

HiSpeed Broadband - Holiday Season Wireless Internet Terms & Conditions

1. Definitions:

- "HiSpeed Broadband" refers to HiSpeed Wireless Broadband Ltd. and any subcontractor acting on its behalf.
- "Customer" refers to the person named in the order form for service provision.
- "Season" refers to the operational period of the caravan park, typically from one week before Easter until the end of October.
- "Service" refers to the wireless internet service provided by HiSpeed Broadband at Atlantic View Caravan Park.
- "Equipment" refers to subscriber units, antennae, poles, cabling, and any other devices required for the provision of service.

2. Service & Payment Terms:

- The holiday home internet package is available for a seasonal fee of **€180**.
- Payment is made via direct debit in **six monthly installments of €30**.
- The direct debit automatically ceases after six payments and will restart the following season unless cancellation is requested via email by the account holder.
- There is **no discount for partial use of the season**.
- Basic installation costs **€60**.
- If a pole is required for installation, there is an additional charge of **€30**, unless a suitable existing pole is available.
- If a Wi-Fi router is required, it can be purchased for **€40**, or the customer may supply their own.
- The first monthly fee of **€30**, plus any equipment charges, is payable on installation by direct debit.
- Service will only be installed upon receipt of completed and signed forms.

3. Account Management & GDPR Compliance:

- Account details can only be discussed with the account holder due to GDPR regulations.
- Additional names may be added to the account upon sign-up or later by completing a new account form, which must be submitted by the original account holder.
- Installation forms must include the caravan park number and mobile home number.
- If the account holder is not present at installation, the designated person on the form must be present to sign off the installation.

4. Service Conditions:

- The service is provided on an **"as-is"** basis, subject to network conditions.
- Customers must ensure **two available electrical sockets** at the installation site and should use a **4 or 6-way extension board** (cube adapters are not recommended).
- Service activation is dependent on line-of-sight to HiSpeed Broadband's access points.
- HiSpeed Broadband is not responsible for obstructions that may develop after installation (e.g., tree growth or new buildings).
- If an obstruction affects service, HiSpeed Broadband may recommend solutions, but is not liable for costs associated with remediation.
- The outdoor equipment remains the property of HiSpeed Wireless Broadband Ltd. The customer must keep the outdoor equipment clean, upright, and in good condition. Damage or loss of this equipment will incur a charge of €120

5. Cancellation & Renewal:

- The direct debit mandate will **automatically restart in April** of the next season unless cancelled via email by the account holder.
- If the service is cancelled before full payment of €180, any outstanding balance remains due.
- HiSpeed Broadband reserves the right to suspend or terminate service due to non-payment or breach of these terms.

By signing up for HiSpeed Broadband's holiday home package, the Customer acknowledges and agrees to these terms.

For further inquiries or to schedule installation, please contact us at [Enquiry Email Address].