GHR ENERGY PROTECTION PLANS
TERMS & CONDITIONS
Last updated: 09/01/2026

1. Definitions

1.1 "We", "Us", "Our" refers to GHR Energy Ltd.
1.2 "You", "Customer" refers to the individual or organisation purchasing a Protection Plan.
1.3 "Plan" refers to the selected GHR Energy Protection Plan.
1.4 "Property" refers to the address registered under the Plan.
1.5 "Plan Year" means a 12-month period from the Plan start date.

2. Contract Term

2.1 All Protection Plans operate on a minimum 12-month term.
2.2 Plans are paid monthly by Direct Debit.
2.3 Early cancellation does not remove liability for the remaining contract term.
2.4 Plans automatically continue after the initial term unless cancelled in writing.

3. Nature of the Service

3.1 GHR Energy Protection Plans are service and maintenance agreements, not insurance products.
3.2 Plans are designed to:
- Reduce risk through preventative maintenance
- Identify issues early
- Provide priority access to engineering services

3.3 Plans do not guarantee unlimited repairs or immediate attendance.

4. Scope of Cover

4.1 Included services vary depending on plan level and may include:

- **Boiler servicing**
- **Gas safety checks / CP12 certification**
- **Carbon monoxide risk assessment**
- **System health reports**
- **Priority engineer attendance**
- **Discounted labour**
- **Discounted parts**

4.2 Coverage applies only to the registered Property and plan chosen by the time customer at the time of choosing.

5. Exclusions

The following are excluded from all plans unless explicitly stated:
- **Replacement parts and components**
- **Major mechanical or electrical failures**
- **System upgrades or improvements**
- **Installation or replacement of appliances**
- **Pre-existing faults identified at first visit**
- **Damage caused by misuse, neglect, or third-party works**

6. Labour Allowance & Fair Use Policy

6.1 Plans include a soft annual labour allowance per property, intended for minor wear-and-tear and routine fault rectification.

Typical allowances (guidance only):

- **Homeowner plans: up to ~ 1-3 labour hours per Property per Plan Year**
  - **Essential safety plan -1 hour labour hours per Property per Plan Year**
  - **Home Protection Plus -2 hour labour hours per Property per Plan Year**
  - **Complete Home Cover -3 hour labour hours per Property per Plan Year**

- **Landlord plans: up to ~ 2-4 labour hours per Property per Plan Year**

- Landlord Essential - 2 hour labour hours per Property per Plan Year
- Landlord Plus - 3 hour labour hours per Property per Plan Year
- Landlord Total - 4 hour labour hours per Property per Plan Year

6.2 Labour allowances:
- Are not guaranteed entitlements
- Are not cumulative
- Reset at the start of each Plan Year

6.3 minor wear-and-tear and routine fault rectification:
These are plan dependant -

- Basic tier plans do not include minor wear-and-tear and routine fault rectification
- Middle tier plans include this to a part amount of £25 per property per year, fault rectification and fitting of required fall in the annual soft labour and labour hours per property per year.
- Top tied plans include this to a part amount of £50 per plan per year, fault rectification and fitting of required fall in the annual soft labour and labour hours per property per year.

7. Fair Use Trigger (Risk Protection Clause)

7.1 An internal Fair Use Trigger may be applied where:
- Repeat call-outs occur for the same or related issue
- Usage materially exceeds reasonable expectations
- A system is found to be persistently defective or poorly maintained

7.2 Where triggered, GHR Energy reserves the right to:
- Limit or withdraw further included labour
- Apply standard chargeable labour rates
- Require remedial works to be quoted separately
- Recommend plan downgrade or termination

This clause exists to protect service availability and pricing fairness across all customers.

8. Priority Attendance

8.1 Priority attendance means plan members are scheduled ahead of non-members.
8.2 Priority does not guarantee:
- **Same-day attendance**
- **Immediate response**

8.3 Attendance is subject to engineer availability, fault severity, and external conditions.

9. Customer Responsibilities

9.1 You must:
- **Provide safe, reasonable access to the Property**
- **Maintain appliances in line with manufacturer guidance**
- **Ensure systems are legally compliant**

9.2 Missed appointments or lack of access may result in aborted visit charges of £25.

10. Landlord-Specific Terms

10.1 Landlord plans are priced per property.
10.2 Portfolio discounts may apply and are reviewed if property numbers change.
10.3 Compliance certificates are issued based on conditions at the time of inspection.
10.4 Tenant-caused issues are not covered unless specifically stated.

11. Payments & Price Reviews

11.1 Pricing may be reviewed annually.
11.2 Any price changes will be communicated with reasonable notice.
11.3 Missed payments may result in suspension or termination of plan benefits along side late fee of £20 per missed payment.

12. Termination

12.1 We reserve the right to terminate a plan where:
- **Abuse of the service occurs**
- **Unsafe working conditions are present**
- **Persistent non-payment arises**

12.2 No refunds are due following termination under this clause and the outstanding balance becomes due in full.

13. Limitation of Liability

13.1 Our liability is limited to the value of services provided under the Plan.
13.2 We are not liable for indirect or consequential losses.
13.3 We are not liable for any damage or works unless in direct relation to work we've completed
13.4 We are not liable for any failures, damage or costs on any work unless carried out by ourselves or an approved GHR energy contractor.

14. Governing Law

14.1 These Terms & Conditions are governed by the laws of England and Wales.

15. Acceptance

By joining a GHR Energy Protection Plan, you confirm that you have read, understood, and accepted these Terms & Conditions.