

British Gas Refer a Friend

We care about privacy and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at britishgas.co.uk/privacy

What is Refer a Friend?

We love having you (our customer) with us, and we'd like to get to know your Friends too. Our Refer a Friend scheme gives you the chance to get rewarded for spreading the word. So, when you invite a Friend to join us, and they subsequently purchase HomeCare or energy directly from us (and not via a third party), you both get a Reward. We describe what Reward you and your Friend can get at the point we promote our Refer a Friend scheme.

We recommend that you and your Friend read these terms and conditions carefully, as they set out our responsibilities to you, our customers and your Friend (our future customers), and what you and your Friend agree to do to benefit from Refer a Friend. By entering the Refer a Friend scheme, you agree to these terms and conditions. They are separate from any other contracts you and your Friend may have with us.

What the words mean

Friend or Friends mean an individual, that the **Referrer** knows personally, for example a friend or family member, who isn't already our customer and who is happy to receive a **Referral link**.

Qualifying Product means the product or service your **Friend** chooses as described in the table in these terms and conditions. The table may be amended from time to time.

Referral link means a unique web link that can be shared with **Friends** to participate in the scheme.

Referrer/You means our current customer, who must be an existing British Gas home energy or services customer, with an online account and who is confirmed by us after registration as being a **Referrer**.

Reward means the voucher offered by us under this scheme. The vouchers can vary from time to time and are based on the **Qualifying Product** your **Friend** chooses when they join. Terms and conditions may apply to the **Reward**.

Taking part and referring Friends

- To participate, **you** and your **Friend** must follow the instructions on our website, britishgas.co.uk. **You** must successfully identify as an existing customer by logging in via your online account or entering your details where requested to set up an online account.
- If successful, we'll provide each **Referrer** with a **Referral link** which is personal to them. **Referrers** can use their **Referral link** to refer a **Friend** to a **Qualifying Product**. **Referrers** can share their **Referral link** with as many **Friends** as they like.
- Only one Refer a Friend account can be open per person at any one time. We can refuse to set up a new account if there's already one open for the **Referrer**. We can also merge or close duplicate accounts.
- If a **Referrer** has a service or product in joint names, each person named on that account can hold a separate Refer a Friend account in their sole name.
- You** and your **Friends** must use the scheme for personal use only. **You** cannot use it for business or commercial reasons or use the scheme and **Referral link** to benefit from any advertising or the bulk distribution of the **Referral link** through any online platforms, search engines or marketplaces.
- You** should only share the **Referral link** directly with your **Friends** and not post it publicly (including on social media pages where **you** don't directly know the people who read the posts) or use the **Referral link** to contact people **you** don't know. **Referrers** can only refer personal contacts they know. This means that any product purchases **Friends** make, or any purchases made by anyone **you** refer as part of a job or a position **you** hold, or as an advisor, will not qualify for the scheme and we reserve the right to reject, withdraw or not provide **you** and your **Friend** with the **Reward**.
- We want **you** and your **Friends** to benefit from this scheme in a responsible and considerate way. **You** and your **Friends** agree not to use the **Referral link** in any way that would be or look like spam, bulk messages or bulk posts, or in any type of messages or posts to strangers, or on online marketplaces or social media, for example Amazon. **You** and your **Friend** agree not to insist, coerce or threaten that a person uses a **Referral link** or takes up one of our products or services.
- You** and your **Friends** must not use any of our graphics or logos when sharing or posting a **Referral link** and agree not to use the **Referral link** in any way which could take unfair advantage of, or otherwise harm our brand.
- As a **Referrer**, when sharing your **Referral link** to a **Friend**, **you** agree that it is a personal referral and that **you** will not state or imply to your **Friends** that it is anything else. **You** will not state or imply to your **Friends** that **you** represent us, our brand or any of our affiliated companies.
- The **Reward** is subject to the choice of **Qualifying Product** the **Friend** purchases. **You** and each **Friend you** refer are responsible for any tax implications from any **Reward you** and your **Friends** receive.

How to get a Reward

- To receive a **Reward**, each **Friend** must use the **Referrer's** unique **Referral link** to purchase a **Qualifying Product** via britishgas.co.uk
- Both **Referrer** and **Friend** must each have an online account with British Gas and the **Friend's** contract or policy must be active at least 60 days after the supply start date or the policy start date. We also require valid email addresses to send **you** and your **Friend** your **Reward**.

- To qualify for a **Reward** for switching energy to British Gas, your **Friend** must not have held a British Gas energy contract within the last three months of joining.
- To qualify for a **Reward** for joining services, your **Friend** must not have held a British Gas services account within the last three months of joining.
- Once the **Friend** has purchased a **Qualifying Product**, we'll send the **Referrer** and the **Friend** a confirmation email to the valid email addresses provided.
- If after making a validated purchase of a **Qualifying Product**, your **Friend** cancels their agreement with us up to 60 days after the supply start date or the policy start date, then this will result in the cancellation of the **Reward** for the **Friend** and **Referrer**.
- The **Reward** may take up to three months to arrive following the **Friend** joining British Gas. Where applicable, we'll use the details **you** and your **Friend** provided at registration to send **you** and your **Friend** the **Reward**. **Rewards** are not transferable or redeemable for cash.

The table below sets out the **Qualifying Products**.

Friend purchasing any of these Qualifying Products using a Referral link	Voucher value for the Referrer	Voucher value for the Friend
Dual fuel energy tariff, including both gas and electricity	£50	£50
Single fuel energy tariff, including either gas or electricity	£25	£25
HomeCare Four	£50	£50
HomeCare Three	£25	£25
HomeCare Two	£20	£20
HomeCare One	£10	£10

General

- Both **Referrer** and **Friend** must be aged 18 or over and a resident in England, Wales or Scotland.
- The HomeCare eligibility criteria apply to all **Friends** who purchase HomeCare.
- From time to time, we may change the Refer a Friend scheme. If we do, any **Reward** we agreed to provide **you** and your **Friend** before we make changes to the scheme, will continue to be provided subject to any qualifying criteria, even if we change future Refer a Friend scheme offers.
- We can review and revise these terms and conditions at any time. If we reasonably think the change will put **you** or your **Friend** at a disadvantage, we'll let **you** know what the changes are. **You** and your **Friend** don't have to use the scheme if **you** don't like the changes we make. If **you** and your **Friend** do take part in the Refer a Friend scheme subsequent to any changes to these terms and conditions or the scheme, any such new or amended terms will apply. The latest version of these terms and conditions will be [here](#)
- We will monitor compliance with the Refer a Friend scheme. In the event of fraud, abuse, misuse, or not keeping to these terms and conditions, for example spamming people with a **Referral link**, we can disable **Referral links**, not provide, withdraw or reclaim the **Reward**, end or suspend the scheme or stop **you** and your **Friend** from participating in the scheme.
- We use a third party, Buyapowa, to help us run this scheme. Any complaints about the scheme or the **Qualifying Products** should be referred to us.
- British Gas, HomeCare and the flame logo are registered trademarks owned by Centrica plc in the United Kingdom and other territories, and must not be used except as expressly provided for in these terms and conditions.
- The laws of England and Wales or Scotland apply to these terms and conditions, depending on where your home is.

The British Gas Refer a Friend scheme is promoted by British Gas Trading Limited (company number 03078711), whose registered office is at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a trading name of British Gas Trading Limited.

When we use the words "us", "we" and "our" in this document, we mean British Gas Trading Limited, British Gas Services Limited and all other Centrica plc group companies.