

Your contract for UK residential TV services

YOUR SKY GLASS TV SUBSCRIPTION CONTRACTS

This booklet contains the terms and conditions for Sky customers who take our Sky Glass TV subscription services.

Please take a few minutes to read this booklet for the supply and use of our **TV services**. A summary of the most important terms is contained at the beginning of this booklet.

You agree to the terms and conditions of the contract set out in this contract booklet from the earlier of: (i) delivery of the Sky Glass or Sky Stream Puck you ordered at the same time as your TV services; or (ii) when any of the TV services provided under the contract are activated.

In this booklet, “we”, “our” and “us” are references to **Sky**. Where your contract or agreement is with Sky, **SSSL** may provide services for Sky including the provision of customer support.

Words and phrases in **bold** have a special meaning which is explained in the section “Terms with a special meaning in this booklet” below or where the word or phrase is used. In each paragraph only the first use of a word or phrase with a special meaning is in bold. Subsequent uses in the same paragraph have the same meaning unless otherwise stated.

IMPORTANT INFORMATION

You must have and use your **MySky** online customer account and **message centre**.

- You must maintain a valid email address we can use to contact you.
- We may introduce a **minimum term** for TV services in the future, which will become applicable if you (a) agree to renew this contract with a minimum term; or (b) take out a new **TV service** in the future, at a point in time after we have decided to introduce a minimum term for that TV service.
- *What you need:*
 - **Sky Glass**
 - Broadband with a suitable minimum speed for your chosen services (you were given this information during the purchase process)
 - UHD/HD-compatible TV for each **Sky Stream** puck you have purchased
 - **DTT** channels need Sky Glass to be connected to a working digital aerial when disconnected from broadband
- *Who can subscribe*
 - You can subscribe if you are 18 or over and the services will be used at your home in the UK (including the Isle of Man and Channel Islands). If you move or change your contact details including your email address you must tell us.

- You are responsible for all activity on your account by other members of your household and anyone who uses your TV services.
 - **If you use any of the TV services anywhere other than your address or any other person does so using your account we may suspend certain subscription services, or we may charge you a separate subscription for use at that other address** in accordance with clause 4.16 below. We use data received from **compatible devices** and network connections you use to access your TV Services to ensure you are only using your TV Services at your address and in accordance with clauses 4.4 below.
 - You may not be accepted as a subscriber to a TV service in the future if you owe us any money or your credit or fraud score is unsatisfactory. We can administer your account as we believe reasonable depending on the result of that or any future scoring, which may include applying different payment terms to your account. We may use information from, or supply information to, outside agencies for credit assessment and/or fraud prevention purposes.
- *When your services will start*
 - We will provide the TV services from the earlier of (i) when you activate your first TV service, or (ii) 14 days after delivery of the Sky Glass or Sky Stream Puck you ordered at the same time as your TV services.
- *Your Sky Glass*
 - You do not need a **TV subscription service** for your Sky Glass to function as a TV through a DTT aerial and HDMI connection (provided it is not connected to broadband) although you will not be able to use the **TV functionality** or access your TV subscription service.
 - If you give anyone else any Sky Glass or **compatible device** to which you have linked your Sky account you should make sure that you have logged out from your account and wiped the Sky Glass or compatible device by completing a factory reset to remove any personal information.
- *Our TV services and how they may change*
 - *TV subscription service*
 - Your **option** may include a variety of **channels** and **on demand content** which are broadcast or made available by various broadcasters, including Sky.
 - Although we aim to provide channels and on demand content that covers a wide range of interests, we cannot guarantee the availability of any particular channel or programme.
 - If changing your option will reduce your payment to us, you need to inform us at least 2 days before the **service renewal date** unless you are changing from a **Sky premium rolling pack** to a **Sky premium contract pack**. We may charge a reasonable administration fee for making any changes to your option which we will let you know about in advance.
 - If your option includes a Sky premium contract pack and you want to change your option by adding another Sky premium contract pack you will need to end this contract and enter a new one with Sky for your new option.
 - You may add a **standalone premium channel** (if offered). Standalone premium channels are not subject to a minimum term so you can choose to stop receiving them if you give us notice at least 2 days before the **service renewal date** or within 21 days of us informing you that we are going to increase the price of a standalone premium channel which you receive.

- **TV Whole Home**
 - To receive your TV subscription service on a **compatible** device in your home you will need a **TV Whole Home subscription**, an additional Sky Glass and/or a Sky Stream puck, a suitable internet connection and in-home set-up.
- **TV functionality**
 - Additional functionality on **Sky Glass** or a **Sky Stream puck** such as the ability to pause viewing, voice control and marking content for later viewing.
- **TV extra services**
 - TV extra services are provided at Sky's discretion and eligibility may change from time to time.
 - Access to some TV extra services (such as any **bonus channels**, Netflix and **third party apps**) are provided by third parties. Where the availability and content of these services is outside our control we are not responsible for them.
 - We are not responsible for any terms you agree with the provider of any third party apps.
- *Sky Store and Sky Box Office*
 - We may make additional content available to purchase or rent from time to time which you need to pay separately for and does not form part of your TV subscription service.
 - You will be charged for any **content** or **event** you purchase from Sky Store or Sky Box Office even if you don't tune in at all unless you cancel your Sky Box Office purchase before the event starts.
- *How above services may change*
 - During a minimum term (if any) you have **minimum service protections**.
 - **TV services are variable so may change from time to time. We can't guarantee the continued availability of any particular channel or programme.**
 - If we remove your chosen basic pack we'll move you to the nearest equivalent option.
 - If we change any TV extra services you are not paying for into a channel or service which you have to pay extra to receive we'll give you reasonable notice of what charge will apply if you wish to carry on receiving it.
 - Sky Ultra HDR and Dolby Atmos® offers access to ultra-high definition and high dynamic range content and Dolby Atmos sound broadcast or made available by various broadcasters, including Sky, from time to time. This range of content will change regularly and we cannot guarantee the availability of any particular programme or content in ultra-high definition, high dynamic range or with Dolby Atmos sound.
 - For full details see condition 10 (How your TV services may change).
- *Other important points*
 - Your contracts do not cover channels or programmes which are not provided by Sky as part of our TV services, for example non-subscription channels which are provided to you directly by the relevant broadcaster.
 - Under no circumstances should you give the PIN number for your Sky account to anyone else unless you are happy to pay any charges they incur.
 - Use of our TV services may count towards any usage limits that apply to your internet service and some services may be unavailable with internet services below certain speeds.

- In addition to the relevant subscription(s), a **compatible device** is required to watch programming in particular formats such as high definition, high dynamic range or UHD.
 - We continually review compatible device support and as new devices and operating systems appear we may stop supporting some older versions.
 - This means that to continue to watch device content on your Sky Glass or compatible device you may need to update the software from time to time.
 - We may make changes to your Sky Glass including automatic software updates in accordance with the terms of this agreement.
 - For full details see condition 4 (TV services).
- *How long subscriptions last*
 - For information about cooling off rights see 'Your rights to cancel your order' at the back of this booklet.
 - If you are subject to a minimum term it will have been agreed with you and confirmed in writing.
 - If the TV services or any part of them becomes subject to a minimum term you will have agreed to it and the minimum term will have been communicated to you in writing.
 - If a minimum term applies it typically means you cannot cancel your subscription during the minimum term unless you have a contractual right to do so.
 - You may end a TV service by giving us 31 days' notice provided that any minimum term you have agreed has expired by the end of the notice period.
 - If we end the subscription early in circumstances where you have breached your contract or are at fault you may have to pay an **early termination charge**.
 - Where you have a contractual right to end the subscription early you won't have to pay an early termination charge.
 - For more information about these charges go to sky.com/earlytermination.
 - You may be able to reduce the amount of any early termination charges by changing your option and/or removing any TV service you pay extra for, such as **add-ons** or **standalone premium channels**, in accordance with these conditions provided such change takes effect before this contract ends.
- *How prices may increase*
 - We may increase the price of any of your **TV services** by giving you at least 31 days' notice in writing where possible. This includes during the minimum term subject to **price protection**.
 - Please see condition 9 (Payments) for full details.
- *How you'll be billed*
 - Your services will be activated as part of the set up process or we will activate your service for you if you haven't done so 14 days after delivery of Sky Glass or the Sky Stream Puck you ordered at the same time as your Sky Glass TV subscription.
 - We will start charging you for your **TV subscription service** on the day your service is activated and we will continue to take payment in advance on a monthly basis unless we tell you differently. Some **add ons** to your TV subscription service may be billed partly in arrears to align payment dates.
 - Payments for any additional subscription services with a recurring monthly charge will be grouped and taken at the same time
 - Your services will continue until you inform us you no longer want to subscribe to one or all of your subscriptions in accordance with condition 12.
- *How the terms of the contract may change*
 - We may change the terms of your contracts with us.
 - Unless we are unable to do so for legal or regulatory reasons we will give you 31 days' notice in writing of any change.

- Please see condition 12.4 (When you can end a TV service) for details about when your subscriptions may be ended without charge if we make such changes.
- *How special offers affect your contract*
 - If you take up a special offer, the terms and conditions of the relevant products and services will be varied to take account of the offer terms and conditions
- *How to get in touch with Sky*
 - Online, you can speak to us using one of our online messaging options by visiting the 'Help' section of sky.com.
 - You can call us on 03442 41 41 41. Calls to and from Sky may be recorded or monitored for training and other purposes.
 - You can write to us at PO Box 43, Livingston, West Lothian EH54 7DD.
 - We are committed to providing you with the best possible products and services, but we understand that sometimes things do go wrong. If you have a complaint, please get in touch with us straight away using the details above (please mark any letter you send us for the attention of 'Customer Complaints').
 - If you'd like to find out more about how we deal with your complaints and options for alternative dispute resolution, read our 'Complaints Code of Practice' which you will find by visiting the 'Complaints' page on sky.com.
 - Alternative dispute resolution services for TV services customers are provided by Communications & Internet Services Adjudication Scheme (CISAS) whose website is <https://www.cedr.com/consumer/cisas/>
- *Broadband and other Sky products*
 - There is no requirement to take Sky Broadband or any other service from Sky to receive the TV services.
- *Accessibility customers*
 - If you have any accessibility needs please call us directly on 0344 241 0333 or visit www.skyaccessibility.sky

Use of your information

Please refer to the Sky Privacy and Cookies Notice policy by visiting the 'Help' section of sky.com for information about the use of your personal information by Sky UK Limited and its group companies. You can request a paper copy of the notice by calling us.

The agreements for UK residential TV services

1. Who can enter into this contract?

- 1.1. To enter this contract you must be 18 years or over.

2. Who is your contract with?

- 2.1. This contract is between you and **Sky** who provide your **TV services** (please note that **SSSL** act as agent for Sky in providing customer service).

3. What is covered by this contract?

- 3.1. This contract is for the supply and use of **TV services**.

- 3.2. This contract does not cover:

- a) 'Your contract for Sky Store and Sky Box Office';
- b) 'Your contract for paper billing' (if applicable);

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- c) Sky Go (terms and conditions for this service is provided separately);
- d) Other services available when using the Sky software application on your **Sky Glass, Sky Stream puck** and **compatible devices** including access and use of **third party apps**; please note that these services may be subject to separate terms and conditions with Sky or the relevant third party;
- e) Supply of any hardware on which the **TV services** can be viewed including **Sky Glass** or **Sky Stream pucks**.

4. TV services

- 4.1. We will provide each of the **TV services** you have chosen to receive at your **address**.
- 4.2. Each of your **TV services** are separate and variable and may change from time to time as described below.
- 4.3. We will provide the **TV services** from the earlier of (i) when you activate your first TV service, or (ii) 14 days after delivery of the **Sky Glass** or **Sky Stream Puck** you ordered at the same time as your TV services.
- 4.4. You agree to use your **TV services** for your household's own private domestic enjoyment at your address only and not for any commercial or business purpose.
- 4.5. You agree to use your **TV services** in accordance with this contract and that you will be responsible for all activity on your account by other members of your household or anyone who uses your TV services.
- 4.6. There may be time limits on how long **on demand content** is available for playback. Details of these time limits will be provided when you select the on demand content.
- 4.7. We will use data (such as diagnostics, performance and error reports) from your **Sky Glass, Sky Stream puck** or **compatible device** used to access your **TV services** to help ensure we are able to provide and you are able to receive your TV services as well as enable us to detect, diagnose and remedy any past, current and future technical issues in relation to your (and other Sky customers) Sky Glass, Sky Stream puck and TV services.
- 4.8. We will supply viewing recommendations to you which will either be based on editorial decisions made by Sky and linked to particular content within your **TV services** or which are based on the content you have viewed as part of your TV services and the time you watched it.
- 4.9. We will use your viewing history to provide functionality that lets you start watching content provided as part of your **TV services** on your **Sky Glass, Sky Stream puck** or **compatible device** and continue watching that same content on a different Sky Glass, Sky Stream puck or compatible device after you stopped or paused watching on the initial device.
- 4.10. We may supply newsletters and/or magazines with information about your **TV services** in paper or electronic format from time to time as part of your TV services. If we do, you can elect not to receive newsletters and/or magazines at any time by contacting Sky. We can stop providing these at any time without notice or introduce a charge for the magazine in which case we will tell you what charge will apply and ask you if you wish to continue to receive it.
- 4.11. We may require you to reimburse us for any reasonable and foreseeable losses, costs and expenses which we incur as a direct result of any misuse of a **TV service** by you or anyone you have allowed to use it in breach of these **conditions** or any other agreement between you and us relating to such TV services.
- 4.12. You agree that we may automatically update the software in your **Sky Glass, Sky Stream puck** or the Sky software application on your **compatible device** for any of the reasons set out in Condition 11.1 provided we reasonably consider that you are not materially disadvantaged by the update.
- 4.13. You agree that we may automatically update the software in your **Sky Glass, Sky Stream puck** or the Sky software application on your **compatible device** for any of the reasons set out in Condition 11.1 provided energy consumption of your Sky Glass, Sky Stream puck or compatible device shall not deteriorate without your express consent at the time of such update.
- 4.14. If you do not allow software updates we may not be able to provide all or part of the **TV Services** or you may be unable to benefit from improvements that we make to them.

- 4.15. Most features of the **TV services** are only available if the **Sky Glass, Sky Stream puck** or **compatible devices** you are using to receive the features are connected to your residential broadband service and you have a suitable in-home set-up. Use of these features will normally count towards any usage limits that apply to your residential broadband service and may be impacted by the speed of your connection. Some features may be unavailable (in whole or in part) with connections below certain speeds. If your residential broadband service is provided by a third party we are not responsible for it and you should contact your provider if you experience issues with it.
- 4.16. If you or any other person uses any of the **TV services** or your account anywhere other than your **address** we may charge you a separate subscription for use at that other address based on the price of your subscription at your address. We will notify you before applying that additional charge.

5. TV subscription package

- 5.1. You may not be accepted as a subscriber to a **TV subscription package** if you owe us any money or your credit or fraud score is unsatisfactory or we have previously taken action against you for copyright infringement or fraud.

Your TV subscription service

- 5.2. You can choose one **option** and add any **standalone premium channels** which we offer. You cannot choose individual **channels** within an option.
- 5.3. We may supply **TV extra services** with your **option** that you will not have to pay extra for.
- 5.4. You may choose a different option at any time but you need to give us at least 2 days' notice before the **service renewal date** if the change means you will pay less for your option unless you are changing from a **Sky premium rolling pack** to a **Sky premium contract pack**. If you wish to remove a **standalone premium channel** you must give us notice at least 2 days before the service renewal date.
- 5.5. If your chosen **option** includes a **Sky premium contract pack** and:
 - a) you want to change your option under conditions 5.4 in your **minimum term** (if applicable), your new option must include the same Sky premium contract pack; or
 - b) you want to change your option by adding another Sky premium contract pack this contract will end and you will need to enter a new contract with Sky for your new option.
- 5.6. We may charge you a reasonable administration fee to change your **option** or choice of **standalone premium channels**. We'll let you know the amount of any fee in advance.
- 5.7. Some **channels** you receive may be provided by other broadcasters. The availability of these channels and the programmes on them is outside of our control and we are not responsible for them.

Your TV Whole Home subscription

- 5.8. A **TV Whole Home subscription** enables the viewing of the **channels, on demand content and device content** on **compatible devices** at your **address**.
- 5.9. The **channels** and **device content** you can receive on a **compatible device** will depend on the **TV subscription package** you choose to take from time to time and the channels you receive.
- 5.10. To receive and view **device content** on a **compatible device** you must ensure that you have downloaded the relevant Sky software application to your **compatible device**, your device continues to meet the hardware and software compatibility requirements specified from time to time on sky.com/help and is connected to your home broadband wifi at your **address**.
- 5.11. The number of **compatible devices** you can register to receive content at the same time may be limited and vary depending on your **TV subscription package**. See sky.com/help for details. The picture quality of device content may differ, some features may not be available on your compatible device and the number of devices you can use will depend on your domestic broadband set up.

- 5.12. Some other features integrated into the software application downloaded to your **compatible device** are only available if you to have registered for the Sky Go service which is subject to separate terms and conditions
- 5.13. In order to have a **TV Whole Home subscription** you must also have a **TV subscription service**.
- 5.14. You can view selected programmes and content in ultra-high definition and high dynamic range with a compatible device subject to meeting the other eligibility requirements specified from time to time on sky.com and/or on your device including taking the relevant **TV subscription package**.
- 5.15. Sky Ultra HDR and Dolby Atmos® offers access to ultra-high definition, high dynamic range content and Dolby Atmos sound as broadcast from time to time. This range of content will change regularly and we cannot guarantee the availability of any particular programme or content in ultra-high definition, high dynamic range or Dolby Atmos.

6. TV functionality

Your TV functionality subscription

- 6.1. We will enable **TV functionality** when your **TV subscription service** is activated or, if it is available without a TV subscription service, when your **TV functionality subscription** is activated.
- 6.2. To access **on demand content** from a **channel** you need the relevant **option** required to view that channel.

7. TV extra services

- 7.1. We may make **TV extra services** available to you from time to time.
- 7.2. Each **TV extra service** is separate and variable and may change from time to time. For full details of these services and what you need to access the content, please see sky.com which you should check regularly for up to date information.
- 7.3. If a charge applies to access or use any part of a **TV extra service** you will be told in advance of the applicable charge and of any additional terms and conditions which apply.
- 7.4. We may alter, suspend or stop making **TV extra services** available to you to update the service, for technical reasons, if you have missed any payments you owe us or your credit or fraud score is unsatisfactory, or if you have broken these **conditions** or the terms and conditions of another service provided to you by Sky, or for any of the reasons listed in condition 11.1(a)-(i).
- 7.5. We provide **TV extra services** on an ongoing basis and we cannot foresee what may change in the future. This means we may need to alter, suspend or stop making TV extra services available to you for reasons other than those referred to in condition 7.4 above.
- 7.6. Where the **TV extra service** is one you pay a specific price for we will give you reasonable notice before we suspend or stop making TV extra services available to you (unless we need to do this immediately for technical reasons or for valid legal or regulatory reasons). We will refund to you the price you have paid for a TV extra service which you cannot use, or a pro-rated part of the price if you are unable to use the TV extra service for part of a period that you have paid for.
- 7.7. The content available from some TV extra services (such as any **bonus channels**, Netflix and **third party apps**) are provided by third parties and may be subject to separate terms which you agree with the third parties. Where the availability and content of these services is outside our control we are not responsible for them.
- 7.8. We are not responsible for any terms you agree with the provider of any **third party apps**.
- 7.9. Any payments you agree to make to third party providers of apps will be subject to those terms and will not be billed by Sky.
- 7.10. If we discover an error in the online or onscreen price of any services we supply or in any **third party apps** we will inform you as soon as reasonably possible and give you the option of re-confirming your order at the correct price or cancelling it.

- 7.11. If you post, upload or stream your own materials (e.g. photos, live streams) using a **TV extra service** you:
- a) Give Sky permission to use or display the materials within that TV extra service;
 - b) Must not post, upload or stream any material that is illegal or harmful or infringes on any rights of **Sky** or others.

8. Copying and copyright

- 8.1. You must not do (or allow to be done) any of the following:
- a) Copy (except as permitted under the Copyright Designs and Patents Act 1988, as amended from time to time ("**Act**")), redistribute or relay any part of the content we provide to you as part of your **TV services** ("**TV content**") or otherwise deal with the TV content in way which is not permitted under the Act. The exceptions in the Act only apply in certain special cases that must not conflict with **Sky's** normal exploitation of the TV content or unreasonably prejudice **Sky's** legitimate interests, and you must make sure that you are legally entitled to rely on one of them;
 - b) Sell or make any charge for watching any TV content;
 - c) Show any TV content to the public, even if no charge is made;
 - d) Tamper with or modify the signal of any TV content made available to you; or
 - e) Alter, cover, modify or remove any graphics, logos or other on screen text or images appearing on any broadcast, download or stream of TV content.
- 8.2. We may prevent the copying (for example by video) of any **TV content**. This may be by including signals in the broadcast of an event which prevent copying of that event. We may also disable or alter remotely certain functions of **Sky Glass, Sky Stream puck** or a Sky software application on your **compatible device** to prevent you from copying any TV content or event and we may prevent you receiving, playing back or restoring (where applicable) TV content or events if you make use of any additional decoding equipment (not supplied by Sky) that allows copying of TV content or events.
- 8.3. We may disable or alter remotely certain functions of **Sky Glass, Sky Stream puck** or the Sky software application on your **compatible device** (if applicable) to prevent you from copying TV content and we may prevent you receiving **TV services** if you use Sky Glass, Sky Stream puck in a way which allows copying of any TV content which we are bound by contract to prevent. If we exercise our rights under this condition 8.3 you may have rights to end this contract under condition 12.4.

9. Payments

Your payments

- 9.1. You agree to pay the price we have told you for each **TV service** you choose to subscribe to from the earlier of: (i) the date your **Sky Glass** or **Sky Stream puck** is enabled for the **TV subscription service** (or the **TV functionality service** if available separately), or (ii) 14 days after delivery of the Sky Glass or Sky Stream puck you ordered at the same time as your TV services.
- 9.2. You agree to pay the price (if any) notified to you in advance for any **TV extra services** you choose to use (other than **third party apps** for which you are not billed by Sky).
- 9.3. If we have agreed a special price with you, for example as part of an offer, you will pay that agreed price and this contract will be varied accordingly. If you cease to meet the requirements for a special price (e.g. you stop taking a certain **option**) you will be charged the standard price even if you subsequently meet those requirements again.

How your subscription payment may increase

- 9.4. We may increase the price of any of your **TV services** at any time by giving you at least 31 days' notice in writing (unless the circumstances explained in condition 9.7(a) apply when we will try to give you as much reasonable notice as possible) for any of the following reasons:

- a) The cost to Sky of providing services increases (such as when we have to pay third parties more for their content);
- b) We are introducing new programmes, content, products and services;
- c) We are changing the way we structure our products and services;
- d) We are investing in improving our customer support; or
- e) Other costs associated with running our business increase.

If you want to change your **TV services** (in accordance with condition 5.4 or 5.5) and/or, when you are outside your **minimum term** (if any) or **new minimum term** (if any), or end a **TV service** (in accordance with condition 12.6) because you don't want to pay the higher price let us know within 21 days of receipt of our notice. If you do this you will not have to pay the price increase for the **channels** you remove from your Sky channel subscription and/or the TV service you end (and if your latest bill already includes the higher price we will refund the difference to you in your next or final bill).

- 9.5. We provide **TV services** on an ongoing basis and we cannot foresee what may change in the future. This means we may increase prices for reasons other than those set out in condition 9.4 above.
- 9.6. During the **minimum term** (if any), unless it is for a reason set out in condition 9.7 below (where the following increase limits do not apply), we may increase the then standard price of each **TV service** only once in any 12 month period and the increase will not be more than 10% or the increase in the UK Consumer Price Index or Retail Price Index over the 12 months before we tell you about that price increase, whichever is greater. In addition, any price increase for a TV service will be delayed so as not to apply during the first 60 days of your minimum term, in which case the 12 month period referred to above will start on the date your price would have increased but for the delay. The limits on the timing, frequency and amount of any price increase in this condition are referred to as "**price protection**". Please note that any **standalone premium channels** you receive are not subject to any limits on price increases although you may choose not to receive them if we increase the price by giving notice in accordance with condition 9.4. For the purposes of condition 9.6, the price of the TV service does not include the cost of any standalone premium channels.
- 9.7.
- 9.8. **Price protection** does not apply as a result of:
 - (a) A change in the law or a request or requirement from a regulatory authority (including any changes in value-added tax);
 - (b) Your making changes to your **TV services** (for example, choosing a new or varied **option**), when you will immediately pay the then current price for the TV services you choose;
 - (c) Us adding extra **channels** to your **option**. If we do this during the **minimum term** (if any) you may choose not to receive these extra channels and your price will not increase as a result of this for the remainder of the minimum term. From the end of the minimum term you will receive all the channels included in the relevant option and pay the then current price for it; or
 - (d) Any change to the price of a **standalone premium channel** you receive.

Your bill

- 9.9. We will bill you monthly in advance for your **TV services** unless we tell you to the contrary and you agree to make your payment on or by the date stated on your bill. The first bill you receive for your TV services (or the first bill after you change your **option**) may include a payment for the service you have received to date (payment in arrears) together with a payment for the next month in advance. Alternatively, your first payment may be taken at the time you order a new TV service.
- 9.10. Where applicable, charges for **TV extra services** you choose to use will be added to your next or a later bill unless otherwise agreed.
- 9.11. Unless we agree otherwise, you must have a continuous payment method set up with us at all times, which we will use to take your payment on or around the date stated on your bill.
- 9.12. We may alter your Direct Debit or debit/credit card instruction if the price of your **TV services** changes for any reason. We may also charge any other payment due under this **contract**

under your Direct Debit or debit/credit card instruction together with any other payments which you agree we may charge under that instruction.

- 9.13. Each month we will post your bill electronically to **MySky** or the **message centre**. You are responsible for ensuring you are able to view your bill. Your previous bills will be held online for at least 12 months. If you wish to keep a record of your bill for personal use you can save it to your computer hard drive or print it out via MySky. If you want us to send you a paper bill to your address and we offer such a service you should contact us using the details set out in 'How to get in touch with Sky' at the front of this booklet. Separate terms and conditions, including a charge, apply to this service and these can be found in the section of this booklet titled 'Your contract for paper billing'.
- 9.14. You acknowledge that any payments you make to **Sky** and any credits on your account will be applied to the full set of services you receive from Sky and may be applied against any amounts you owe us for any service you take from Sky.

Late payments and other payment charges

- 9.15. If you miss any payments you owe to us including for any Sky service we may charge you a reasonable fee to help pay for the extra costs we incur processing late payments, or interest at the yearly equivalent of 4% over Barclays Bank plc's base rate for the whole period of any late payment, to compensate us for you breaking these **conditions**. Any interest is worked out daily. Details of these fees can be found on sky.com/latepaymentfee. These fees will not be applied to any amount you have not paid because it is the subject of an ongoing dispute between us. You will be responsible for paying all reasonable debt recovery fees/charges incurred in recovering your debt, including fees charged by any debt collection company we use. We will send you a reminder or call you before applying any late payment fee or instructing a debt collection company.
- 9.16. We may also charge you a reasonable fee that reflects the costs we incur if any payment instruction from you is returned to us because you do not have enough funds in your account, is cancelled or is not cleared by your bank.

Other payment terms

- 9.17. If we unencrypt a **channel** for non-subscribers for any period of time you will not be entitled to a refund corresponding with that period if the channel is one you pay for.
- 9.18. Before we enter into this contract we may ask you to use different payment terms than we normally use. For example, we may ask you for a deposit or for payment in advance for any **TV services** you wish to use if we reasonably believe there may be issues with providing you with credit. If you don't agree to these payment terms then we are not required to enter into this contract.
- 9.19. Unless you tell us otherwise, we may charge any one-off charges you owe us directly to any of the credit or debit cards which you have provided us with details of, e.g. when you paid any one-off or upfront charges, and by accepting the terms of this contract, you authorise us to do so. We will give you reasonable notice before making the charge.
- 9.20. If we decrease the price you pay for a **TV service** or other recurring monthly charge you incur we will notify you.

10. How your TV services may change

- 10.1. We will not withdraw any **TV service** forming part of your **TV subscription package** during the relevant **minimum term** (if any) unless we no longer have the authority or ability to provide them (including in accordance with clause 12.8), or unless we are entitled to do so under condition 12.7 ("**minimum service protections**").
- 10.2. Subject to condition 10.1, each of your **TV services** is a separate and variable service (which means they may be changed, altered, improved or added to at Sky's discretion as this ensures we respond to customer needs and remain competitive). Therefore, we may vary, replace or withdraw:
- Any TV service;
 - Any programming or **channel** (including varying the broadcast hours of a channel);

- c) Any feature or functionality of a TV service; or
 - d) Any **basic pack**, and if your basic pack no longer exists, we'll move you to the nearest equivalent basic pack and your **option** will be adjusted accordingly. If we move you during your **minimum term** the price you pay will stay the same until the end of the minimum term (except in the case of price increases under conditions 9.4 to 9.7).
- 10.3. We provide **TV services** on an ongoing basis and we cannot foresee what may change in the future. This means we may make changes other than those set out in condition 10.2 above.
- 10.4. We may change any feature or function of a **TV service** you receive at no extra charge, or any **TV extra service** you receive at no extra charge, into a channel, feature, function or TV service that you must pay for and we will tell you what charge will apply if you wish to continue to receive it. If all or part of a TV extra service you receive at no extra charge becomes a TV service you must pay for because it is replacing **channels** from your **option** that you pay for with equivalent content and the overall price of your TV services does not increase as a result we will give you 31 days' notice in writing and continue to provide the TV extra service to you and charge you for it unless you ask not to receive it.
- 10.5. We may encrypt or unencrypt any **channel** you receive.
- 10.6. Where any change we are permitted to make results in an increase to the price of any of your **TV services**, we will notify you in writing at least 31 days before the change takes effect unless we are required to make changes immediately for valid legal or regulatory reasons in which case we will try to give you as much notice as reasonably possible.

11. Changing this contract

- 11.1. We may change or add to the **conditions** for any of the following reasons:
- a) We change, alter, improve or add to our **TV services**;
 - b) We intend to change the way we structure our products and services;
 - c) We change the way we provide products and services to you (for example, we develop new technology to provide you with a better TV viewing experience);
 - d) To help improve the security and operation of our technical infrastructure (for example, to prevent misuse of our services);
 - e) We reorganise the way we structure or run our business;
 - f) Where the cost of running our business increases;
 - g) Valid legal or regulatory reasons;
 - h) To enable us to continue to provide you with the goods or services in accordance with what we have agreed to provide; or
 - i) To make our conditions clearer or easier to understand, to reflect changes in law or to update our contracts from time to time so all our customers are on the same conditions.
- 11.2. We provide **TV services** on an ongoing basis and we cannot foresee what may change in the future. This means we may make changes or additions to any of the conditions for reasons other than those set out in condition 11.1 above.
- 11.3. If you reasonably consider that you would be materially disadvantaged by a change or addition to the **conditions** you may end this contract under condition 12.4, even if you are within your **minimum term** for a **TV service** and you will not have to pay any **early termination charges** for that TV service and any other TV services which automatically end at the same time.
- 11.4. We will notify you in writing at least 31 days before any changes or additions to the **conditions** of this contract come into effect unless we are required to make changes or additions immediately for valid legal or regulatory reasons in which case we will try to give you as much reasonable notice as possible.

12. How long your subscriptions last

Your minimum term

- 12.1. If you have a **minimum term** you must subscribe to the relevant **TV service(s)** for at least the minimum term unless you are allowed to end the service earlier under condition 12.4 or

you end your contract and enter a new one. If you do not do this you will breach these **conditions**.

12.2. If you:

- a) want to add a **TV service** to your **TV subscription package** you may need to agree to a **new minimum term** for the additional TV service. You may also need to agree a new minimum term for all elements of your TV subscription package in which case you will be informed of this before you agree;
- b) do not currently take a **Sky premium contract pack** and want to add one to your **option** you may need to agree a new minimum term for your **TV subscription service** in which case you will be informed of this before you agree.

If you agree to a new minimum term for any of the new **TV services** it shall replace any **minimum term** for all elements of your existing TV subscription package. All terms relating to minimum terms in this contract will apply in the same way to any new minimum term including **price protection** and **minimum service protections**.

12.3. This contract will continue after your **minimum term** until you end the relevant subscription in accordance with this condition 12.

When you can end a TV service

12.4. You may end this contract or the affected **TV service(s)**, including during your **minimum term** (where applicable), immediately by giving us notice within 21 days of us or **SSSL** telling you that we are going to:

- a) Change these **conditions** under condition 11 and you reasonably consider that you would be materially disadvantaged by this;
- b) Withdraw any:
 - (i) **Sky premium channel** you are currently receiving so that you would be left with no variation of the channel or collection of channels (as applicable) or are unable to receive the content as part of your chosen **option**; or
 - (ii) **monthly add-on** you are currently receiving (this does not apply if we withdraw any **TV extra service** that is provided along with a monthly add-on), unless you can still access the channels, category of **on demand content** or other features or services such as **TV functionality** or **TV Whole Home** which you received as part of that monthly add-on as part of your option;
- c) Reduce:
 - (i) The overall level of service of your chosen **basic pack**;
 - (ii) The number of channels within your chosen **monthly add-on**; or
 - (iii) The level of service of your **TV functionality subscription** or **TV Whole Home subscription** or any **add-on** which does not consist primarily of channels and in each case you reasonably consider that you would be materially disadvantaged by the reduction compared with the number of channels or level of service (as applicable) on the first day of the later of your minimum term or **new minimum term** (where applicable);
- d) We exercise our rights under condition 8.3 (other than where we are restricting any copying that would breach these conditions) and you reasonably consider that you would be materially disadvantaged by this;
- e) You acknowledge that the ultra-high definition or high-dynamic range content available will vary from time to time and any such variation will not give you a right to end this contract.

If we or **SSSL** don't tell you about these changes in advance (which would only be the case if we are not required to give notice of the change under another condition) the 21 day period above begins on the day of your first bill following the change. At busy times it may take us up to 48 hours to act on your notice.

12.5. You may also end this contract or a **TV service** at any time (including during any **minimum term**), by giving us notice if we or **SSSL** break any **condition** of this contract.

12.6. In addition to your rights above, you may end a **TV service** which you pay for by giving us 31 days' notice to expire no earlier than when any **minimum term** for that TV service has ended

or in accordance with your cooling off rights. You may stop receiving a **standalone premium channel** which you pay for by giving us notice at least 2 days before the **service renewal date**.

When we can restrict or end your TV services

- 12.7. We may take immediate action to restrict or end the provision of all or part of any of your **TV services** including during your **minimum term** (where applicable) without notice if:
- a) We reasonably believe that your **Sky Glass, Sky Stream puck** or a TV service has been used in a way which is not allowed under this contract (although for minor breaches we will first give you an opportunity to put things right which you will need to do within 7 days);
 - b) You do anything (or allow anything to be done) which we reasonably believe may damage the operation or jeopardise the security of our platform;
 - c) You have provided unauthorised payment or other details or we have reasonable grounds to suspect fraud, attempted fraud or any other unauthorised activity;
 - d) You or anyone you authorise to deal with your account acts in a way towards our staff or agents which we reasonably consider to be inappropriate and sufficiently serious to justify restricting or ending your TV services;
 - e) You have missed any payments that you owe to us for your TV Services or any other service you receive from Sky, by at least 7 days; or
 - f) You break any of the **conditions** of this contract, although for non-serious breaches we will first give you an opportunity to put things right which you will need to do within 7 days. For serious breaches (for example if you break conditions 4.4 or 8 of this contract) we will normally exercise this right immediately.
- 12.8. We may also suspend, restrict or end the provision of any of your **TV services** without notice if we are required to by law or to comply with an order, instruction or request of any government body, emergency service organisation or other competent authority.
- 12.9. We will try to notify you in writing if your **TV services** will end or have ended under conditions 12.7 or 12.8, though this may be after they have ended. If we restrict your TV services we will tell you what needs to be done before we can remove the restriction.
- 12.10. Except where conditions 12.7 or 12.8 apply, we will not end any of your **TV subscription service, TV functionality subscription** or **TV Whole Home subscription** during any **minimum term** if we continue to make the relevant **TV service** generally available. We may end this contract and/or any of your TV services at any other time by giving you 31 days' notice in writing.
- 12.11. Occasionally we may have to restrict and/or modify your **TV services** for short periods of time and without notice to carry out maintenance, technical repair, enhancement or emergency work. If we do so, we will restore your TV services as quickly as we can.

Consequences of a TV service ending

- 12.12. If your **TV subscription service** ends:
- a) Your **TV whole home** will automatically end; and
 - b) Unless we offer and you choose to pay the then current price for **TV functionality** applicable to customers without a TV subscription service your TV functionality will cease to function.
- 12.13. Other than as expressly set out in this contract, we will not refund any payments made under this contract if we end this contract because you have broken any of the **conditions**. For the avoidance of doubt, this includes (but is not limited to), where we suspend, restrict or end your contract in accordance with conditions 12.7 or 12.8.

Early termination charges

- 12.14. If we end all or part of your **TV services** when we are entitled to do so under condition 12.7 during the **minimum term** (if any) or **new minimum term** (if any) you will have to pay us **early termination charges** for the **TV services** that end and for any other TV services which automatically end during the minimum term as a result. The early termination charge shall not be any more than the payments you would have made for the relevant TV services for the remainder of your minimum term (assuming you would have continued to subscribe to the

same TV services), less any costs we save, including the cost of no longer providing you with the service and the benefit to us in receiving payment early. You may be able to reduce the amount of these early termination charges by changing your **option** and/or removing any part of your TV services you pay extra for (where permitted) such as **standalone premium channels** in accordance with these **conditions** provided such change takes effect before this contract ends. Unless you tell us otherwise, we may charge your early termination charge directly to any of the credit or debit cards which you have provided us with details of, e.g. when you paid any one-off or upfront charges, and by accepting the terms of this contract, you authorise us to do so. We will give you reasonable notice before making the charge. For more information about these charges go to sky.com/earlytermination.

13. Moving home

- 13.1. You must tell us immediately of any changes to the **address** you have provided to us.
- 13.2. These **conditions** will continue if you move home to another address in the **UK**.

14. Notices and keeping you updated

- 14.1. You must use your **MySky** online account or **message centre** to manage your subscriptions for TV services and receive notices although we will alert you if a notice has been added by other means if required under these conditions.
- 14.2. You must provide us with and maintain a valid email address at all times. We will keep you updated about your **TV services** by email (which you should check regularly). We will treat notices sent to your email address as effective even if you don't access your email account or you become disconnected from it.
- 14.3. All contact and account details you provide us must be accurate and kept up to date.
- 14.4. Where we are required under this contract to give you notice in writing, we will give you this notice:
 - a) Where appropriate and available, via a message in the **message centre** or elsewhere in the area within your online customer account on sky.com, such as **MySky** (we'll alert you by email, SMS or another appropriate method if a notice has been added), or on your monthly bill or via a notification sent to a **Sky Glass, Sky Stream puck** or **compatible device**; or
 - b) By letter, email or SMS.A written notice may refer you to other widely available (written or non-written) means for specific details or further information (e.g. a free phone number). In all other cases where we are required to give you notice, we may give you notice in writing or we'll notify you using another appropriate method including during a phone call or on sky.com.
- 14.5. If a notice given in writing is sent with any other document the notice will be clearly marked and, if sent by post, on a separate sheet of paper.
- 14.6. Any notice you give us to end this contract where you have a right to do so (other than where you are exercising your right to cancel during your cooling-off period for which see 'Your Rights to Cancel Your Order' section below) should be given by phone (**03442 41 44 14**). Notice given by this means will be processed immediately. You can also write to us (**Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian, EH54 7DD**) or e-mail us **at mysky@sky.uk**. If notice is given by these means we may need to verify account information before the notice is effective (and once verified the notice will be effective from the date of the original notice). We will acknowledge written notices by return letter or email and will contact you separately if we need to verify any account information. More information on how to cancel can be found by searching 'How to cancel' in the Help section on sky.com.
- 14.7. Where you are required to give us a specific period of notice we may agree to a longer period of notice from you but we can refuse this where reasonable to do so (for example where a longer period would be complicated to administer).

15. Liability

- 15.1. Neither **Sky** nor **SSSL** will be liable under these **conditions** for:

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- a) The act of ending this contract in accordance with condition 12;
 - b) Any delay or failure by us to provide a **TV service** (or any part of it) caused by events outside Sky's or SSSL's reasonable control. Matters outside our or their reasonable control include (but are not limited to) severe weather conditions, epidemic, civil disorder, terrorist activity, war, and government action;
 - c) Any delay or failure by us to provide any feature of your **TV functionality, TV Whole Home service** or a **TV extra service** caused by a change made by a **compatible device** manufacturer or provider of a compatible device operating system that is outside Sky's reasonable control;
 - d) Any damage to separate devices or content that belong to you where such damage would not have been caused if you had followed our reasonable instructions;
 - e) Any loss or damage caused by them or any of their respective officers, employees or agents in circumstances where:
 - (i) There is no breach of a contractual obligation or legal duty of care owed to you by them (as the case may be) or by any of their respective employees or agents; or
 - (ii) Such loss or damage was not contemplated by both you and us at the time we entered into this contract;
 - f) Any loss or damage caused by them or any of their respective employees or agents to the extent that such loss or damage results from any breach by you of these conditions, unless they or their employees or agents were in breach of a legal obligation or duty of care owed by them and that breach is the most significant cause of the loss or damage;
 - g) Any delay or failure by a provider of a **third party app** or content provider.
- 15.2. This condition 15 shall not affect any liability we may have to you for death or personal injury as a result of **Sky's** or **SSSL's** negligence, or for their fraud or fraudulent misrepresentation.
- 15.3. We are not permitted to exclude our liability for certain matters, for example we cannot exclude our liability to you for supplying goods or digital content (such as a **TV service**) that are not of satisfactory quality or fit for purpose, supplying goods or digital content that do not match their description, or performing any service without reasonable care and skill. This condition 15 shall not affect any such liability that we have to you. If you require any advice on your legal right you can refer to www.adviceguide.org.uk.

16. General legal terms

- 16.1. This contract is governed by English law unless you live in Scotland or Northern Ireland, in which case it will be governed by Scots law or Northern Ireland law (as applicable). Any disputes under this contract shall be dealt with by the courts of the country whose law governs this contract, unless you live in Northern Ireland or Scotland in which case you can choose to bring a dispute before the courts in your country or the English courts instead.
- 16.2. If we don't exercise a right we have under this contract, it does not mean that we have waived this right.
- 16.3. **Sky** can transfer its rights and/or obligations under this contract to any member of the Sky group of companies or any other company, firm or person either as a variation to this contract or as a new contract provided in either case this does not affect your rights under this contract in a negative way. Where a new contract will be entered into this will become effective 31 days after we notify you in writing of the transfer.
- 16.4. This contract is personal to you. You may not transfer your rights or obligations under this contract to anyone else unless we agree otherwise, and no third party is entitled to benefit under this contract except pursuant to condition 16.3.

Your contract for paper billing

These are the terms and conditions that you must keep to if we offer and you choose to receive paper bills from Sky.

This contract is with Sky UK Limited (**Sky**).

1. If you want us to send you a paper bill to your **address** or an alternative address agreed between us you must request this from us and a **paper bill charge** applies which we will tell you about in advance and will be added to each bill.
2. A **paper bill charge** will not be added to interim bills or bill reminder notices or if we have agreed to send you a bill in an alternative format for accessibility reasons, e.g. braille or large print bills.
3. You can stop receiving paper bills by contacting us using the details set out in [‘How to get in touch with Sky’](#) at the front of this booklet or via our online customer account on sky.com, such as **MySky**. Your next bill will include the **paper bill charge** unless you tell us you want to stop receiving paper bills no later than the day before the day your bill is produced (the day this happens each month is stated on your bill and is normally 14 days before payment is due).
4. We may end this contract at any time by giving you 31 days’ notice in writing.
5. We may:
 - a) increase the **paper bill charge** at any time by giving you notice in writing at least 31 days before the first bill listing the increased charge is produced;
 - b) change or add to these **conditions** at any time and we will notify you in writing at least 31 days before the changes come into effect unless we need to make changes immediately for valid legal or regulatory reasons in which case we will try to give you as much notice as reasonably possible.We may only make such changes for the same reasons as those listed in conditions 11.1 to 11.2 and 9.4 to 9.5 of [‘Your contract for UK residential TV services’](#).
6. Where we are required to notify you under these **conditions** we can do so using any of the methods permitted under any other contract you have with **Sky** under which payments are added to your bill.
7. Condition 16 (General legal terms) of [‘Your contract for UK residential TV services’](#) shall apply to this contract to the extent that it is not inconsistent with these conditions.

Your contract for Sky Store and Sky Box Office

These are the terms and conditions that you must keep to if you want to purchase **events** offered by Sky on a pay-per-view basis from “Sky Box Office” (SBO) or rent or purchase **content** from the Sky Store.

This contract is with Sky UK Limited (**Sky**).

1. Renting from Sky Store and events from Sky Box Office

Rental content and pay-per-view events

- 1.1. If Sky chooses to offer Sky Store and Sky Box Office content these **conditions** will apply to the supply of any content or event that you order and you are permitted to receive via the **Sky Glass** or **Sky Stream puck**.
- 1.2. If you purchase any **event** then you will be charged in full for that event even if you don’t tune into it for any length of time unless you cancel your purchase before the **start time** of the event. No recordings or reminders will be set when you purchase an event so please keep note of what you have purchased.
- 1.3. If you rent **content** you will be charged in full for that content at the time you rent it regardless of whether you watch it.
- 1.4. We can cancel or withdraw any **content** or **event** at any time. If we do we will try to advertise the cancellation or withdrawal on your television screen and you will not be liable to pay for it. If an event is made up of a number of events (e.g. a number of football matches), we can change the event pack. We may change the time at which any event is shown, and if so we will advertise the changed time on your **Sky Glass, Sky Stream puck** or **compatible device**.

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- 1.5. There are time limits on how long you can retain and view any **content** or **event**. Details of these time limits are provided to you at the time of purchase or will be displayed on screen. Stopping, pausing or re-starting will not extend the time limits for retaining and viewing. Once the relevant time limits have expired, the content or event will be automatically deleted.

2. Buy & Keep from Sky Store

DVD and Blu-Ray supply and delivery

- 2.1. If Sky chooses to offer Buy & Keep content these conditions will apply to the supply of any content that you choose to purchase. Where you have made a purchase which includes a DVD or Blu-ray copy, prices quoted include postage, packaging & handling unless stated otherwise.
- 2.2. If you purchase **content** on the **Sky Glass** or **Sky Stream puck** which includes a DVD or Blu-ray copy, unless stated otherwise, we will send a DVD or Blu-ray version of the content to your **address** (or an alternative address specified by you where we allow this). The DVD or Blu-ray version may differ in some respects from the version of the content made available on the Sky Glass, Sky Stream puck or **compatible device** (for example, the cut, picture quality, certification and extras available).
- 2.3. Delivery estimates are not guaranteed delivery times and should not be relied on as such.
- 2.4. In some cases the DVD or Blu-ray version of the **content** will not be available for distribution at the time of your purchase. In such cases we will send the DVD or Blu-ray when it becomes available for distribution which may be a number of days or weeks after purchase.

Buy & Keep content on the Sky Glass or Sky Stream puck

- 2.5. If Sky chooses to offer Buy & Keep content these conditions will apply to the supply of any content that you choose to purchase and are permitted to receive via the **Sky Glass** or **Sky Stream puck**.
- 2.6. You cannot cancel your purchase of any digital **content** after the point the content is made available to you. For information about your right to cancel your DVD or Blu-ray purchase please refer to '[Your rights to cancel your order](#)'.
- 2.7. To receive or restore **content** the **Sky Glass** or **Sky Stream puck** must be connected to broadband and usage will normally count towards any broadband usage limits that apply to your broadband service. You are responsible for any charges associated with exceeding those limits.
- 2.8. We can withdraw **content** from Sky Store at any time. This will not affect your ability to play back and restore content purchased previously (where available), in accordance with these **conditions**.

Further information

- 2.9. Pre-Ordered Content. In some cases you can pre-order **content** before its official digital release date ("**release date**"). We may not know the **release date** at the time you pre-order, but we will notify you confirming the release date once it is confirmed. If we accept your pre-order the content will automatically be made available to you on the release date and the charge will be added to your account then. You cannot cancel your purchase from the release date. If you cancel before the release date you will not be charged for the pre-order and will not receive the content.
- 2.10. Nothing in these **conditions** authorises you to view **content** other than via the **Sky Glass**, **Sky Stream puck** or any compatible device. If we authorise downloading or viewing content on other devices separate terms and conditions will apply which we shall make known to you, for example on www.skystore.com or via a Sky Store software application you are using on another device.

3. General conditions

Payments

- 3.1. The Sky account associated with the **Sky Glass** or **Sky Stream puck** will be charged in full for the price of the **content** or **event** when the order is confirmed (e.g. by entering the PIN).

- 3.2. We will tell you in advance the amount you must pay us for any **content** or **event**. We will calculate each month and tell you what payments you owe us for content and events you have ordered. Payments will be payable by you in the same way as you have chosen to make payments under 'Your contract for UK residential TV services' and you will allow us to charge payments under the Direct Debit/credit card instruction that you have given to us.
- 3.3. We may from time to time assess your credit standing using credit scoring, and may use information from, and supply information to, outside agencies for this. We will apply reasonable practices for administering your account based on the result of that scoring including placing a limit on the number of orders you can make.
- 3.4. All prices include VAT (or equivalent) where applicable.

Liability, copying and copyright

- 3.5. We will not be liable under this contract for any delay or failure by us to provide the **content** or **event** (or any part of them) or a DVD or Blu-ray copy for reasons outside our reasonable control (including, without limitation, any fault with a broadband service provided by a third party) or because of anything for which we have excluded liability under condition 15 of 'Your contract for UK residential Sky TV services'.
- 3.6. Condition 3.5 shall not affect any liability we may have to you for death or personal injury as a result of **Sky's** or **SSSL's** negligence, or for their fraud or fraudulent misrepresentation
- 3.7. We are not permitted to exclude our liability for certain matters, for example we cannot exclude our liability to you for supplying goods or digital content that are not of satisfactory quality or fit for purpose, supplying goods or digital content that do not match their description, or performing any service without reasonable care and skill. Condition 3.5 shall not affect any such liability that we have to you. If you require any advice on your legal right you can refer to www.adviceguide.org.uk.
- 3.8. You must not do (or allow to be done) any of the following:
 - a) Copy (except as permitted under the Copyright Designs and Patents Act 1988, as amended from time to time ("**Act**")), redistribute or relay any part of the **content** or **event** or otherwise deal with the **content** or **event** in way which is not permitted under the Act. The exceptions in the Act only apply in certain special cases that must not conflict with **Sky's** normal exploitation of the content or unreasonably prejudice **Sky's** legitimate interests, and you must make sure that you are legally entitled to rely on one of them;
 - b) Sell or make any charge for watching an event or any content made available to you under this contract;
 - c) Show any content or event to the public, even if no charge is made.
 - d) Tamper with or modify the signal of any content or event made available to you; or
 - e) Alter, cover, modify or remove any graphics, logos or other on screen text or images appearing on any broadcast, download or stream of content.
- 3.9. We may prevent the copying (for example by video) of any **content** or **event**. This may be by including signals in the broadcast of an event which prevent copying of that event. We may also disable or alter remotely certain functions of **Sky Glass**, **Sky Stream puck** or a Sky software application on your **compatible device** to prevent you from copying any content or event and we may prevent you receiving, playing back or restoring (where applicable) content or events if you make use of any additional decoding equipment (not supplied by Sky) that allows copying of content or events.

Changing these conditions and termination

- 3.10. We may not change or add to these **conditions** for any **content** or **event** after you have ordered it. If we wish to change or add to the conditions for future content or events, we will tell you, for example by publishing new conditions on screen or in the **message centre** or by a separate notice.
- 3.11. We may refuse your order for any content or event in our reasonable discretion. We may also (after we have accepted it) terminate this contract if at any time;
 - a) You have not made any payment which is due to us;
 - b) You have broken any of these **conditions** in relation to any **content** or **event**;

- c) You have broken any of the conditions of [‘Your contract for UK residential TV services’](#).

Miscellaneous

- 3.12. If you purchase any **event** by calling us by telephone a reasonable administration charge may apply. We will tell you what this charge is during your telephone call. If you decide not to proceed with the purchase you will not have to pay the charge.
- 3.13. Conditions 14 (Notices and keeping you updated), 15 (Liability) and 16 (General legal terms) of [‘Your contract for UK residential TV services’](#) shall apply to this contract to the extent that they are not inconsistent with these **conditions**. These terms do not apply to commercial subscribers. Certain **content** or **events** may only be available to certain categories of subscriber (for example, subscribers to a certain **TV service** or with a specific **option**) or only to subscribers in certain areas. We will make this clear when the relevant content or event is offered.

Terms with a special meaning in this booklet

Add-on	A Sky premium rolling pack , Sky premium contract pack or monthly add-on
Address	The residential property where you live in the UK and to which we agree to provide the TV services
Basic pack	Any pack of basic channels we offer from time to time. No basic pack will include any add-on , standalone premium channel or TV extra service that we offer
Bonus channel	Channels that we choose to supply with your option which you do not have to pay extra for
Channels	The linear channels we broadcast and may include in any basic pack , add-on or option or standalone premium channel we may offer. The linear channels we broadcast do not include on demand content .
Compatible device	A compatible consumer electronics device which is not a Sky Glass or Sky Stream puck but does include a television or screen connected to a Sky Stream puck.
Condition(s)	The terms and conditions set out in the relevant contract or agreement
Consumer Price Index (CPI)	A UK government measure of whether the cost of goods and services is going up or down based on average price changes from across several industries
Content	Each movie, programme or series offered to you by Sky on a rental and/or ‘Buy & Keep’ basis within the service known as “Sky Store”.
Device content	Channels and on demand content we make available to be streamed or transferred on a temporary basis to a compatible device .
DTT	Digital terrestrial television channels.
Early termination charge	A charge you may have to pay if we end all or part of your TV services during the minimum term or new minimum term in accordance with these conditions . Refer to condition 12.14 of ‘Your contract for UK residential TV services’ for details of these charges.
Event	Each television programme or event offered to you by Sky on a pay-per-view or rental basis within the service known as “Sky Box Office” on the Sky Glass or Sky Stream puck .
Sky Glass	An authorised Sky Glass connected TV.
Message centre	The area within your online account or MySky where we will post account information including notices. The message centre may also be available on the Sky Glass , Sky Stream puck or on a compatible device if you have installed the relevant Sky software application
Minimum service protections	The protections explained in condition 10.1 of ‘Your contract for UK residential TV services’
Minimum term	The period (if any) agreed between us in which you agree to receive and pay for the relevant TV Service .
Monthly add-on	A channel , collection of channels or access to on demand content or ultra-high definition content purchased or received on a monthly rolling basis (excluding any Sky premium rolling pack , Sky premium contract pack or standalone premium channel).
MySky	The customer account area of sky.com or such other website we notify to you (sign-in required to access) whether or not branded as “MySky”.
New minimum term	The additional period (if any) starting on the date we enable the relevant TV Service you have asked for.
On demand content	Content you can choose to watch when you want
Option	Any of the channel package and add-on options we offer which must include a basic pack but not including any TV extra services or standalone premium channels .

Paper bill charge	The charge that applies if you choose to receive paper bills
Price protection	The limits on the timing, frequency and amount of any price increase for a TV service during any minimum term , as explained in condition 9.
Retail Price Index (RPI)	A UK government measure of whether the cost of goods and services is going up or down based on average price changes from across several industries
Service renewal date	The first day of the period covered by your bill which is available in MySky or message centre .
Sky, we or us	Sky UK Limited, company number 02906991, whose registered office is at Grant Way, Isleworth, Middlesex, TW7 5QD
Sky premium channel	A channel such as Sky Sports Football or a collection of channels (that may not be available individually) such as Sky Cinema or Sky Sports as Sky transmits from time to time and/or any other channel we may tell you is a Sky premium channel but does not include any standalone premium channels .
Sky premium contract pack	A Sky premium channel or collection of Sky premium channels with a minimum term
Sky premium rolling pack	A Sky premium channel or collection of Sky premium channels purchased or received on a monthly rolling basis
Sky Stream puck	A device authorised or provided by Sky which you can connect to a compatible device to view your TV subscription service
SSSL	Sky Subscribers Services Limited, company number 02340150, whose registered office is at Grant Way, Isleworth, Middlesex, TW7 5QD
Standalone premium channel	A channel (or a collection of channels) as Sky transmits from time to time which you may choose to include for an additional charge as part of your TV subscription service .
Start time	The start time for an event shown on screen
Third party apps	Services provided by a third party which you can access using your TV services subject to agreeing separate terms and conditions with the third party (access to Third Party Apps is a TV extra service and Sky is not responsible for the content of those Third Party Apps).
TV extra services	Any additional television, application or other service which we may choose to supply as part of your TV services , subject to your eligibility and you having the required equipment. This includes (as examples) any bonus channels, access to third party apps and content which is available on demand (other than on demand content provided as part of your option).
TV functionality	The enablement and provision of additional services and playback functionality on a Sky Glass or Sky Stream puck including personalised recommendations, voice search and control, automated picture and sounds modes, live pause and "My List" and any future functionality which we may offer which we tell you forms part of the service.
TV functionality subscription	The subscription service for the TV functionality .
TV services	The TV subscription service , TV functionality subscription and TV whole home subscription (in each case together with any TV extra services we choose to provide). Each is a separate TV service and may be subject to a separate minimum term .
TV subscription package	The TV subscription service, TV whole home subscription and TV functionality subscription you have agreed to receive but not including any TV extra services . Each is a separate TV service and may be subject to a separate minimum term .
TV subscription service	Your chosen option together with any standalone premium channel chosen by you.
TV Whole Home	The use of your TV services on compatible devices at your address
TV Whole Home subscription	The subscription service for TV Whole Home .
UK	The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands

Your rights to cancel your order

Notice of your statutory right to cancel in your cooling off period

Please note:

Please refer to your '[Your contract for UK residential TV services](#)' for information about when and how you can end your **TV services** once your cooling off period has ended.

Cancellation period for TV services:

You have the right to cancel your order for **TV services** without giving any reason any time up to 14 days (“**cooling off period**”) from delivery of the **Sky Glass** or **Sky Stream puck** you ordered at the same time as your TV services or, if you did not order a **Sky Glass** or **Sky Stream puck**, from when any of the TV services provided under the contract are activated.

Cancellation period for DVD or Blu-ray:

You have the right to cancel your order for any DVD or Blu-ray purchased with any **content** via Sky Store (where you had the option to purchase a digital only version of the **content**) without giving any reason any time up to 14 days (“**cooling off period**”) from the day after the later of:

(i) delivery; or (ii) confirmation in writing of the relevant terms and conditions for that product (which includes making the terms and conditions available to you in **MySky** or the **message centre**).

Please note:

- The right above does not apply in the case of a **TV service** if you asked for it to be made available during the cooling off period and Sky asked you to acknowledge that you would lose the right to cancel at that point and you did so.
- For Sky Box Office **events** you cannot cancel your order once your **event** has started.
- For Sky Store Buy & Keep and Sky Store **content** rentals you cannot cancel your purchase of digital **content** after the point the **content** is ordered. Sky cannot accept DVD or Blu-ray returns if they have been unsealed after delivery.

Sky may offer an enhanced cooling off period from time to time which we will advise you of at the time of your purchase.

How to cancel: Any cancellation within this timeframe must be in accordance with this notice.

You can cancel your Sky order by:

1. Calling 03442 41 44 14 (except to cancel Sky Box Office **events** ordered by phone where you should use the number you used to place your order);
2. Writing to Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian EH54 7DD; or
3. Visiting the “Help” section at sky.com, searching for ‘Cancel Sky TV’ and then completing the online cancellation form.

You must give your name, customer account number, address, post code, telephone number and e-mail address to cancel your order. If you cancel in writing we will send you an acknowledgement of receipt by e-mail.

Effects of cancellation: If you cancel an order for a **TV service** during your **cooling off period** we will refund to you all payments received from you in connection with the order but if you requested a product or service to begin during the cooling off period, you must pay us an amount which is proportionate to what was provided up to the point you cancelled your order, including for any **TV services** provided. You will not receive a refund of any one-off fees for services already performed including Sky Store and/or Sky Box Office purchases if you cancel an order after the service has been fully performed.

If you bought a **Sky Glass** or **Sky Stream puck** you will have been informed of your cooling off rights for that purchase at the time. If you would like to exercise those cooling off rights for the Sky Glass or Sky Stream puck you should follow the process set out in those terms.

If you are an existing Sky TV or Sky Q customer and you cancel your order for a **TV service** we will not be able to put you back to your previous Sky TV or Sky Q subscription package unless it is currently available to new customers on the same terms.

Return of sealed DVDs or Blu-rays: If you cancel your Sky Store DVD or Blu-ray order, you are responsible for returning the sealed DVD or Blu-ray using the returns method specified by Sky. You are also responsible for the costs of return and Sky may charge you for direct returns costs or offset any returns costs against any money that it owes to you.

Discounts: If you have received any discount on **TV services**, and/or goods and during your **cooling off period** you cancel any conditional order (e.g. for a particular **option** or for another Sky product) but wish to keep your TV services or the goods, you will no longer be eligible for that discount and will be required to pay Sky the difference between the discounted price and the full standard price for the TV services and/or goods.

Refunds: We will make any refund due to you (less any deductions due to us) without undue delay and not later than the earliest of 14 days after the day we either receive the DVD or Blu-ray back from you or receive evidence from you that the DVD or Blu-ray has been returned (such as a proof of posting receipt). We will make the refund using the same means of payment that you used when you placed your order, unless you have agreed otherwise.

These cancellation rights do not affect your legal rights. If you require any advice on your legal rights, you can refer to adviceguide.org.uk.

Your Sky Glass TV pack

The following **basic pack(s)**, **add-ons** and **Sky premium channels** were available to you when you joined. Your chosen **option** was selected by you when you joined and confirmed in writing.

The availability of any other potential options do not form part of your agreement and are subject to change.

Sky Entertainment basic pack	A selection of entertainment and general interest channels including Sky Max, Sky Atlantic, Sky Comedy, Sky Arts and Sky Nature.
Sky Ultimate TV - Sky Entertainment with Netflix	Sky Entertainment and Netflix Basic
Sky Kids Add-On	A selection of channels for children including Nickelodeon, Boomerang and Cartoon Network
Sky Cinema	A collection of Sky Movies premium channels including Sky Premier, Sky Family and Sky Action
Sky Sports	A selection of Sky Sports premium channels including Sky Sports Football, Sky Sports F1 and Sky Sports Arena
BT Sports Add-On	A selection of BT Sports premium channels consisting of BT Sport 1, BT Sport 2, BT Sport 3, ESPN
Sky Ultra HDR and Dolby Atmos® Add-On	Unlocks content in UHD and Dolby Atmos (where available). This pack does not unlock more screens or Sky Go streams.
Netflix Basic	Gives customers access to Netflix in SD and on 1 screen This is included with Sky Ultimate TV at no additional cost

Netflix Standard Add-On	Gives customers access to Netflix in HD on 2 screens
Netflix Premium Add-On	Gives customers access to Netflix in UHD on 4 screens
Ad skipping Add-On	The ability to fast forward advertising in On Demand content where available.
TV functionality	The enablement and provision of additional services and playback functionality on a Sky Glass or Sky Stream puck including personalised recommendations, voice search and control, automated picture and sounds modes, live pause and “My List” and any future functionality which we may offer which we expressly tell you agree in writing forms part of the service.
TV Whole Home	The use of your TV services on compatible devices at your address

Here’s what you pay each month for your **option** (prices are monthly unless otherwise specified).

Required

- Sky Ultimate TV – Sky Entertainment with Netflix £26
- TV functionality £0

Optional

- Netflix Standard Add-On +£4
- Netflix Premium Add-On +£8
- Kids Add-On +£5
- Sky Ultra HDR and Dolby Atmos® Add-On +£5
- Ad skipping Add-On + £5
- Whole Home +£10
- Sky Cinema +£11
- Sky Sports Complete pack +£25
- BT Sport Add-On +£30

All prices are inclusive of VAT (or equivalent) wherever applicable. You pay the quoted price whatever the applicable rate of VAT (if any).

Below is the **basic pack** (Sky Ultimate TV) currently available to you.

You can add additional channels or content by taking Sky Kids. All channels and content that are **in bold** are available in high definition format (HD). To receive these channels in ultra-high definition format (UHD) or high dynamic range (HDR) you must receive the channel or content in HD and take Sky Ultra HDR and Dolby Atmos® and any other **TV service** or **option** we tell you is needed for this purpose.

Sky Ultimate TV			
Entertainment			
BBC One	ITV3	Discovery Turbo	DMAX
BBC Two	ITV4	Discovery History	HGTV
ITV	ITVBe	Discovery Science	MTV MUSIC
Channel 4	E4	Food Network	MTV HITS
Channel 5	More4	PICK	MTV BASE
Sky Max	5 STAR	Challenge	MTV CLASSIC
Sky Witness	5USA	CBS Reality	Box Hits
Sky Atlantic	Dave	CBS Justice	The Box
Sky Crime	W	CBS Drama	KISS
Sky Documentaries	GOLD	4Seven	Magic
Sky Comedy	Alibi	4Music	Kerrang!
Sky Nature	Drama	Paramount	CBBC
Sky Arts	Eden	5SELECT	CBeebies
Sky History	Comedy Central	Smithsonian	CiTV
Sky History 2	ComedyXtra	Yesterday	Film4
SYFY	MTV	BLAZE	horror channel
E! Entertainment	Discovery	BBC Scotland	TCM *
Sky Replay	TLC	BBC ALBA	Movies 24
Sky Showcase	Animal Planet	PBS America*	Movies 24+
BBC Four	ID	Together TV*	Sky Sports Mix
UTV	Crime + Investigations	S4/C	Sky Sports News
ITV2	National Geographic	Quest	Sky Sports Racing
	National Geographic Wild	Really	Eurosport 1
	Ginx eSports TV*	Quest Red	Eurosport 2
Netflix	International	News	
Netflix Basic	Utsav Plus	B4U Movies	Sky NewsUK
	Utsav GOLD	B4U Music	BBC NEWS
	Utsav Bharat	Sky News Arabia	BBC PARLIAMENT
	SONY TV		CNBC
	SONY SAB		
	SONY MAX		
	Sony Max 2		

*HD ready November 2021

You may have selected some or all of the Add-on Packs below:

Add-ons			
Kids	Sky Cinema	Sky Sports	Netflix
Cartoon Network	Sky Cinema Premiere	Sky Sports Main Event	Netflix Standard
Boomerang	Sky Cinema Select	Sky Sports Premier League	Netflix Premium
Nickelodeon	Sky Cinema Hits	Sky Sports Football	
Nick Toons	Sky Cinema Greats	Sky Sports Cricket	
Nick Jr.	Sky Cinema Family	Sky Sports Golf	
BabyTV	Sky Cinema SciFi/Horror	Sky Sports F1	
Cartoonito	Sky Cinema Comedy	Sky Sports Action	
Nick Jr. Too	Sky Cinema Thriller	Sky Sports Arena	
	Sky Cinema Drama		
	Sky Cinema Action	BT Sports	
	Sky Cinema Animation	BT Sport 1	
		BT Sport 2	
		BT Sport 3	
		BT Sport/ESPN	

The channels listed above are those available at the time of print (October 2021). The channels available within the TV subscription service are variable so please refer to the channel line ups on sky.com/help for up-to-date information.

Sky UK Ltd (company number 02906991) and Sky Subscribers Services Limited (company number 02340150), Grant Way, Isleworth, Middlesex, TW7 5QD. Sky Subscribers Services Limited is an appointed representative of Sky UK Limited which is authorised and regulated by the Financial Conduct Authority