

# Refer a friend Terms & Conditions

Last updated: 04/05/23

## The Promotion

1. The Grayshott Gigabit refer a friend Promotion ("Promotion") will run until 31.05.23

## Referring a friend

2. To be eligible to refer a friend you (the "Referrer") must:
  - Be resident in the UK and be 18 years or over, with a valid email address; and
  - Be an existing Grayshott Gigabit broadband customer with an active Grayshott Gigabit Residential or Business broadband account.
3. To enter the promotion, the Referrer must provide the following to [sales@grayshottgigabit.com](mailto:sales@grayshottgigabit.com)
  - Referral Name
  - Referral Email
  - "Friend" Email
  - "Friend" Address
  - "Friend" Contact Telephone Numbers (Mobile/Landline)
4. By enrolling in the promotion, the Referrer agrees that their personal details will be shared with Grayshott Gigabit and is therefore subject to Grayshott Gigabit's Privacy Policy. The Referrer agrees that by referring a Friend and sharing their details, we may share their name with them so that they know who has referred them.
5. Having entered their referral to [sales@grayshottgigabit.com](mailto:sales@grayshottgigabit.com) and entered this promotion, the Referrer will be sent a confirmation upon the Friend signing & connecting for the service.
6. For the avoidance of doubt, a Referrer cannot refer themselves.
7. This "Promotion" cannot be used with any existing promotions or offers that any Referrer may be having. If in doubt, please contact [sales@grayshottgigabit.com](mailto:sales@grayshottgigabit.com) to check if you qualify.
8. "Friend" can take advantage of current promotions, or any other offers that Grayshott Gigabit may offer subject to terms & conditions.

## Accepting a referral

7. To be eligible to accept a referral you (the "Friend") must:
  - be resident in the UK and be 18 years or over
  - have a valid email address
  - not be an existing Grayshott Gigabit broadband account holder.
  - not have had a Grayshott Gigabit broadband service in last 12 months
8. The Friend must be in a household or business that we can serve with our existing Gigabit Fibre coverage, an outline of these areas is updated on our Grayshott Gigabit website page: [Coverage Areas | Grayshott Gigabit](#)
9. The Friend must accept that they have been referred to by you the Referrer, upon confirmation by email/phone from Grayshott Gigabit
10. The Friend must then purchase a new Grayshott Gigabit broadband service package; UltraFAST 100Mbps, 200Mbps, 300Mbps, 800Mbps or Home Worker 1000Mbps package.
11. The addition of a Grayshott Gigabit product (BLAST MESH Wi-Fi or Managed Wi-Fi Pods) does not qualify as a broadband service package.
12. By enrolling in the promotion, the Friend agrees that their personal details will be shared with Grayshott Gigabit and are therefore subject to Grayshott's Privacy Policy.

## Getting the reward – Up to 900Mbps service boost

12. Once the Friend purchases & Grayshott Gigabit connect the Friend to our Gigabit Fibre network before close of business 31<sup>st</sup> July 2023, the Referrer will receive an acknowledgement email within 5 working days of their free broadband boost or monthly service credit.
13. The up to 900Mbps broadband boost will apply to the next billing month, and will be for a period of no more than 30 days.
14. The boost is only applicable to broadband speeds and does not include any add-ons (additional Wi-Fi Pods/MESH, IP Address, Other Services..)
15. Maximum number of referrals are 12 (twelve) for this promotion by any Referrer.

## General

13. The Promoter is Grayshott Gigabit Limited, 1 London Road, Hindhead, GU26 6AB. (registered in England No. 13136209)
14. Entering this Promotion is deemed as acceptance of these Terms and Conditions.
15. By entering this Promotion you agree for Grayshott Gigabit to send further communications solely as part of this offer. This does not affect your general Grayshott Gigabit marketing preferences.
16. The Promotion may be withdrawn, amended or extended, at any time and without notice.
17. No cash alternative will be offered.
18. The Promotion cannot be used in conjunction with any affiliate offer.
19. This Promotion is governed by the laws of England and Wales.

## FAQ's

- Q. Can I refer a friend who is already a Grayshott Gigabit customer?**
- A. You can refer anyone who doesn't have broadband with us. When you refer a friend, they need to take out a new broadband account by buying an eligible plan online.
- Q. Is there a limit to how many friends I can refer?**
- A. Up to 12 referrals can be provided, this will give you up to 12 month broadband upgrade boosts
- Q. I'm not a Grayshott Gigabit Customer, can I refer a friend?**
- A. Unfortunately, this promotion applies only to existing Grayshott Gigabit customers