



**LunaGas**

# **Membership Plans**



# Why Choose Luna Gas Membership?

Luna Gas offers flexible membership plans to keep your heating and plumbing systems running smoothly. With priority service, annual checks, and unlimited repairs on selected plans, you'll have peace of mind all year round.

## Membership Plans & Pricing

Feature	Bronze £9.99 + VAT	Silver £19.99 + VAT	Gold £49.99 + VAT	Platinum £79.99 + VAT
Priority Booking (Excludes Peak Winter Periods)	✓ within 72 hrs, excl. weekends	✓ within 48 hrs, excl. weekends	✓ within 48 hrs, excl. weekends	✓ within 24 hrs, excl. weekends & peak times
Annual Boiler Service	✗	✓	✓	✓
Gas Safety Inspection	✓	✓	✓	✓
Unlimited Heating & Plumbing Repairs (Exclusions Apply)	✗	✗	✓	✓
WhatsApp Boiler Assistance	✗	✗	✗	✓
Discount on Additional Services	✓ 5% off	✓ 5% off	✓ 5% off	✓ 10% off
Discount on Boiler Installations	✓ 5% off	✓ 5% off	✓ 5% off	✓ 10% off
Discount for Landlords with Any Additional Property	✗	✓ 5% off	✓ 5% off	✓ 10% off

# What's Covered & What's Not?

To ensure transparency, below is a clear breakdown of what is included and excluded in our plans. You can check on services page what each of these services are and what we do.

## ✓ **Gas Safety Certificate:**

Included on Bronze, Silver, Gold & Platinum Plans

## ✓ **Boiler Service:**

Available on Silver, Gold & Platinum Plans

## ✓ **Heating Repairs:**

Covered on Gold & Platinum Plans

\*Excluding Beyond Economical Repair Situations and Major Works

## ✓ **Plumbing Repairs:**

Covered on Gold & Platinum Plans

\*Excluding Major Works & System Overhauls

## ✓ **Priority Booking:**

Available on all plans but excludes peak winter periods due to high demand.

## ✓ **Parts Contribution:**

**Gold Members:** Up to £100 per repair towards parts. Anything above this requires a customer contribution.

**Platinum Members:** Up to £350 per repair towards parts. Anything above this requires a customer contribution.

## ✓ **Discount on Additional Services:**

**Gold Members:** 5% off services not covered under the membership.

**Platinum Members:** 10% off services not covered under the membership.

## ✓ **Discount on Boiler Installations:**

**Gold Members:** 5% off new boiler installations.

**Platinum Members:** 10% off new boiler installations.

## ✓ **Discount for Landlords with Multiple Properties:**

**Gold Members:** 5% off membership fees for additional properties.

**Platinum Members:** 10% off membership fees for additional properties.

## ✓ **WhatsApp Boiler Assistance (Platinum Only)**

**Platinum Members:** receive **direct WhatsApp support** for boiler issues before a visit is scheduled.

**Gold Plan**

**Platinum Plan**

## Understanding Discounts on Additional Services

Gold and Platinum members receive a discount on services that are not included under their membership plans. This applies to work outside of the covered heating and plumbing repairs, such as system upgrades, new appliance installations, and custom requests. If a member requires additional services beyond their plan, they will receive:

**Gold Members:** 5% discount on additional services.

**Platinum Members:** 10% discount on additional services.

Landlords who have **any additional property** with Luna Gas memberships will receive a **discount on membership** fees for their additional properties.

This ensures members receive **exclusive pricing** on any extra work they need beyond standard membership benefits.

## Exclusions (Not Covered)

### ✗ Drainage & Blockages:

Luna Gas does not cover any drain unblocking or external drainage issues.

### ✗ Major Pipework Replacements:

Full system repiping or new installations.

### ✗ Accidental Damage or Third-Party Repairs:

Any damage caused by misuse, DIY repairs, or third parties.

### ✗ Beyond Economical Repair (BER) Situations:

If the cost to repair is higher than replacement, we may not proceed with repairs.

## Non-Member Pricing

✓ **£90.00 + VAT per hour.** Excluding parts & materials.

✓ Non-members must **pay a call-out fee first** before being eligible to join a membership.

## How to Join



### New Customers:

If you have an active breakdown, you must first pay for a call-out before signing up.



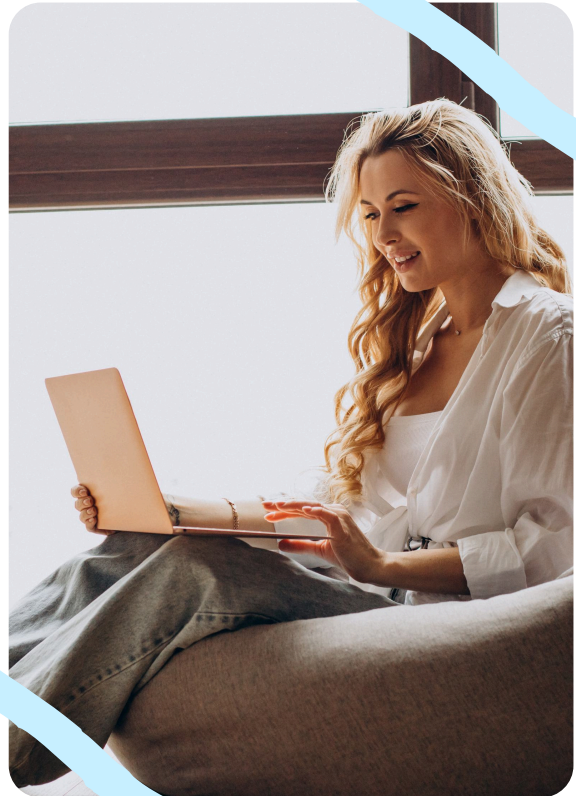
### Existing Customers:

Can upgrade to a membership anytime through our website.

**GoCardless**

### Sign up via GoCardless:

Secure direct debit payments ensure a hassle-free experience.



## Protect Your Home Today!

Join now and avoid costly repair bills.

**Sign up today!**



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