



PARDUS BLOOM

Client Procedure Guidelines & Terms and Conditions

Purpose



This document outlines the essential procedures, requirements, and legal provisions for clients engaging Legalisation Concierge Services Ltd, trading as Pardus Bloom's services. It details the preparation of documentation, appointment policies, payment obligations, and the company's terms and conditions—encompassing cancellation policies, liability limitations, and data protection practices—to ensure clarity, consistency, and compliance throughout the client's engagement.

CLIENT GUIDELINES

We appreciate your interest in our services. Before we provide a quote, please note the following points, which will apply if you decide to proceed with us:

1. Document Readiness

Should you choose to proceed, please have all necessary documents in final form, as no alterations can be made once work begins.

2. Appointment Changes

If you schedule an appointment with us, kindly give at least 24 hours' notice if you need to cancel or reschedule. Otherwise, our cancellation policy may apply.

3. Invoice Settlement

Full payment is required in advance of any work commencing. We cannot release final copies of your documents until all fees have been paid in full.

4. Disbursements

Any disbursements or services falling outside of our standard fees will be communicated to the Client in advance. This will include a brief explanatory note outlining the nature of the cost, together with a clear and itemised breakdown of the applicable charges.

5. ID and Proof of Address

We will use the ID and proof of address you upload in the quotation form to proceed with

your requested services unless you instruct otherwise or further documents are required following our legal checks. Acceptable ID includes valid passports and UK driving licences, while acceptable proof of address includes recent utility bills, council tax bills, or bank statements dated within the last three months. You will also need these documents available during any subsequent appointments. If you have any questions, please contact us at enquiries@pardusbloom.com.

If you have any questions before requesting a quote or would like more information, please feel free to contact us. We look forward to assisting you and will be happy to provide further details about these guidelines if you decide to proceed.

By acknowledging these guidelines, you confirm your understanding of our procedures and policies.

CANCELLATION POLICY

We appreciate your interest in our services. If you proceed and schedule an appointment, please note the following:

1. **Cancellation or Rescheduling**

- You must provide at least 24 hours' notice if you wish to cancel or reschedule an appointment. Notice must be given during our working hours of 9:00 am to 5:00 pm, Monday to Friday.
- Appointments cancelled within 24 hours of the scheduled time are subject to a cancellation fee of £95.

2. **Commencement of Work**

- If you cancel an order after we have started working on your matter, we may charge fees based on work completed up to that point or an appropriate percentage of the total invoice.

3. **Refunds**

- Any refunds approved by Legalisation Concierge Services Ltd (trading as Pardus Bloom) will be processed within 3–5 working days from the date of approval.
- Refunds will be issued using the original method of payment, unless otherwise agreed. Please note that, depending on the payment provider or banking institution, it may take additional time for the refunded amount to appear in your account.
- All refund requests are assessed on a case-by-case basis, taking into account the nature of the services provided, any work already undertaken, and any disbursements or third-party costs incurred, which may be non-refundable.

4. **Client Conduct and Right to Refuse Service**

- We are committed to maintaining a professional, respectful and efficient working environment for both our clients and our team.

- By engaging our services, clients agree to communicate in a respectful and appropriate manner at all times. We do not tolerate abusive, aggressive, or inappropriate behaviour, including (but not limited to):
 - Personal insults, belittling or derogatory remarks
 - Raised voices, harassment, or intimidation
 - Disrespect towards team members or third parties (including Notary Publics)
- Where such behaviour occurs, we reserve the right to:
 - End phone calls or ongoing communications immediately
 - Require all further communication to be conducted via email only
 - Decline to provide or continue services
- Any decision to refuse or discontinue services under this clause is made at our discretion and in line with our obligation to protect our team and maintain service standards.

5. Fees and Pricing Discussions

- Our fees reflect the fully managed, end-to-end nature of our service and the handling of the entire legalisation process on your behalf.
- While we are always happy to clarify the scope and structure of our services, our pricing is fixed. Where interactions involve pressure, inappropriate conduct, or attempts to negotiate fees outside our standard terms, we reserve the right to discontinue the service in line with our cancellation policy.

Your understanding and cooperation are greatly appreciated.

TERMS AND CONDITIONS

These Terms and Conditions apply from the moment you request a quote and will govern the basis on which Legalisation Concierge Services Ltd (“we,” “us,” or “our”) provides any services to you, should you decide to proceed.

1. Application

1.1 By requesting a quote or engaging our services, you acknowledge that these Terms and Conditions apply to all services detailed in any engagement letter (“Services”), as well as all applicable laws and regulations. You confirm that you are responsible for complying with any applicable local laws. If you do not agree to these terms, we are unable to proceed with providing Services.

1.2 No other terms or conditions will apply unless agreed to in writing between you and Legalisation Concierge Services Ltd.

2. Interpretation

2.1 A “business day” means any day other than a Saturday, Sunday, or bank holiday.

2.2 “We” or “us” refers to Legalisation Concierge Services Ltd.

2.3 Headings are for convenience only and do not affect interpretation.

2.4 Words in the singular include the plural and vice versa.

3. Use Licence

3.1 We grant you a limited, non-transferable licence to view materials on our website or

that we provide to you, for personal, non-commercial use only. Under this licence, you may not:

- Modify or copy the materials.
- Use the materials for any commercial purpose or public display.
- Decompile or reverse engineer any software or resources.
- Remove any copyright or proprietary notices.
- Transfer the materials to another person or server.

3.2 This licence terminates automatically if you breach its terms, and we may revoke it at any time.

4. **Disclaimer**

4.1 Our materials are provided “as is,” and Legalisation Concierge Services Ltd makes no express or implied warranties, including warranties of merchantability, fitness for a particular purpose, or non-infringement of intellectual property.

4.2 We make no guarantee regarding the accuracy, likely results, or reliability of the materials.

5. **Limitations of Liability**

5.1 To the fullest extent permitted by law, we shall not be liable for any loss of profit or indirect, special, or consequential loss arising from our Services or from your use of our materials.

5.2 We are not liable for delays or failures in performing our obligations due to causes beyond our reasonable control.

5.3 Our total liability under these Terms and Conditions is limited to the fees charged, net of VAT and disbursements, unless otherwise required by law.

5.4 Nothing in these Terms and Conditions excludes liability for death or personal injury caused by negligence or any other liability that cannot be limited or excluded by law.

6. **Force Majeure**

We will not be liable for any failure or delay in performing our obligations where such failure or delay results from causes beyond our reasonable control, including power failures, natural disasters, governmental actions, or civil unrest.

7. **Accuracy of Materials**

The materials on our website or supplied by us may contain errors. While we make reasonable efforts to ensure accuracy, we do not guarantee that any materials are complete, current, or free of typographical or technical errors.

8. **Links**

We are not responsible for the content of any linked sites. Inclusion of a link does not imply our endorsement; use of any linked site is at your own risk.

9. **Modifications**

We may revise these Terms at any time without notice. If you choose to proceed with our services after such revisions, you agree to be bound by the updated Terms.

10. **Communications**

10.1 All notices must be in writing and addressed to the latest contact details provided by each party.

10.2 Notices are deemed given under the following conditions:

- Upon delivery, if sent by courier or messenger during normal business hours.
- Upon sending, if transmitted by fax or email with confirmation of receipt.

- On the fifth business day following mailing by ordinary mail, or on the tenth business day for airmail.

11. **No Waiver**

11.1 Failing to enforce any provision of these Terms does not constitute a waiver of future enforcement of that or any other provision.

12. **Severance**

If any provision is found unenforceable, that provision is deemed severed, and the remaining provisions remain valid.

13. **Data Protection**

We will use your personal information in accordance with our Privacy Policy.

14. **Governing Law and Jurisdiction**

14.1 These Terms are governed by the laws of England and Wales.

14.2 Any disputes arising shall fall under the exclusive jurisdiction of the courts of England and Wales.

These Terms of Use are effective as of 4 December 2025.

LEGALISATION CONCIERGE SERVICES LTD, trading as PARDUS BLOOM PRIVACY POLICY

Your privacy is important to us. By requesting a quote or using our website (<http://pardusbloom.com>) and any related sites, you consent to our collection and use of your information under this policy.

1. **Information We Collect**

- **Log Data:** IP address, browser type and version, pages visited, etc.
- **Device Data:** Device type, operating system, geo-location data, unique identifiers, etc.
- **Personal Information:** Name, email, address, phone number, payment details, etc.

2. **Legal Bases for Processing**

We collect and process personal data only where we have a lawful basis, such as fulfilling a contract or meeting a legal obligation.

3. **Collection and Use of Information**

We use your data to facilitate services, provide quotes, handle inquiries, maintain internal records, improve our offerings, and comply with legal obligations.

4. **Disclosure of Personal Information**

We may disclose information to third parties who assist us in delivering our services or where required by law.

5. **International Transfers of Personal Information**

Your data may be transferred and stored outside the EEA, subject to appropriate safeguards.

6. **Your Rights**

You can request access, correction, or deletion of your personal information at any time, and you have the right to withdraw consent where provided.

7. **Cookies**

We use cookies to enhance your experience and to analyse site usage. See our Cookie Policy for more information.

8. **Business Transfers**

In the event of a merger, acquisition, or bankruptcy, we may transfer your personal data to a new entity.

9. **Limits of Our Policy**

We are not responsible for external websites linked from ours.

10. **Changes to This Policy**

We may update this policy at any time. Continued use of our services or website after changes indicates your acceptance.

If you have any questions or concerns, please contact us directly.

This policy is effective as of 4 December 2025.

By requesting a quote or otherwise interacting with us, you acknowledge that you have read, understood, and agree to these policies and terms. If you do not wish to be bound by them, please refrain from proceeding with our services. We value your interest and look forward to potentially working with you under these terms.

For questions on our policies, email us at enquiries@pardusbloom.com