

# Terms and Conditions of Service

Caravan Internet

*Last Updated: December 2024*

These Terms and Conditions set out the basis on which we, Caravan Internet, provide our broadband internet services to you. Please read them carefully before placing your order.

## KEY POINTS:

- You have a 14 day cooling-off period enabling you to cancel but installation and service used is applicable
- Minimum 12 month contract term applies
- Monthly payments are required in advance on the 1st of each month unless amended and confirmed via email
- Equipment remains our property and must be returned
- Illegal streaming devices are prohibited

## 1. Placing Your Order

We are under no obligation to accept your order. We will acknowledge your order by email, text, social media, WhatsApp or by telephone, but no contract will exist between you and us until you have completed our online signed contract set by us.

## 2. Eligibility

The Service is only available to individuals who are eighteen (18) years of age or older who can form legally binding contracts under applicable law.

We may refuse to offer the Service to any person or company and may change our criteria for eligibility at any time, at our sole discretion. We reserve the right to terminate your account if any registration data you provide is or becomes untrue, inaccurate, not current, or incomplete.

Our Caravan Broadband and Home Broadband services are only available to domestic consumers. Anyone operating a business from the installation address will need to upgrade to a business class service. We reserve the right to terminate the contract if we deem it appropriate to do so.

## 3. Right to Cancel

The Customer shall have a statutory 14-day cooling-off period, commencing on the date of installation of the Services, during which the Customer may terminate this Agreement without giving any reason by providing notice to us via email. Where termination occurs within the cooling-off period, this Agreement shall end without penalty.

If the Customer does not exercise the right to cancel within the cooling-off period, this Agreement shall continue for a minimum fixed term of twelve (12) months (the Minimum Term).

Upon expiry of the Minimum Term, the Customer may terminate this Agreement by giving the Company not less than thirty (30) days' written notice. Upon termination of this Agreement for any reason, all equipment must be returned in accordance with Section 5 (Equipment).

### Charges if You Cancel After Installation

If you request us to install the equipment and commence service during the 14-day cancellation period, and you subsequently cancel, you must pay/arrange:

- **Installation fee:** The full installation fee (as this work will have been performed and cannot be reversed)
- **Service charges:** A proportionate charge for any days of service you have used, calculated on a daily basis from the date of installation to the date of cancellation
- **Return of Equipment:** All equipment remains our property and must be returned within seven (7) days following your cooling-off period cancellation or expiry of the contract. Failure to do so may result in charges being applied in accordance with Section 5 (Equipment).

*By agreeing to an installation appointment within the 14-day period, you are expressly requesting early commencement of services and acknowledging this payment obligation.*

### Full Refund Scenario

If you cancel **before** any installation takes place and within the 14-day period, you will receive a full refund of all payments made.

Once the right to cancel has been lost or expired, the contract will remain in force and you will remain liable to pay our charges for at least the minimum term.

## How to Cancel

If you wish to exercise your right to cancel, please contact us as soon as possible:

- Email: [support@caravaninternet.co.uk](mailto:support@caravaninternet.co.uk)
- Phone: 01255 711 011

## 4. Installation

### Your Responsibilities

Once we have processed your application, we will contact you to arrange delivery and installation. You must ensure that:

- We are able to access your premises on the appointed day and time, or charges may apply as stated under 'Missed Appointments'
- You prepare your premises according to our reasonable instructions
- You are the owner of the premises, or you have consent from your landlord or local authority for the installation
- Your devices meet the minimum specification required to use our services

### Installation Process

We will make every effort to site the equipment at a location of your choice that is also suitable for accessing our wireless network. However, to obtain optimum signal strength this may not always be possible and additional internal or external cabling work may be required.

If we are unable to install the equipment at a mutually suitable location, this agreement shall terminate and any monies received shall be refunded to you.

**Missed Appointments:** If an installation date has been agreed and our engineer is unable to carry out the installation due to the customer's failure to provide access, or where the engineer is turned away without prior notice, a Failed Access Fee of £50 may be charged to cover our reasonable costs.

### Additional Installation Costs

Additional equipment may be necessary for safe installation. You will be advised of any extra charges before installation proceeds. Examples include:

- Chimney Strap: £15 per strap
- Large Pole (10ft+) and bracket(s): Price on application
- Extra cable (over 15m): £2.00 per extra metre
- Bespoke cabling: Price on application
- Cherry Picker: Price on application

## 5. Equipment

**Ownership:** All equipment remains our property at all times, even after installation fees are paid in full. The equipment is provided on loan for the duration of your contract.

**Care of Equipment:** You must not tamper with, modify or interfere with the equipment in any way. You are responsible for any loss or damage to the equipment.

**Return of Equipment:** Upon termination of this contract or end of service for any reason, you must make the equipment available for collection by us. If you fail to return the

equipment later than 7 days post your contract end date or refuse to allow us to collect it, you will be charged the current replacement cost of the equipment. We will provide reasonable notice of collection appointments.

**Maintenance:** We will need to access your premises from time to time to repair, maintain, replace or upgrade equipment. You agree to cooperate in arranging suitable times for us to attend.

If equipment needs replacement due to damage caused by electrical surges, storms or any other reason beyond our control, a service fee of up to £200 may apply.

## 6. Service Availability

We will use reasonable endeavours to provide the services on a continuous basis. However, we cannot guarantee that the services will be fault-free or without interruption.

Service quality and availability may be affected by factors outside our control, including:

- Mechanical breakdown
- Local physical obstructions
- Atmospheric conditions
- Radio interference
- Network congestion

### Service Level Agreement (SLA)

In the event of loss of service, the following fix times will apply:

- Caravan Broadband users: 3 working days
- Home Broadband: 3 working days
- Business Broadband: 2 working days

If circumstances beyond our control will delay repairs, we will notify you as soon as possible.

## 7. Acceptable Use

You must comply with all applicable laws, rules and regulations when using our services.

### Prohibited Activities:

- Sending unsolicited bulk emails (spam)
- Using the service for unlawful or illegal purposes
- Making offensive, indecent or hoax calls
- Using the service fraudulently
- Re-selling or providing access to anyone outside your premises
- Using illegal streaming devices, including but not limited to modified Fire TV sticks, Android boxes, or any devices pre-loaded with applications designed to access copyrighted content without authorisation

Any use of our service for spamming or illegal streaming will result in immediate termination without notice and without refund.

### Illegal Streaming and Copyright Infringement

You must not use our service to access, stream, download or distribute copyrighted content without proper authorisation. This includes but is not limited to:

- Using modified or 'jailbroken' streaming devices
- Using applications or services that provide unauthorised access to premium content
- Streaming live sports, movies, or TV shows from illegal sources
- Using IPTV services that do not have proper licensing agreements

We reserve the right to suspend or terminate your service immediately if we have reasonable grounds to believe you are engaging in copyright infringement or illegal streaming activities. We may also be required to report such activities to the relevant authorities.

## **Fair Usage Policy**

All our unlimited packages are truly unlimited.

## **8. Payments and Charges**

You must pay the charges every month in advance of service provision.

### **Payment Schedule**

- Initial payment of installation charge and first month's payment: Payable by debit/credit card or cash on day of Installation
- Monthly charges: Payable on the 1st of each calendar month unless you have requested and we have agreed to an alternative date
- **Late Payment**

If any invoice remains unpaid seven (7) days after its due date, we reserve the right to suspend the provision of services until payment is received. A late payment fee of 10% of the overdue amount, up to a maximum of £50 per invoice, may be applied to cover reasonable administrative costs incurred by the company.

**Important:** We will not connect your broadband supply until the first month in advance and equipment install fee has been received.

If two months pass without payment, a reconnection charge of £45 applies plus all outstanding payments.

### **Changes to Charges**

During the minimum term we will not alter the charges. After the minimum term, we may alter the charges at any time by giving you at least 30 days' notice.

## **9. Contract Duration and Minimum Term**

The services will commence on the service commencement date (normally the day we complete installation). You will not be charged until the services commence.

The Agreement shall remain in force for a minimum period of twelve (12) months (the "Minimum Term"). Upon expiry of the Minimum Term, the Agreement shall continue on a month-to-month basis, subject to thirty (30) days' prior written notice of termination. This shall apply notwithstanding any relocation to premises outside of the Service Provider's service area.

Notwithstanding the foregoing, the Customer shall remain liable for all fees and charges due under this Agreement for the duration of the Minimum Term, irrespective of whether the Services are utilised.

## **10. Termination**

### **Termination During the Minimum Term**

You may end this contract during the minimum term by giving us not less than 30 days' notice if we:

- Significantly alter the services, or
- Significantly reduce the level of service provided

Note: Limitation or restriction of file-sharing services (such as torrent services and newsgroups) is not considered a significant change.

We may terminate the contract during the minimum term if you break any of these conditions, by giving you not less than seven days' notice in writing.

### **Termination After the Minimum Term**

After the minimum term, you may terminate at any time by giving us not less than 30 days' notice along with return of equipment.

After the minimum term, we may terminate by giving you not less than 30 days' notice, or seven days' notice if you break any of these conditions.

### **Refunds After Termination**

We will not refund any charges if we end the contract because you have broken these conditions. In all other circumstances, we will refund any charges paid for the unexpired portion of the month in which termination occurs, calculated on a daily basis.

## **11. Suspension of Service**

If any charges are overdue or you break any of these conditions, we may suspend the services immediately without prior notice.

The services will remain suspended until all overdue charges are paid, a payment plan is agreed via writing, or you remedy the breach. A reconnection fee may be payable upon restoration of the services.

## **12. Complaints Procedure**

We are committed to providing excellent customer service. If you are unhappy with any aspect of our service, we want to put it right.

### **How to Make a Complaint**

#### **Step 1: Contact Us First**

Most issues can be resolved quickly by contacting our support team at [support@caravaninternet.co.uk](mailto:support@caravaninternet.co.uk) or calling 01255 711 011.

#### **Step 2: Formal Complaint**

If we haven't resolved your issue, you can make a formal complaint by emailing [complaints@caravaninternet.co.uk](mailto:complaints@caravaninternet.co.uk). We will:

- Acknowledge your complaint within 3 working days
- Investigate thoroughly
- Provide a full response within 8 weeks

#### **Step 3: Alternative Dispute Resolution (ADR)**

If we cannot resolve your complaint within 8 weeks, or if we issue a deadlock letter, you can refer your complaint to an independent Alternative Dispute Resolution scheme at no cost to you.

Full details of our complaints procedure and ADR scheme information are available on our website at [www.caravaninternet.co.uk/support](http://www.caravaninternet.co.uk/support) or by request.

## 13. Security

You are solely responsible for the security of your devices. We recommend you:

- Use firewall software
- Keep virus scanning software up to date
- Configure your network securely

We are not responsible for any breach of security via the internet.

## 14. Liability

### Domestic Consumers

If you are a domestic consumer, we have no liability for any losses incurred by any business, trade or profession carried on by you or any other person using the services.

### Business Customers

If you use our service for business purposes, we are not liable for:

- Any loss or damage which is indirect or not reasonably foreseeable
- Loss of business, profits, savings, revenue, use or goodwill
- Loss or corruption of data

## 15. Your Responsibilities

- Keep your registered contact details up to date
- Report any faults or interruptions promptly
- Ensure all users from your premises are aware of these terms
- You are responsible for all access to the services made using your IP address

## 16. Data Protection and Privacy

We take your privacy seriously. Our full Privacy Policy is available on our website at [www.caravaninternet.co.uk](http://www.caravaninternet.co.uk) and explains how we collect, use, store and protect your personal information in accordance with UK GDPR and the Data Protection Act 2018.

We will not disclose any information about you to third parties without your express consent, except as required by law.

## 17. Changes to These Terms

We may change or add to these conditions if we reasonably believe it is necessary. We will give you reasonable notice of any changes.

## 18. General

**Transfer of Contract:** We may assign or transfer any of our rights or obligations under this Agreement to any company, firm, or person, provided that such assignment or transfer does not materially prejudice your rights or the quality of the services provided to you. Any such transfer will be confirmed to you in writing. If you do not receive written confirmation of the transfer, you may contact us promptly to seek clarification.

You may assign or transfer this Agreement to a third party, subject to their acceptance of the terms and conditions set out herein. In the event that such a transfer is not possible, all obligations and terms under this Agreement shall continue to apply to you in full.

**Law:** This contract is governed by English Law. Our services are only available within the United Kingdom.

**Communications:** We may contact you via post, fax, email, SMS (text message) or WhatsApp. Facebook and Instagram correspondence are solely used for inbound communication. You are responsible for ensuring your contact details are kept up to date.

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*Questions about these terms? Contact us at [support@caravaninternet.co.uk](mailto:support@caravaninternet.co.uk)*

*Or 01255 711 011*

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