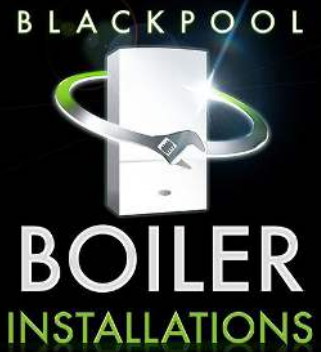


THE WINTER WARMER CLUB
FOR DOMESTIC USERS



Terms & Conditions for Domestic Homecare Service Plans

(Domestic residential properties only – excludes landlord/tenanted properties, Airbnb/holiday lets, commercial properties, or large domestic properties with over 25 radiators and/or 3 bathrooms)



Scope of Cover

The Winter Warmer Club Homecare Service Plans are available for domestic residential properties only. These plans do not apply to landlord or tenanted properties, Airbnb/holiday lets, commercial premises, or large domestic properties with over 25 radiators and/or 3 bathrooms.

Properties located outside a 50-mile radius of our base may be subject to an additional surcharge on monthly plan fees.

By signing up, you confirm that the property qualifies under these terms. If it does not, your plan may be cancelled or automatically transferred to an appropriate landlord plan.

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1. Definitions

Term	Definition
Homecare / Service Plan	The plan chosen by you, as described in Clause 2.
Boiler	Gas appliance at the rental property providing heating and/or hot water.
Heating System	Includes heating pipework, pump, motorised valves, radiator valves, programmer/timer, cylinder stat, room stat, pressure controls. Hot water cylinders are not included and require a separate bolt-on.
Plumbing System	Includes tap repairs, hot/cold pipework, water tanks, toilets, silicone seals, ball/float valves, stop cocks, above-ground drainage.
Beyond Economical Repair	Where repair is not possible due to costs, obsolete parts, or repair exceeding replacement value (usually £400+).
Start Date	The date stated on your contract as the beginning of cover.
We / Us	The Winter Warmer Club.
You / Your / Customer	The person entering into this contract.
Force Majeure	Circumstances beyond our reasonable control (strikes, shortages, traffic, illness, holidays, etc.).
Contract	Agreement between you and us for services under your chosen plan.

2. Service Plans Overview

Silver

- Annual boiler service.
- System checks & central heating filter cleaned (if applicable).
- Energy efficiency advice & reminders.
- Fully qualified engineers.
- 50% discount on diagnostic call-outs.
- Immediate cancellation permitted. Any monies already paid are forfeited. If a service has been provided before the full annual amount has been paid, you will be charged the remaining annual cost or the full standalone service cost, whichever is greater.

Gold (Discontinued Jan 2026)

- All Silver features.
- Boiler & heating repairs (labour only).
- £300 new boiler discount.
- First call-out free.
- 48-hour response time.

Premier

- All Silver features.
- Boiler & heating repairs (parts & labour).
- £300 new boiler discount.
- First call-out free.
- 48-hour response time.

Ultimate

- All Premier features.
- Plumbing & internal drains cover, and home electrics cover.
- Direct WhatsApp contact for repairs (exclusive).
- Faster response where possible.
- Direct WhatsApp support.

Plan Comparison Table

Feature/Benefit	Silver	Gold (Discontinued)	Premier	Ultimate
Annual boiler service	✓	✓	✓	✓
Flue gas & safety checks	✓	✓	✓	✓
Radiator bleeding / top-ups	✓	✓	✓	✓
Heating system repairs	✗	Labour only	Parts & labour	Parts & labour
Plumbing repairs	✗	✗	✗	✓
Internal drains repairs	✗	✗	✗	✓
Home electrics repairs	✗	✗	✗	✓
First call-out free	✗	✓	✓	Unlimited
Response time	✗	48 hrs	24-48 hrs	24-48 hrs / faster
Diagnostic call-out discount	50%	100%	100%	100%
Direct WhatsApp reporting	✗	✗	✗	✓

Note: Diagnostic discount/free applies **only where the fault is within the scope of cover**. If the issue is excluded (e.g. sludge, scale, pre-existing faults, or excluded brands), visits will be charged at standard rates.

3. Contract Renewal & Cancellation

Our “No Price Hike” Promise

At The Winter Warmer Club, we keep renewal pricing fair, transparent, and directly linked to how much your plan has been used. Your renewal is reviewed once per calendar year, and your price is only influenced by two things:

- 3.1 Minimum term: **12 months from first payment**.
- 3.2 Contracts auto-renew annually unless cancelled with **3 months’ notice** by calling 01253 422343.
- 3.3 A 14-day cooling-off period applies.

Penalties:

- 3.4 **Cancelling after service completed within the first 3 months:** The full standalone service cost will be charged.
- 3.5 **Cancelling after incentives (e.g. free diagnostics, discounts):** The full value of the incentive will be invoiced.

3.6 **Cancelling Direct Debit does not end the contract.** Outstanding fees or the full year’s balance will be taken by our system. If you attempt a banking recharge (chargeback), additional charges will be reapplied.

3.7 **Silver Exception: Immediate cancellation permitted.** Any monies paid are forfeited. If a service has been carried out before full payment, the outstanding annual plan fee or the full standalone service cost will apply.

4. Exclusions (but not limited to)

- Pre-existing faults or design issues.
- Damage caused by third parties.
- Property damage caused by leaks or breakdowns.
- Sludge, scale, or blockages (including related damage).
- Repairs over £250 in the first 3 months.
- Weather damage (flood, freezing, storms, lightning, etc.).
- Dangerous material removal (e.g. asbestos).
- Decorative parts, paintwork, batteries, casings.
- Flues concealed in buildings, flues over 3m, vertical flues, lead slates.
- Gas meters/supply from meter to appliances.
- Accidental, malicious, or theft-related damage.
- Routine maintenance tasks (bleeding, topping up, relighting, descaling, tracing leaks).
- Repairs costing over £400 unless agreed.
- Replacement of showers, taps, toilets, baths, cubicles, basins (repairs only).
- Below-ground drainage, cast iron or lead pipework, Saniflo pumps.
- External mains supply pipes.
- Loss caused by delays in part availability.
- Boilers >12 years old, obsolete, or excluded brands.
- Underfloor heating, one-pipe systems, or dual-boiler properties.

5. Contract Invalidations

- Invalid/misleading information provided.
- Payment not received within 7 days.
- Faults found at first visit.
- Permanent repair recommendations ignored.

- Work carried out by unauthorised persons.
- Health & safety issues preventing safe work.

6. Acceptance of Systems

- Acceptance does not imply the system meets current standards.
- No liability for design/installation defects.
- No warranty on system fitness for purpose.

7. Parts & Repairs

- Alternative parts may be fitted if originals are unavailable.
- New parts fitted only where old parts beyond repair.
- We are sole arbiters of part condition.
- Heat exchangers damaged by sludge/scale are excluded.

8. Boiler Noise & Age

- Older boilers may become noisy.
- Noise due to age or water condition, velocity or mains pressure is not a fault and is excluded.

9. Boiler Replacement & Beyond Economical Repair

- If a boiler is deemed unrepairable, we will offer a discounted replacement (plan must continue/upgrade).
- No repairs attempted on obsolete boilers, those over 12 years old, or where parts are unobtainable.

10. Access to Property

- We are not liable for repairs where access is restricted.
- Includes where parking is unavailable within 200m, or pay & display/restrictions prevent access.
- Customers must ensure access is provided.
- Making good decoration/finishes is the customer's responsibility unless damage is our negligence.

11. Charges & Call-Out Fees

- Fair usage: 3 call-outs per year included.
- Excess call-outs: £94 + VAT each.
- Mid-year cancellations: services already provided charged at standard rates.

11.2 No Fault Found Call-Outs

If we attend and no fault is present, or the issue falls outside your plan cover (for example, user error, non-covered parts, third-party interference, or tenant misuse), the visit will be chargeable at our standard rates of £94 + VAT which is the current rate as of 2025, however the rate may be adjusted to match new rates at the time of call out.

This ensures that our engineers' time is used efficiently and helps us keep plan prices fair for all members. False alarms, operational errors, or issues unrelated to covered components can otherwise increase costs for every customer.

If a fast-track or emergency attendance is requested and the issue is later found to be non-fault or unrelated to plan cover, the visit will be charged at our fast-track rate of £56 + VAT in addition to the standard call-out rate.

Fast-track attendance is defined as any appointment prioritised ahead of standard diary allocation, including same-day or next-day emergency call-outs. If this falls on an evening, weekend, or bank holiday, additional out-of-hours charges may apply. All costs mentioned relate to standard working hours only.

11.3 Call-Out & Repair Limitation – First 3 Months

During the first three months of any new plan, cover for boiler or system repairs is limited to £250 including parts and labour. Any additional costs will be quoted separately. This does not apply to annual servicing or CP12 inspections.

12. Annual Boiler Service / CP12 Certificates

- Where included, services usually arranged May - August each year
- The customer remains responsible for ensuring access and service is done, we will send reminders but are not responsible for the overall booking

13. System Flushing Requirements

- If sludge is present, a flush may be required (quoted separately).
- Continued cover may be conditional on flush being completed.

14. Call-Outs & Urgency Levels

- **High (same-day/24 hrs):** gas leaks, no heat in freezing weather or sub 5 degrees externally, vulnerable customers, uncontrollable leaks, no working toilet.
- **Medium (48 hrs):** containable leaks, boiler breakdown (non-vulnerable), shower down but bath available.
- **Low (48+ hrs):** minor repairs, routine maintenance.

Ultimate Plan: Direct WhatsApp contact allowed or usual routes of contact.

Other Plans: Call 01253 422343 and follow prompts.

Our out of hours times are from 5pm - 9pm Monday - Friday and 9am -9pm weekends. This may be affected by public holidays. We will not attend a call out outside of these times. Silver customers will be booked in during usual business hours and will receive usual discounts from call outs as they are on a standard service only plan and not a repair plan.

15. Home Plumbing Cover

- **Included:** leaks, valves, toilet flushes, traps, wastes, washing machine/dishwasher valves, tap leaks, pipework.
- **Exclusions:** (but not limited too) guttering, downpipes, soakaways, cast iron, shared drains, lead pipework, external stop taps, galvanised tanks, replacement of tanks/cylinders/sanitaryware, silicone reseals, shower/bath replacements, below-ground drainage, concealed units, digital showers, shower pumps.

16. Home Electrics Cover

- **Included:** sockets, switches, basic light fittings, immersion timers, extractor fans ($\leq 15\text{cm}$), smoke alarms, outside lighting (below 10m).
- **Exclusions:** (but not limited to) appliances, cooker hoods, fuse boards, EV chargers, solar panels, batteries, smart hubs, smart tech/lighting, undersized or poor DIY wiring.

17. Home Internal Drainage Cover

- **Included:** internal traps, wastes, blocked toilets/pipes, unblocking drains to restore flow.
- **Exclusions:** (but not limited to) below-ground drainage, guttering, downpipes, lead pipework, cast iron, odour removal, concealed pipes requiring access.

18. Bolt-On Options

- Gas fire service – annual service (repairs excluded).
- Home Plumbing – same cover as Clause 15.
- Home Electrics – same cover as Clause 16.
- Unvented Cylinder Service – annual service/safety check (repairs excluded).
- Air Source Heat Pumps – covered as boilers; repair times may exceed 48 hrs due to specialist parts. Excludes compressor faults, poor design/installation, insulation issues.
- Additional Boilers/ASHPs – cover available per appliance depending on plan.

19. Changes to the Agreement

- Terms/prices may change (not within the first 12 months).
- Updated T&Cs available on website or by request. Plan holders should always seek updated terms where required and it is your responsibility to make sure you have the most up to date copy. Any previous signed terms roll over to the most updated terms

20. Final Legal Clauses

- This is a maintenance contract, not an insurance policy.
- We are not FCA regulated.
- Governing law: England & Wales.
- Maximum liability capped at plan value for current year.
- No liability for consequential loss (loss of rent, business, etc.).
- Nothing limits liability for death or injury caused by our negligence.

I confirm I have read the above terms and agree to them, I consent to any debit being taken and understand my cancellation rights/terms. I understand that any updated terms are available at request and any previous signed terms are superseded with any new terms where applicable.

BLACKPOOL



BOILER
INSTALLATIONS



TERMS & CONDITIONS FOR DOMESTIC HOMECARE SERVICE PLANS