



# Hey Boiler Control Plan Offer – Terms & Conditions

*Last updated and effective from: April 2026*

## 1. About This Offer

This offer is provided by Hey Broadband Ltd in partnership with Macbrook Gas Ltd.

It gives eligible customers access to the Hey Boiler Control Plan, which is supplied and fulfilled by Macbrook Gas Ltd.

## 2. Eligibility

- To qualify for this offer, you must:
- Be an active Hey!Broadband customer
- Have an active broadband service at the installation address

## 3. What's Included

The Hey Boiler Control Plan includes:

- Annual boiler service
- Gas Safety Certificate
- Priority response
- 24/7 telephone support
- Up to 2 call-outs per year (including first hour labour)
- Any applicable promotional item

Full details will be provided in your confirmation email.

## 4. Contract & Service Provider

The Boiler Control Plan is provided and managed by Macbrook Gas Ltd

By taking up this offer, you will enter into a separate agreement with Macbrook Gas Ltd

Hey!Broadband is not responsible for the delivery of boiler services

## 5. Fees & Payments

Charges for the Boiler Control Plan will be communicated at sign-up

Payment terms (including billing and collections) are managed by Macbrook Gas Ltd unless stated otherwise

Your broadband contract remains separate and unaffected

## **6. Cancellations**

Your rights to cancel the Boiler Control Plan will be governed by Macbrook Gas Ltd's Terms & Conditions on their website.

Cancelling your broadband service may impact your eligibility for this offer

## **7. Limitations of Responsibility**

Hey!Broadband:

- Is not responsible for installation, maintenance, or repair of your boiler
- Does not guarantee response times or service levels
- Accepts no liability for services delivered by Macbrook Gas Ltd

## **8. Changes to the Offer**

Hey!Broadband reserves the right to:

- Amend or withdraw this offer at any time
- Substitute or remove promotional items

## **9. General**

This offer is non-transferable

Terms are governed by the laws of England and Wales