

Terms of Service

Welcome to Vonula. We provide luxury residential cleaning services across London. These terms explain how our service works, what you can expect from us, and what we ask from you in return. By booking a cleaning service with us, you're agreeing to everything below. If anything feels unclear, just reach out — we're always happy to help.

Definitions

When we say 'client', we mean the person or household booking a cleaning service. 'Cleaners' or 'team' refers to the Vonula staff attending your property. 'We', 'us' or 'Vonula' refers to Vonula Limited as a company.

Bookings

When you book a cleaning service, we'll confirm your appointment date and time. Every home is different, so we agree the scope of work with you before the visit. If you need anything specific, tell us beforehand so we can prepare properly.

Access to the Property

We need safe and reliable access to the property at the agreed time. You can let us in personally, provide a key, or share an access code. If we cannot enter the property, the appointment may be cancelled and a fee may apply.

What's Included

We clean the areas and tasks agreed during booking. If you'd like extra tasks, deep cleaning, ironing, organising or anything outside the normal scope, we'll confirm the price and availability first. We don't handle hazardous materials or move heavy furniture.

Client Responsibilities

Please make sure the property is safe for our team to work in. Let us know about delicate items, sensitive materials or anything we should avoid touching. Pets should be secure so our team can clean without risk or distraction.

Our Responsibilities

We aim to deliver a high standard of cleaning every time. Our team will treat your home with respect, follow hygiene and safety practices, and let you know if they spot any concerns inside the property. If something unexpected prevents us from completing the work, we'll explain the situation clearly.

Pricing and Payments

We always confirm the price before the cleaning takes place. Payment is due on or before the day of service unless agreed otherwise. Late payments may result in future bookings being paused until the outstanding balance is cleared.

Cancellations and Rescheduling

If you need to cancel or change your appointment, please give at least 24 hours' notice. Cancellations made with less than 24 hours' notice, or missed appointments due to no access, may be charged a fee to cover the reserved time.

Quality, Issues and Complaints

If anything isn't right, please tell us within 24 hours so we can fix it. We'll offer a re-clean of the affected areas or discuss another fair solution. We want every client to be happy, so we take all feedback seriously.

Breakages and Damage

Our team always takes care inside your home. If accidental damage happens, let us know as soon as possible so we can review it properly. Vonula is insured for accidental damage caused by our staff. We're not responsible for items that were already loose, fragile, unstable or damaged before the cleaning.

Health and Safety

We may refuse or stop a cleaning if the environment is unsafe, heavily cluttered or poses a health risk. We cannot handle dangerous chemicals, pest infestations or bodily fluids.

Keys and Security

If you provide us with keys or access codes, they are stored securely and used only for your booked services. If you end your regular service, you can request your key back at any time.

Things Outside Our Control

Sometimes situations happen that nobody can predict or prevent, such as extreme weather, power cuts, transport strikes or emergencies. If this affects your appointment, we'll work with you to rearrange the service as soon as possible.

Behaviour and Expectations

We ask that both clients and cleaners treat each other with respect. Clear communication, honesty and basic courtesy help us keep everything smooth and stress-free.

Liability

We take responsibility for our cleaners and for providing the service agreed. We are not liable for delays, issues caused by poor access, unsafe conditions, or situations outside our control. To the fullest extent allowed by law, the maximum we would be responsible for is the total amount you paid for the specific appointment in question.

Termination

You're free to stop using our services at any time. We may also stop providing services if terms are repeatedly breached, payments are not made, or the working environment becomes unsuitable.

Jurisdiction

Vonula Limited (16607546) is a company registered in the United Kingdom. These terms are governed by and interpreted under UK law.

Changes to These Terms

We may update these terms occasionally. The latest version will always be available on our website. By continuing to use our services, you're agreeing to any updated terms.