

REMOTE AND IN-HOME SUPPORT FOR HOMEPLAY SYSTEMS

Aftercare Terms and Conditions

These terms apply to Homeplay Aftercare, our remote and in-home support service. They sit alongside our main Terms and Conditions, which continue to apply to anything not covered here.

By booking a visit, requesting remote support or joining Membership, you accept these terms.

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1 Who Aftercare is for

Aftercare is available to existing Homeplay clients and to new whole-home projects. If your system was installed by another company, we are happy to help, on the terms in section 9.

2 Membership

- Membership costs £99 per month including VAT, per property, paid monthly in advance by Direct Debit.
- Membership is a rolling monthly agreement. Either of us can end it with 30 days' written notice.
- Membership includes: unlimited remote support during office hours; priority booking for remote and in-home support; access to emergency out-of-hours support (see section 7); one Annual System Check visit (a half day) each membership year; and reduced in-home rates.
- We may change Membership prices with 30 days' written notice. You can end your Membership before the new price applies.

3 Remote support

- Office hours are Monday to Friday, 8:00am to 5:00pm, excluding bank holidays.
- Members: remote support in office hours is included.
- Non-members: £180 per hour including VAT, with a minimum charge of one hour, then billed in 30-minute steps.

- Remote support covers diagnosis, fixes, settings changes and general questions carried out over the phone, by email or by secure remote connection. Larger programming changes are quoted separately (see section 8).

4 In-home visits

Every in-home visit is booked as a half day or a full day for one engineer. If a job needs more than one engineer we will tell you before the visit and quote for it.

VISIT	ON SITE	NON-MEMBER	MEMBER
Half day, morning	8:00am to 11:30am	£630	£420
Half day, afternoon	12:30pm to 4:00pm	£630	£420
Full day	8:00am to 4:00pm, including an hour for lunch that we do not charge for	£1,260	£840

All prices include VAT.

- If a half-day visit runs over, extra time is charged at the hourly rate (£180 or £120 including VAT) in 30-minute steps, and you will never pay more than the full-day price for that day.
- A visit is charged for the time booked, even if the fault is fixed quickly. We will use any remaining time on anything else you would like looked at: firmware updates, tidying the rack, checking other rooms, or walking your household through the system. Send us a list before the visit and we will work through it.
- Unused time cannot be carried over to another visit or refunded.

5 Travel

- Travel is included for homes within one hour's drive of our office at 117 Windmill Road, Sunbury-on-Thames, TW16 7EF.
- For homes further away, we agree the arrangement with you before the visit: either the on-site hours are reduced by the extra travel time, or we agree a travel charge.
- Congestion Charge, ULEZ or Clean Air Zone charges, and parking costs where no on-site parking is available, are passed on at cost.

6 Booking, access and cancellation

- Book by email to hello@homeplay.tv or by phone on 01932 781 327. Members are given priority when we allocate visits.
- Please cancel or move a visit at least two working days before it is due. Later cancellations are charged at the half-day rate.
- Our engineer needs access to every room and piece of equipment relevant to the visit for the whole booking. Where access is not available, or the engineer cannot work safely (for example because of an unrestrained dog), we may have to leave, and the visit is still charged.

7 Emergency out-of-hours support

- Available to Members only, and subject to engineer availability. We do not run an out-of-hours rota, so we cannot guarantee a response time, but we will always try to help.
 - Remote or phone emergency support: £240 for the first hour, including VAT, then £240 per hour in 30-minute steps.
 - In-home emergency visit: £840 including VAT, covering up to three and a half hours on site. Time beyond that is charged at £240 per hour in 30-minute steps. There is no separate call-out charge; the travel terms in section 5 apply.
 - These rates are double our normal Member rates. If a fault can wait until the next working day, it will cost you half as much.
 - Emergency fees go to the engineer who helps you. Being called out in the evening or at a weekend means giving up personal time, and we think the person who does that should be rewarded for it directly. So please don't hesitate to call if you genuinely need us: your fee goes to the person who comes to your rescue.
 - An emergency is a fault that leaves a core system unusable, such as no lighting control, no heating control, no internet across the house, a security system fault, or a system failure during an event you are hosting. Faults with a single room or device normally wait for the next working day.
 - Out-of-hours means outside Monday to Friday 8:00am to 5:00pm, and bank holidays.
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8 What Aftercare does not include

- New programming or changes to how the system works beyond minor adjustments. We quote for these separately, at our prevailing rates.
 - Faults with your broadband, mobile signal or electricity supply, or with third-party services and apps (see section 11 of our main terms).
 - Electrical faults, including lighting problems that turn out to be electrical. Examples are circuits that trip, a failed breaker or RCD, damaged cabling, or water getting into outdoor lighting circuits and fittings, which is a common cause of garden lighting faults after rain. These need a qualified electrician. If we visit for a lighting fault and find it is electrical, the visit is still charged, and we will tell you what we found so your electrician can pick it up.
 - Dealing with your broadband provider, TV, streaming or phone services, or any other outside service provider, for any kind of issue. This includes contacting them on your behalf, raising faults with them, and recovering or resetting passwords for your accounts (see section 10).
 - Parts and replacement equipment. These are charged separately and always agreed with you first. Manufacturer warranties apply to equipment.
 - Damage caused by misuse, power surges, building works, or changes made by anyone other than Homeplay.
 - Visits where no fault is found, or where the fault was caused by misuse, a change you or someone else made, or equipment being moved or unplugged, are still charged at the normal rates.
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9 Systems we did not install

Taking on a system another company installed is different from supporting one of our own. We don't have the original design, programming or documentation, and we can't know what state it was left in.

- **First visit is a survey.** Before we fix anything, we spend a visit understanding and recording the system: what is there, how it is connected, and what condition it is in. The survey is charged at our in-home rates and you receive a written record of what we found. Membership is available once the

survey is done.

- **We are responsible for our own work, not the original installation.** Our workmanship is guaranteed for the specific work we carry out. We don't take on responsibility for the design, installation, cabling, programming or equipment put in by others, or for faults that were already there.
- **These systems are interconnected.** Changing one part can affect another in ways nobody could have predicted, especially where the original programming is undocumented. We take care to avoid this, but if something else stops working after our visit and it was not caused by a mistake on our part, putting it right is chargeable work, not a warranty repair.
- **Our fixes may be limited by what we inherit.** Out-of-date or unsupported equipment, locked or missing passwords, or programming files we cannot get from the previous installer may mean a fault cannot be fixed without replacing equipment. We will tell you and quote before going further.
- **One support company at a time.** If another company or individual works on the system after us, our workmanship guarantee no longer applies to anything they may have affected.

10 Your own devices and services

- Aftercare covers the system we installed or have taken on: the network, control, lighting, audio, video and the other equipment listed on your project or survey record.
- Your personal devices, such as printers, computers, tablets, phones, games consoles and smart gadgets you have added yourself, are not covered beyond connecting them to your network. If one of them stops working after our visit, we will happily take a look, but it is chargeable at our normal rates.
- Accounts and passwords for your own services (broadband, TV subscriptions, Netflix and other streaming apps, email and so on) are yours to keep and manage. We can reset the Wi-Fi password on a network we look after for you.
- Your broadband, TV, streaming and phone providers are responsible for their own services, and we do not deal with them on your behalf.
- Security checks such as two-factor authentication codes, and data protection law, mean that most providers will only talk to the account holder, or will send a code to the account holder's own phone or email. If you would like us alongside you while you sort out an account, we can do that as chargeable time, but the account holder will usually need to be there in person to answer security questions and approve any changes.

11 Payment

- Visits and non-member remote support are invoiced after the work and payable within 14 days.
- Membership is paid monthly in advance. If a Membership payment is missed, Member rates and included services pause until the account is brought up to date.
- Late payments may incur interest under the Late Payment of Commercial Debts (Interest) Act 1998, where applicable.

12 General

- Our main Terms and Conditions (March 2026) apply to Aftercare wherever these terms are silent, including liability, confidentiality, data protection and governing law.
- We may update these terms from time to time. The version on www.homeplay.tv at the time of booking is the one that applies.

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