

Hometree Referral Programme

Terms & Conditions

The Hometree Marketplace Ltd (“Hometree”) Referral Programme (“the Programme”) allows individuals to earn rewards by referring friends to purchase a Hometree service or product. To participate in the Programme you must agree to abide by the Terms (the “Terms”) set out below. By participating in the Programme, you consent to abide by the Terms.

1.1. Definitions

1.1.1. Programme: Hometree's referral programme.

1.1.2. Referrer: An existing Home Cover customer of Hometree participating in the Programme.

1.1.3. Recruit: The person being referred.

1.1.4. Personal Link: A personal URL unique to each Referrer.

1.1.5. User: Individuals who are accessing or using the Programme either as a Referrer or as a Recruit referred to Hometree's Services and the use of 'User' or 'you' shall be a reference to either or both as the context permits.

1.1.6. Reward: The reward amount offered by us under the Programme. The Reward will vary by campaign.

1.2. Programme eligibility and delivery

1.2.1. Either the Referrer, Recruit or both the Referrer and the Recruit will receive a Reward when the Recruit successfully acquires a service and/or product from Hometree, subject to these conditions.

1.2.2. The Programme is open to Referrers and Recruits who are residents of the UK. Over 18s only.

1.2.3. The Recruit agrees that their first and last name as well as their postcode may be shared with the Referrer.

1.2.4. Referrers must be existing Hometree home cover customers. Recruits must not have already been a Hometree customer in the preceding 24 months, under any email address or alias. Only one referral account is permitted per household.

1.2.5. The Recruit must use the Referrer's Personal Link to purchase a product or service from Hometree, either online on www.hometree.co.uk or as a result of a phone call with a Hometree representative. Referrals claimed retrospectively are not eligible and will not be rewarded. Hometree is not responsible for failure to issue Rewards resulting from an incorrectly quoted Personal Link.

1.2.6. A Referrer or a Recruit will not receive more than one Reward per customer referral.

1.2.7. If the Recruit cancels their agreement with Hometree before the end of their 14-day cooling off period, this will result in the cancellation of the Referrer's Reward, the Recruit's Reward and, where applicable, the Referrer's and the Recruit's Reward.

1.2.8. The Referrer will be notified by email once a Recruit has been referred successfully.

1.2.9. Rewards will be delivered to the Referrer and the Recruit in the form of a voucher, however, not before the cooling-off period of the Recruit's agreement with Hometree has ended.

1.2.10. Users may offer additional rewards to Recruits as long as it is clear that the additional reward is entirely the responsibility of the User and not the responsibility of Hometree.

1.2.11. Rewards are not transferable and may not be auctioned, traded, bartered or sold. Upon termination of the Programme or any portion thereof for any reason, or upon cancellation of a User's Hometree home cover agreement for any reason, any unredeemed Rewards accumulated by the User are forfeited.

1.2.12. Customer referrals cannot be combined with any other promotions. If a Recruit applies any other promotional offer to their referred contract, this will result in the cancellation of the Referrer's and the Recruit's Reward.

1.2.13. Every Reward advertised on Hometree's website will be subject to this Agreement. In addition, the Reward will be subject to any specific or bespoke terms notified to you at the time you register for the Programme.

1.3. Promotion of Personal Links

1.3.1. Personal Links should only be used by individuals for personal and non-commercial purposes.

1.3.2. You must make it clear when referring a friend that it is a personal recommendation and that you do not represent Hometree or any Hometree employee when promoting your Personal Link.

1.3.3. No paid advertising of Personal Links is allowed across any search engines or social media platform.

1.3.4. We have a no-tolerance spam policy.

1.3.5. If a Referrer provides a Personal Link to a Recruit by email, the email must be created and distributed in a personal manner that is appropriate and customary for communications with friends, colleagues and family members.

1.3.6. Bulk email distribution, distribution to strangers, or any other promotion of a Personal Link in a manner that would constitute or appear to constitute unsolicited commercial email or "spam" is expressly prohibited.

1.3.7. Each User is the actual sender of the communication medium with which they choose to share their Personal Link and must comply with applicable law. A User who does not comply with the law, including anti-spam laws, shall indemnify Hometree against any liabilities, costs and expenses it incurs as a result of such spam.

1.3.8. Personal Links may not be posted or shared on review platforms such as, but not limited to Trustpilot and Google reviews. This is to protect the integrity of reviews.

1.3.9. Personal Links may not be posted or shared in reply to Hometree's platforms, or Hometree profiles on other platforms. This includes but is not limited to the Hometree social media pages. This is to ensure that these platforms remain a place for their intended content and discussions.

1.3.10. As an exception to 1.3.9, Personal Links may be shared on Hometree's social media pages when it is in direct response to a non-Hometree customer requesting a Personal Link.

1.4. Further Obligations

1.4.1. Users are responsible for any tax implications resulting from receiving a Reward.

1.5. Hometree Programme discretion

1.5.1. Hometree reserves the right to verify Referrers and Recruits, and require proof of eligibility.

1.5.2. Hometree has no obligation to monitor the content provided by Users; however, Hometree may choose to do so and remove any such content, or prohibit any use of the Programme.

1.5.3. Hometree may remove posts shared on social media, or review platforms if they are in breach of these terms.

1.5.4. Hometree may delay issuing a Reward for the purposes of investigation. Hometree may also refuse to verify and process any transaction Hometree deems, in its sole discretion, to be fraudulent, suspicious, in violation of this Agreement, or believes will impose potential liability on Hometree, its subsidiaries, affiliates or any of their respective officers, directors, employees, representatives and agents.

1.5.5. Any decision by Hometree in respect of whether or not a User is entitled to a Reward shall be final and binding.

1.6. Suspension of the Referral Programme

1.6.1. Hometree may suspend your rewards account at any time should you be in breach of this Agreement.

1.6.2. If we suspend your rewards account for any reason, we may refuse to provide you the right to receive any Rewards.

1.6.3. Hometree may suspend the Programme at any time for any reason.