

Sky VIP



Sky VIP Terms and Conditions



Sky VIP (the “Programme”) - Terms and Conditions

These terms and conditions are divided into two parts:

- Part A applies to all Sky customers; and
- Part B only applies to customers who have agreed to receive communications about Sky VIP offers and rewards.

Part A – All Sky VIP customers

1. As a member of the Programme you are automatically entitled to redeem Sky VIP offers, benefits, discounts and enter prize draws, ballots and competitions (the “Rewards”).
2. Your involvement in the Programme, by taking advantage of the Rewards, is governed by:
 - Part A of these terms and conditions (the VIP conditions); and
 - any individual Reward terms and conditions (reward terms and conditions).

If these VIP conditions conflict with any Reward terms and conditions, the Reward terms and conditions will apply.

3. This is a digital programme. To get the full benefit you need to download the My Sky app.
4. As a member of the Programme, you will not receive direct marketing from Sky about the Programme or Rewards unless you agree to the terms in Part B below. However, we will still send service communications or important service updates about the Programme.

Eligibility

5. Subject to conditions 13 and 15, to be eligible to participate in the Programme, you must:
 - have your only or main home in the UK, Channel Islands, Isle of Man or Republic of Ireland;
 - be 18 years or over; and
 - be a Sky customer (that is, have an active Sky TV and/or Sky Broadband and/or Sky Talk and/or Sky Mobile account).
6. Each Sky customer is entitled to one type of Reward per Sky TV and/or Sky Broadband and/or Sky Talk and/or Sky Mobile account unless otherwise stated.
 - For any given Reward, only one of the Primary Sky iD holder or the registered Authorised Sky iD holder can redeem that Reward for the Sky account, whichever is first.
7. The Rewards available to you will depend on the services you take from Sky and how long you have continuously been a Sky customer (that is, your tenure).
 - a) Day one of your tenure is the day your continuous Sky service is activated. (If you have more than one service from Sky, it is the date your first Sky service was activated.)
 - b) As your tenure increases, more Rewards are unlocked.
 - c) If you end all of your Sky services, your tenure will be reset to zero.

8. All Rewards are subject to availability (that is, you will not be entitled to them if there are no more available).
9. You must be a Sky TV customer to receive some Rewards.
10. You must live in a Sky Network or Sky Fibre area to receive any broadband or fibre Rewards.
11. Some Rewards are only available through the My Sky app.
12. You cannot transfer your membership of the Programme to anyone else or to another Sky account. You also cannot transfer any Rewards to another person.
13. We may withdraw or suspend your eligibility to participate in the Programme at any time if you violate the Sky VIP "Fair Use" policy, which will include if we reasonably believe that you:
 - have broken or tried to break these VIP conditions or any Reward conditions;
 - have abused or tried to abuse the Programme;
 - have behaved towards us in a way that is abusive or offensive, or involves misconduct;
 - have provided false or misleading information; or
 - are not eligible to take part in the Programme (see condition 15 below).
14. The Programme is only for your personal use and must not be used for any business dealings or other commercial purpose.
15. You are not eligible to take part in the Programme if you:
 - are a business customer;
 - are in the 31-day cancellation period for your Sky account;
 - are in debt to us;
 - are receiving complimentary, subsidised or free TV, broadband and/or talk and/or mobile services from us, including competition or prize draw winners and customers on any charity donation scheme; or
 - work for us.

Communication and security

16. You must tell us about any changes to your personal details through the 'Manage My Account' section of the My Sky app. We will not be responsible for any loss of Rewards resulting from the details we have for you being out of date or inaccurate.
17. You are responsible for the security details relating to the Programme (including any passwords or log-in details). We will not be responsible for any loss arising from you failing to keep the security details safe.
18. You must keep your security details secret. This means that you must not give them to any other person or record them in a way that could allow another person to find them out. If you fail to keep your details safe and someone else gets access to the Programme using them, we will not be liable for any loss suffered.
19. We will always communicate with the Primary Account Holder about the Programme through the My Sky app or by email, SMS/text message or letter.

General

20. We, Sky UK Limited of Grant Way, Isleworth, Middlesex, TW7 5QD, are the promoter of Sky VIP (Sky/we/us). Rewards in the Republic of Ireland are provided by Sky Ireland Limited (registered number 547787) of Fifth Floor, One Burlington Plaza, Burlington Road, Dublin 4.
21. Any terms and conditions relating to the Programme will be governed by, and interpreted in line with, the laws of England and Wales. Any legal disputes will be decided by the English courts or any other UK court that could lawfully deal with the case. If you live in the Republic of Ireland, all disputes will be dealt with by the courts in England and Wales or in the Republic of Ireland.
22. We may change the VIP conditions (after giving you reasonable notice) if any of the following applies:
 - a. We change, alter, improve or add to our products.
 - 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. We need to improve the security and operation of our technical network (for example, to prevent misuse of our digital satellites).
 - e. We reorganise the way we structure or run our business.
 - f. We introduce new charges because the cost of running our business has increased.
 - g. There are valid legal or regulatory reasons for changing the VIP conditions.
 - h. We are making our conditions clearer or easier to understand, or are putting all our customers on the same conditions.

If you continue to take part in the Programme after we give you notice of any change to the VIP conditions, you will be considered to have accepted the change.

23. We will give you any notices through the My Sky app or in writing (including by SMS/text message or email).
24. As we cannot foresee what may change in the future, we may need to change these VIP conditions for a reason other than those set out in condition 22 above.
25. We will give you reasonable notice if we stop the Programme or any significant aspect of it. We will give you reasonable time to take advantage of any Rewards you are eligible for.
26. Except in the case of death or personal injury arising from our negligence, or fraud, we and our associated companies and agents will not be liable for:
 - your enjoyment of the prize;
 - any postponement, cancellation, delay or changes to the prize beyond our control; or
 - any act or failure of any third-party supplier; unless we have to accept liability by law.
27. If appropriate, the terms and conditions of any third-party supplier will also apply to the prize. If the third-party supplier's terms and conditions conflict with these VIP conditions, these VIP conditions will apply.

Part B – Customers who want to hear about VIP offers and Rewards

1. In addition to the Rewards offered by the Programme, you are able to sign up to a direct marketing service which means we will proactively tell you how to take advantage of the Programme and what Rewards are available from time to time (the 'Direct Marketing Programme'). We may do this by letter, email, SMS/text message, a message within the My Sky app or other direct communication.
2. If you want to stop receiving these updates by leaving the Direct Marketing Programme, you may terminate this Part B at any time by clicking 'unsubscribe' at the bottom of any Sky VIP email about the Rewards. Part A of these VIP conditions will still apply and, subject to conditions 13 and 15, you will still be eligible to participate on the Programme. If you have opted to receive marketing from Sky your marketing preferences will be unaffected by 'unsubscribing' from Sky VIP updates.