Hive+ October Prize Draw – TERMS AND CONDITIONS

1. PROMOTER

The promoter is Centrica Hive Limited (trading as Hive), registered in England and Wales (company number 05782908) with registered office at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (the "Promoter", "Hive", "we", "us" or "our").

2. PRIZE DRAW PERIOD

2.1. Hive is offering eligible Hive+ members the opportunity to win a £250 pre-loaded payment card, as described in section 5 below. (the "Prize Draw").

2.2. The Prize Draw will open on 1 October 2026 (the "Opening Date") and close at 23:59 on 31 October 2026 (the "Closing Date"). The period between the Opening Date and the Closing Date is the "Prize Draw Period".

2.3. Entries received outside of the Prize Draw Period will not be accepted.

2.4. No additional payment or fee is required to enter the Prize Draw. However, entrants must be eligible Hive+ members as set out in section 3.

2.5. By entering the Prize Draw, entrants agree to be bound by these Terms and Conditions.

3. ELIGIBILITY

3.1. This Prize Draw is only open to Hive+ members who:

- are UK residents and are aged 18 or over;
- submit their email address at www.hivehome.com/discover-hive/win-with-hiveplus during the Prize Draw Period;
- have an active Hive+ membership at the time of entry and on the Closing Date; and
- meet the entry requirements set out in section 4.

3.2. For the purposes of these Terms and Conditions, an "active Hive+ membership" means a live Hive+ membership that has not been cancelled, suspended or terminated.

3.3. The Prize Draw is not open to:

3.3.1. employees, contractors or agents of the Promoter or any Centrica group company;

3.3.2. employees, contractors or agents of any supplier or other third party directly involved in administering or fulfilling the Prize Draw; or

3.3.3. members of the immediate families or households of anyone referred to in sections 3.3.1 or 3.3.2.

3.4. By entering, entrants confirm that they are eligible to enter and eligible to claim the prize.

3.5. The Promoter reserves the right to verify entries of any entrant and to disqualify an entrant who does not meet the eligibility criteria or where there are reasonable grounds to believe that the entrant has breached these Terms and Conditions, the entry is fraudulent, misleading or if the entrant has acted contrary to the spirit or intention of the Prize Draw.

3.6. The Promoter may request proof of identity, age, address, Hive+ membership status or any other information and documentation as it reasonably requires to verify an entrant's eligibility and compliance with these Terms and Conditions.

4. HOW TO ENTER

4.1. To enter the Prize Draw, eligible Hive+ members must submit their email address at 'www.hivehome.com/discover-hive/win-with-hiveplus' during the Prize Draw Period.

4.2. Entrants must submit the same email address as attached to their Hive+ account. This email address will be used to validate the entrant's Hive+ membership and contact the winner.

4.3. Entries outside of the Prize Draw Period are not valid and will not be counted.

4.4. There is a maximum of one entry per person and per Hive+ account. Duplicate entries will be removed and will not increase an entrant's chances of winning.

4.5. The Promoter accepts no responsibility for entries that are lost, delayed, corrupted, incomplete or not successfully submitted, received or recorded due to technical failures, or any other reason beyond its control.

5. PRIZE

5.1. There is one prize available: a £250 pre-loaded payment card, which can be used at participating merchants that accept card payments from the relevant card network, subject to the card issuer's terms and conditions. The prize will be awarded to one winner.

5.2. The pre-loaded payment card is subject to the card issuer's terms and conditions, including any expiry date, spending limits, transaction restrictions and other usage conditions imposed by the card issuer. The winner is responsible for reviewing and complying with those terms. The Promoter is not responsible for the operation, acceptance, availability or administration of the card by the card issuer or participating merchants.

5.3. Subject to the card issuer's terms and applicable law, the pre-loaded payment card may not be exchanged for cash, reloaded or redeemed for a refund. Any unused balance remaining on the pre-loaded payment card may be subject to the card issuer's terms and conditions, including any expiry provisions.

5.4. The prize is subject to availability.

5.5. The prize is non-transferable, non-exchangeable and non-refundable. No cash, credit or other alternative is available. The prize may not be sold, transferred, auctioned or otherwise commercially exploited.

5.6. If circumstances outside the Promoter's reasonable control make it necessary to do so, the Promoter reserves the right to substitute the prize, or any element of it, with an alternative of equal or greater value.

5.7. Unless expressly stated otherwise, the prize does not include any costs, charges, upgrades, add-ons, installation or other items not specifically listed in section 5.1.

6. SELECTING THE WINNER

6.1. All eligible entries will be validated against Hive's Hive+ member records. Any entrant who cannot be verified as meeting the eligibility criteria will be excluded from the Prize Draw.

6.2. One winner will be selected at random from all eligible entries using a fair, impartial and verifiable randomised computer process.

6.3. A winner will be selected within fourteen (14) days of the Closing Date.

6.4. The Promoter reserves the right to verify all entries and the winner before awarding the prize. The Promoter may refuse to award the prize where there are reasonable grounds to believe that there has been a breach of these Terms and Conditions, fraud, abuse, manipulation of the Prize Draw or an error affecting its operation.

6.5. The Promoter may require the winner to provide reasonable proof of identity before the prize is awarded.

6.6. The Promoter's decision in relation to the Prize Draw is final and binding. No correspondence will be entered into regarding the outcome of the Prize Draw.

7. WINNER NOTIFICATION AND ACCEPTANCE

7.1. The winner will be contacted by email using the email address submitted when entering the Prize Draw.

7.2. The winner will be notified within fourteen (14) days following the Closing Date and must respond and confirm acceptance of the prize within seventy-two (72) hours of the Promoter's first notification attempt.

7.3. The winner may be required to provide or confirm a valid UK postal address for delivery of the prize. The postal address provided by the winner will be used as the delivery address for prize fulfilment. The Promoter accepts no responsibility where the prize cannot be delivered, is delayed, lost, returned or delivered to an incorrect address as a result of inaccurate, incomplete, out-of-date or otherwise incorrect address details provided by the winner.

7.4. If an entrant has not been contacted within the timeframe set out above, they should assume that their entry has not been successful.

7.5. If the winner does not respond within seventy-two (72) hours of being contacted or is found to be ineligible, declines the prize, fails to satisfy any prize fulfilment requirements or is unable to accept or receive the prize, the Promoter reserves the right to withdraw the prize and select an alternative winner.

7.6. The alternative winner selection process may be repeated up to five (5) times. If the prize remains unclaimed or cannot be awarded after five (5) alternative winner selections, the Promoter reserves the right not to award the prize.

7.7. The Promoter accepts no responsibility where a winner cannot be contacted using details provided by the entrant.

8. PRIZE FULFILMENT

8.1. The winner must provide any additional delivery information reasonably requested by the Promoter for prize fulfilment.

8.2. The Promoter will use reasonable endeavours to dispatch the prize within thirty (30) days of receiving the winner's valid and complete delivery details.

8.3. The Promoter accepts no responsibility if the prize cannot be delivered, is delayed or is delivered to an incorrect address because the details supplied by the winner are inaccurate, incomplete or out of date.

8.4. If the prize is returned undelivered, the Promoter reserves the right to withdraw the prize and select an alternative winner in accordance with section 7.

8.5. The Promoter accepts no responsibility if the winner is unable to accept or collect the prize for any reason. The prize may not be claimed by a third party on the winner's behalf.

8.6. Once the prize has been dispatched, delivered or otherwise made available to the winner, the Promoter shall have no further responsibility for it, except as required by law.

8.7. The Promoter shall not be responsible for any delay or failure to fulfil the prize caused by circumstances outside its reasonable control, including supply chain disruption, courier or delivery delays, severe weather, industrial action or technical or operational failures.

9. WINNER INFORMATION

9.1. The winner's surname and county of residence will be available on request for up to thirty (30) days after the winner has been confirmed, in order to demonstrate that a valid prize award has taken place.

9.2. A winner may object to some or all of their information being published or made available by contacting the Promoter.

9.3. If a winner objects to their information being made available, the Promoter may nevertheless provide the relevant information to the Advertising Standards Authority or any other regulator or competent authority where required to do so.

10. DATA PROTECTION

10.1. Personal data provided in connection with the Prize Draw will be processed by the Promoter and its agents and suppliers for the purposes of administering the Prize Draw, in accordance with the Promoter's Privacy Notice available at: https://www.hivehome.com/privacy.

10.2. You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD, or by email at privacy@centrica.com.

11. GOVERNING TERMS

11.1. The Promoter reserves the right to hold void, suspend, cancel, amend or withdraw the Prize Draw where reasonably necessary, including where there is fraud, misuse, technical failure, administrative error or any event outside the Promoter's reasonable control.

11.2. These Terms and Conditions apply to the Prize Draw in addition to any terms applying to the entrant's Hive+ membership. In the event of any conflict relating specifically to the administration or operation of the Prize Draw, these Terms and Conditions shall prevail.

11.3. These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, advertising or promotional materials relating to the Prize Draw. Entry instructions are deemed to form part of these Terms and Conditions.

11.4. Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited.

11.5. Nothing in these Terms and Conditions affects an entrant's statutory rights.

11.6. If any provision of these Terms and Conditions is held to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

12. GOVERNING LAW

12.1. These Prize Draw Terms and Conditions and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or the Prize Draw shall be governed by the laws of England and Wales. The courts of England shall have exclusive jurisdiction to settle any such dispute or claim.