism only and do not create a rolling, cancellable, or open-ended subscription.

Once the service term has commenced, the Client remains liable for the full contract value for the entire agreed term. Early termination, reduced use of the service, or voluntary discontinuation by the Client does not relieve the Client of payment obligations, save where otherwise required by mandatory provisions of UK consumer law.

Bond & Bloom reserves the right to suspend or terminate services for non-payment, breach, misuse, or non-compliance, without prejudice to its right to recover outstanding sums.

6. Renewal, Pricing and Contract Variation

At the conclusion of the agreed service term, the Membership Agreement terminates automatically. Clients may elect to renew for a further fixed term, change membership tier, or discontinue the service entirely. Any renewal constitutes a new contract and may be subject to revised pricing and updated terms.

Pricing changes do not apply retrospectively to existing fixed-term agreements and apply only to new agreements or renewals.

7. Client Obligations and Cooperation

Clients agree to provide accurate, complete, and timely information reasonably required for service delivery, to review and approve plans where necessary, to maintain reasonable communication, and to comply with all applicable terms, policies, and lawful instructions.

Bond & Bloom shall not be responsible for delays, failures, or reduced service effectiveness arising from inaccurate information, late responses, lack of approvals, or insufficient cooperation by the Client.

8A. Identity and Relationship Verification

As a condition of membership approval and continued membership, Bond & Bloom may require the Client to provide valid identification and/or reasonable evidence supporting the relationship status declared during onboarding. Bond & Bloom may carry out reasonable identity, authenticity, security, and verification checks on information or documents supplied by the Client and may request further evidence where reasonably necessary.

If any identification document, relationship evidence, or other verification material submitted by the Client is found to be fake, falsified, altered, fraudulent, or deliberately misleading, Bond & Bloom shall be entitled to terminate the Client's membership immediately and without refund of membership fees or other sums already paid. Any unpaid sums or payment obligations otherwise due under the Membership Agreement shall remain unaffected, subject to any rights or remedies that cannot lawfully be excluded or restricted under applicable law.

The Client acknowledges that the submission of false or fraudulent verification material constitutes a material breach of this Agreement and agrees that Bond & Bloom may take immediate action without further notice where the Company reasonably determines that such material is fraudulent or falsified.

8. Suspension and Termination for Cause

Bond & Bloom may, at its discretion, suspend or terminate services immediately where the Client engages in non-payment, material breach of this Agreement, misuse of the service, abusive or inappropriate conduct towards staff or vendors, or behaviour inconsistent with the Company's

standards or ethical boundaries. Termination for cause does not affect accrued payment obligations.

9. Limitation of Liability

Bond & Bloom provides services on a reasonable skill and care basis in accordance with applicable UK law. Subject to that obligation, and to the fullest extent permitted by law, Bond & Bloom shall not be liable for indirect, consequential, or non-economic loss, including loss of enjoyment, emotional distress, or relationship outcomes.

Nothing in this Agreement limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded under the laws of England and Wales.

10. Governing Law and Jurisdiction

This Agreement and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising from or in connection with this Agreement

11. Intent and Interpretation

This Agreement is drafted to reflect professional discretion, clear service boundaries, calm and non-adversarial language, and alignment with a private concierge service model. Headings are for convenience only and do not affect interpretation.

EXECUTED AS A SIMPLE CONTRACT

SIGNED for and on behalf of

BOND & BLOOM LTD

(a company incorporated in England and Wales)

Name: **Chidinma Janet Nwachukwu**

Title: **Ms**

Authorised Signatory: **Janet.C.Nwachukwu**

This document was prepared and structured on behalf of Bond & Bloom for internal and client-facing use.

Franked by I.A. Simpa, Esq., in a commercial documentation and compliancesupport capacity.

