



HIVE+ TERMS & CONDITIONS

NEW TO HIVE FREE TRIAL

Terms and Conditions

Please read these Promotion Terms carefully. They explain the Hive+ “New to Hive” Free Trial promotion (the Promotion). If you are new to Hive, you may be able to try a Hive+ paid subscription free for two (2) months (the Trial). Payment details are required to start the Trial.

These Promotion Terms relate only to the Promotion itself. Your Hive+ membership (including billing, renewal and cancellation) remains subject to separate Hive+ membership terms and any applicable Hive general terms.

By participating in the Promotion, you acknowledge and agree to these terms and conditions.

Words in bold

Some of the words and phrases we have used in these terms have a particular meaning. We have highlighted these words in **bold** and explained what they mean below.

Definitions

By “**we**”, “**us**” or “**our**”, we mean Centrica Hive Limited (Hive) (registered number 05782908), with registered office at Millstream, Maidenhead Road, Windsor, SL4 5GD, as the promoter of this Promotion (the “**Promoter**”).

Customer - means an individual who meets the eligibility requirements in section 3.

New to Hive - means your Hive account was created within the two (2) month period ending on the date the Offer Banner appears in your Hive app.

Paid Subscription - means the Hive+ subscription plan displayed to you as part of your Trial sign-up journey.

Trial - means access to the Paid Subscription during the Trial Period under this Promotion.

Trial Period - means two (2) months from the date you activate the Trial.

Offer Banner - means the promotional banner presented within the Hive app inviting eligible Customers to participate in the Promotion.

Offer Link - means the link within the Offer Banner that redirects you to hivehome.com and takes you directly to the basket/checkout page to activate the Trial.

Payment-Details Trial - means the Trial pathway where payment details must be provided to activate the Trial.

Promotion - means the Hive+ New to Hive Free Trial promotion described in these Promotion Terms.



1. THE PROMOTION

- 1.1. If you are New to Hive and meet the Eligibility criteria below, you can redeem a two-month free Trial of the Paid Subscription as part of the Payment-Details Trial.
- 1.2. The Promotion will start on 1 April 2026 and will be available for a limited time only. We reserve the right to withdraw or end the Promotion at any time. Any withdrawal of the Promotion will not affect Customers who have already activated a Trial.
- 1.3. The Trial Period is two (2) months from the date you activate the Trial.
- 1.4. The Promotion has no cash value, cannot be exchanged for cash or credit, and cannot be used with any other offer.
- 1.5. **IMPORTANT: At the end of your Trial Period, your Paid Subscription will automatically continue and you will be charged unless you cancel before the Trial Period ends, as explained in section 4 below.**

2. HOW TO REDEEM

- 2.1. To redeem the Promotion:
 - 2.1.1. click the Offer Banner shown in your Hive app;
 - 2.1.2. follow the Offer Link to hivehome.com; and
 - 2.1.3. complete checkout to activate your Trial during the Promotion Period.
- 2.2. The Offer Banner and Offer Link must not be shared. If we reasonably suspect sharing, misuse or ineligible use, we may refuse redemption or withdraw the Promotion in accordance with the General Terms below.

3. ELIGIBILITY

- 3.1. To receive the Offer Banner and qualify for the Promotion, you must meet all of the following criteria:
 - 3.1.1. New to Hive: your Hive account was created less than two (2) months before the date the Offer Banner appears;
 - 3.1.2. New thermostat installation: you have installed a Hive thermostat, and have the Offer Banner appear within two (2) weeks of installation; and
 - 3.1.3. Not an existing Hive+ subscriber: you must not already have an active Hive+ subscription.
- 3.2. Additionally, you must:
 - 3.2.1. be a UK resident; and
 - 3.2.2. be aged 18 or over.
- 3.3. Meeting the eligibility criteria does not guarantee that you will receive the Offer Banner, which is subject to availability and targeting within the Hive app.
- 3.4. The Promotion is not available to existing Hive+ customers with an active Hive+ subscription.



4. PAYMENT-DETAILS TRIAL – IMPORTANT BILLING AND CANCELLATION TERMS

- 4.1. You must provide valid payment details to start the Trial. Your payment details will be stored and processed in accordance with our Privacy Policy.
- 4.2. During the Trial Period, you will have access to the Paid Subscription.
- 4.3. By providing payment details, you agree that subscription charges will automatically begin on the first day after your Trial Period ends, on a monthly recurring basis (or another billing interval disclosed to you in advance), unless you cancel beforehand.
- 4.4. Unless cancelled before the end of the Trial Period, you will automatically become a paying subscriber to the Paid Subscription.
- 4.5. The recurring price and billing interval will be shown clearly at checkout before you activate your Trial.
- 4.6. The payment method you provide will be charged at the then-current recurring price on the first day after the Trial Period ends and on each subsequent renewal date, unless you cancel beforehand.
- 4.7. Any time-limited entitlements within the Paid Subscription will be reduced by the duration of the Trial Period.
- 4.8. If you do not want to be charged, you must cancel your Paid Subscription before the end of the Trial Period. To avoid being charged, you must cancel before 23:59 on the last day of your Trial Period (UK time). Cancellation takes effect at end of Trial.
- 4.9. If we are unable to take payment after your Trial ends, we may suspend or cancel your access until payment details are updated.
- 4.10. Your statutory and contractual rights to cancel your Paid Subscription (and any applicable refunds) are set out in the Hive+ membership terms.

5. LIMITATIONS AND EXCLUSIONS

- 5.1. The Promotion may only be redeemed once per eligible Customer and per Hive account. We may also reasonably limit redemptions by household, device or payment method.
- 5.2. The Promotion cannot be used in conjunction with any other offer, promotion or discount.
- 5.3. If you cancel a Paid Subscription taken out after upgrading from a Trial, no refund will be provided for any unused period unless required by law.
- 5.4. Nothing in these Promotion Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.
- 5.5. Subject to the above, to the extent permitted by law, we are not responsible for any loss, cost, damage or disappointment suffered as a result of:
 - 5.5.1. failure to meet eligibility criteria;
 - 5.5.2. our inability to contact you using the details you have provided;
 - 5.5.3. delays or failures caused by third-party systems, email providers or technical issues; or



5.5.4. circumstances outside our reasonable control.

5.6. You are responsible for ensuring that your contact details are kept up to date.

6. General terms

- 6.1. We reserve the right to hold, void, suspend, cancel, amend or withdraw this Promotion at any time without notice, including (without limitation) where we reasonably suspect fraud or misuse, where there has been a technical or administrative error, or where changes are required by law or regulation. Any such withdrawal or amendment will not affect customers who have already qualified for the Promotion prior to the date of withdrawal or amendment.
- 6.2. These terms do not affect any other rights you may have under warranty or your statutory rights under the Consumer Rights Act 2015 (as amended) and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.
- 6.3. These Promotion Terms are effective from 1 April 2026. We may update these Promotion Terms from time to time. Any updates will not affect Customers who have already redeemed the Promotion prior to the update.
- 6.4. Separate product and services terms and conditions will apply.
- 6.5. For any queries or complaints related to this Promotion or your Hive+ membership, please visit <https://www.hivehome.com>.
- 6.6. These terms and conditions shall be governed by the laws of England and Wales.

7. DATA PROTECTION AND PUBLICITY

- 7.1. Any personal information provided will be held and used only by us, or our agents and suppliers, to administer the Promotion.
- 7.2. We care about privacy and we protect your personal data. Please read our Privacy Notices to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notice at <https://www.hivehome.com/privacy>.
- 7.3. 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.