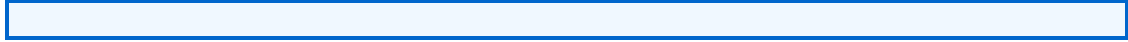


Terms and Conditions of Service

Caravan Internet

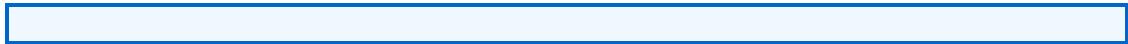
Last Updated: December 2024

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 14 days to cancel - but will pay for installation and service used
- Minimum contract term applies
- Monthly payments are required in advance on the 1st of each month
- 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, Facebook message, 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 residential customers. 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

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel this contract by giving us notice of cancellation at any time within fourteen (14) days beginning with the day after the day on which we accept your order.

Loss of Cancellation Right: You will lose your right to cancel if you expressly request that we commence installation of the equipment and begin providing the service before the end of that 14-day cancellation period. By agreeing to an installation appointment within this period, you are requesting early commencement and waiving your cancellation right.

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 will be required to pay:

- **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

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
- 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
- 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 PC meets 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 arranged and our engineer is turned away without prior warning, an additional cost of £50 may be incurred for rescheduling.

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 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 £120 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 authorization

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 authorization. This includes but is not limited to:

- Using modified or 'jailbroken' streaming devices
- Using applications or services that provide unauthorized 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
- 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 you stop paying, the service will cease until payment is received and late fees will apply

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 contract runs for at least the minimum term even if you move to premises that are not within our service area. Even if you choose not to use the services, you are liable to pay the charges for the remainder of the minimum term.

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.

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 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 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. 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 or by request.

13. Security

You are solely responsible for the security of your computers. 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

Residential Customers

If you are a residential customer, 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 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 can transfer our rights or obligations under this contract to any company, firm or person, provided it does not adversely affect your rights or the services you receive. You may not transfer your rights or obligations to anyone else.

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

Communications: We may contact you by post, fax, email or SMS text message. You are responsible for ensuring your contact details are kept up to date.

Questions about these terms? Contact us at support@caravaninternet.co.uk

Or 01255 711 011

Caravan Internet | 186 Old Road, Clacton On Sea, Essex, CO15 3LR