

# LUNA GAS MEMBERSHIP Terms & Conditions

Updated April 2025

## 1. Introduction

Welcome to the Luna Gas Membership Plan. By subscribing to any of our membership tiers, you agree to be bound by the terms and conditions outlined below. These terms govern your use of our services and the benefits associated with each membership tier.

## 2. Membership Plans & Fees

- **Bronze Plan:** £9.99 + VAT per month (per property)
- **Silver Plan:** £19.99 + VAT per month (per property)
- **Gold Plan:** £49.99 + VAT per month (per property)
- **Platinum Plan:** £79.99 + VAT per month (per property)

Payments are collected monthly via GoCardless on the agreed billing date. All memberships are subject to a 12-month minimum contract.

## 3. Contract Duration & Cancellation Policy

All memberships are subject to a **12-month contract** from the start date.

- Memberships automatically **renew annually** unless the customer provides **30 days' written notice** before the renewal date.
- Early cancellation is **not permitted** unless agreed in writing by Luna Gas.
- If a customer cancels before completing the 12-month term, Luna Gas reserves the right to **invoice the remaining balance** of the contract.

### Cooling-Off Period:

- Customers have a **14-day cooling-off period** from the sign-up date, during which they may cancel without penalty.

## 4. Payment & Billing

Membership payments are collected automatically each month through GoCardless. Failure to make a payment will result in the following actions:

- **First Missed Payment:** A 7-day grace period to make payment.
- **Second Missed Payment:** Membership is suspended until payment is received.
- **Third Missed Payment:** Membership is cancelled, and an invoice for the remaining balance of the contract will be issued.
- Customers are responsible for updating expired card details or resolving insufficient fund issues to avoid membership suspension.
- Luna Gas reserves the right to adjust membership pricing with **30 days' notice** to members.

## 5. Working in Dangerous Conditions

Luna Gas engineers will not start or continue any work if they discover what they consider to be a health and safety risk. Work will only resume once the risk has been removed. If work has already started and a health and safety risk is identified, the customer must remove the risk within 5 working days. If the issue is not resolved within this period, the customer must pay for all work completed up until that point.

## 6. Parts and Materials

If the customer provides their own materials, they are responsible for ensuring that the correct parts are ordered and ready to be fitted when required. If customer-supplied parts are unsuitable, faulty, or cause delays, Luna Gas reserves the right to charge for wasted time and any additional visits required.

## 7. Refund Policy

Membership fees are non-refundable, except in cases where Luna Gas is unable to provide the agreed service. If a customer cancels early, no refunds will be issued for months already paid. If an invoice for remaining contract fees is issued due to cancellation, payment must be made in full within 14 days.

## 8. Membership Benefits

Each plan includes varying levels of benefits, which may include but are not limited to:

- Discounted rates on services and products
- Annual boiler service (**detailed in Section 9**)
- Priority scheduling
- System health checks
- Unlimited plumbing and heating repairs (**Gold & Platinum only**)
- Landlord Gas Safety Certificate (**Platinum only**)
- Carbon monoxide & smoke alarm checks (**Platinum only**)

## 9. Service Availability

Service availability is subject to engineer availability and scheduling constraints. Emergency call-outs are included in Gold & Platinum Plans only.

- Expected response time for emergency call-outs: Within 24 hours for Gold & Platinum members.
- Services covered under the membership apply to residential properties only.

## 10. Exclusions

Any repairs or replacements not covered under your plan will be quoted separately.  
Exclusions include, but are not limited to:

- **Insurance Coverage:** Issues that fall under your household or building insurance e.g., Trace & Access for inaccessible issues)
- **Freezing Weather:** Damage due to freezing conditions
- **Wear and Tear:** Gradual deterioration, frozen pipes, and issues covered by manufacturer's warranties
- **Scaling & Corrosion:** Related to long-term build-up of sludge, scale, or corrosion
- **Health and Safety:** Work halted due to hazardous conditions (e.g., infestations, dangerous materials)
- **Intermittent Faults:** Faults that cannot be replicated during site visits
- **Pre-existing Faults:** Damage caused by previous failures, accidents, or third-party work
- **Excluded Components:** Sealants, grout, or other consumables, as well as obsolete or unavailable parts
- **Misuse:** Damage caused by misuse or accidents
- **External Damage:** Damage caused by water, pests, accidents, or external factors not related to normal wear and tear

## 11. Membership Transferability

If a customer moves, they may transfer the membership to their new property, provided that Luna Gas services that area. Memberships are non-transferable to another person without prior written agreement from Luna Gas.

## 13. Downloadable Terms & Conditions

A full copy of these Terms & Conditions will be available for download on the Luna Gas website for reference. Customers are encouraged to review these terms before signing up.

## 14. Changes to Terms & Conditions


Luna Gas reserves the right to modify these terms at any time. Members will be notified of significant changes at least 30 days before they take effect.

## 12. Agreement Confirmation

By signing up for a Luna Gas Membership, customers must electronically agree to these Terms & Conditions. This confirmation ensures customers understand the terms before making payment.

## Contact & Support

For any inquiries regarding your membership, contact us at:

 Email: [info@lunagas.co.uk](mailto:info@lunagas.co.uk)

 Phone: 07464979868

By signing up for a Luna Gas Membership, you agree to these Terms & Conditions.

## Critical Emergencies

If you experience a major emergency that could potentially cause significant property damage, injury, or pose a threat to life, you must immediately contact the public emergency services and/or your utilities provider (gas, electricity, water).

**IF YOU SUSPECT A GAS LEAK, YOU MUST IMMEDIATELY  
CALL THE NATIONAL GAS EMERGENCY SERVICE ON  
0800 111 999.**

The National Gas Emergency Service will attend to your property and isolate the leak.

**This Service Agreement is not an insurance policy** and therefore is not regulated by the Financial Conduct Authority (FCA). It is a Service Agreement to provide ongoing routine servicing, repairs, and assistance at your property, at our sole discretion, whether or not any breakdowns occur.