

Homeowner Plan Terms and Conditions

Version: 1.0

Issued: 28 July 2026

These terms apply specifically to the Homeowner Plan supplied by The Happy Heating Co. They are separate from the cancellation rules for individual engineer appointments in our general Terms of Trade.

Plan at a glance

Item	Homeowner Plan
Price	£9.99 per month
Initial commitment	12-month minimum term
After the initial term	Continues monthly until cancelled
Included	One annual boiler service in each plan year
Additional benefits	Annual reminders, priority scheduling, 10% off standard labour charges and digital service records
Not included	Parts, repairs and other work, which are quoted separately
Nature of plan	A maintenance service plan, not an insurance policy or breakdown-cover policy

1. Who we are

The Happy Heating Co. is a trading name of Home Warmth Services Limited, company number 13068230. Our registered office is 71-75 Shelton Street, Covent Garden, London WC2H 9JQ. Our trading and correspondence address is 132 Kilburn Lane, London, W10 4AJ.

You can contact us at hello@thehappyheating.co or on 020 8051 2124. Our Gas Safe registration number is 657972.

In these terms, "we", "us" and "our" mean Home Warmth Services Limited. "You" and "your" mean the person who purchases the Homeowner Plan.

2. The agreement

Your plan agreement consists of these Homeowner Plan Terms, the plan information shown before checkout, your Stripe payment confirmation and, for individual appointments and work, our general Terms of Trade at <https://www.thehappyheating.co/terms-and-conditions/>.

The agreement is formed and the plan starts when your first payment is accepted and we or Stripe send confirmation. Completing the payment page is your request to join, but we may reject an application if we cannot provide the plan safely or within our service area. If we reject it, we will refund the plan payment promptly using the original payment method where reasonably possible.

These Homeowner Plan Terms govern the subscription itself. Our general Terms of Trade govern individual appointments, access to the property, safety, additional work and appointment cancellation. If there is a conflict about the subscription, these Homeowner Plan Terms take priority.

We will provide a copy of the terms accepted by you in a form that you can save. Please keep it with your Stripe confirmation.

3. Who and what the plan covers

The plan is for one domestic gas boiler at the residential property registered when you join. These consumer terms are intended for a person buying the plan mainly for their own home. If you are purchasing as a landlord, company or other business, contact us before subscribing because separate business terms may apply.

You must give us accurate contact, property and boiler information and tell us promptly if any of it changes. The plan does not automatically transfer to another person, property or boiler. Contact us promptly if you move home or replace the boiler. We may agree to transfer the plan if the new property is within our service area and the boiler is eligible. If a transfer is not reasonably possible, we will discuss a fair way to end the plan, taking account of payments made and any service already supplied.

We may need to confirm that the boiler is a domestic appliance that our engineers can safely access and service. We may carry out this check at or before the first annual service. Joining the plan does not mean that an existing fault, unsafe condition or unsuitable installation has been accepted. If we cannot safely service the boiler, we will explain why and may offer separately quoted remedial work or end the plan under section 15.

4. Your annual boiler service

The plan includes one standard boiler service during each 12-month plan year. A plan year starts on the date you join and on each anniversary after that.

The service is a maintenance and safety check at the time of our visit. It does not guarantee that the boiler or heating system will remain fault-free. The service includes the checks normally forming part of our standard annual boiler service, including appropriate safety, flue, ventilation, gas-pressure and combustion checks, together with a digital service record.

If we identify a defect, unsafe condition, repair or additional work, we will explain it. Parts, repairs and other work are not included and will be quoted separately. If an appliance is unsafe, we will follow the appropriate gas-safety procedure, which may include isolation or disconnection.

The Homeowner Plan is not an emergency service. If you smell gas or suspect carbon monoxide, leave the property where it is safe to do so and call the National Gas Emergency Service on 0800 111 999. Do not wait for a plan appointment.

You are responsible for booking or confirming a suitable appointment after receiving our reminder and for providing safe access. If you do not arrange the included service during the plan year despite reasonable reminders, the unused service does not have a cash value and will not normally roll over. If we are unable to provide the service within the plan year for reasons within our control, we will carry it forward or offer an appropriate refund or credit.

5. Service reminders and digital records

We will use the contact details you give us to send service and plan-administration messages. We will normally send a reminder before the annual service becomes due, but you remain responsible for keeping your details current and responding to arrange the appointment. These operational messages are part of providing the plan and are not the same as optional marketing messages.

We will issue a digital service record after a completed service where appropriate. You should retain it for your records and for any manufacturer-warranty requirements.

6. Priority scheduling

Plan customers receive priority scheduling during busy periods. This means we will give reasonable preference to plan customers when suitable appointments are available.

Priority scheduling does not guarantee an immediate appointment, a particular engineer, a fixed response time, same-day attendance or round-the-clock attendance. Our telephone line can take details at any time, but engineers respond and attend according to working arrangements and availability.

7. The 10% labour discount

While your plan payments are up to date, you receive 10% off our standard labour charges for eligible work carried out by us at the registered property. The discount applies to the labour element only.

Parts, materials, parking, permits, congestion charges, ULEZ charges, tolls, delivery charges and other third-party or non-labour costs are not discounted. The discount cannot be exchanged for cash, transferred or applied retrospectively. We will identify any applicable discount in the quote or invoice.

8. What is not included

Unless we expressly agree otherwise in writing, the plan does not include:

- breakdown insurance or an indemnity against repair costs;
- free call-outs, fault-finding, diagnostics or emergency attendance;
- parts, materials, repairs, replacements or remedial work;
- work on radiators, pipework, cylinders, pumps, controls, thermostats or the wider heating system;
- correction of pre-existing defects, unsafe installations or poor previous workmanship;
- work required because of sludge, scale, debris, water quality, misuse, neglect, accidental damage, frozen condensate pipes or external gas, electricity or water-supply problems;
- manufacturer-warranty work, unless separately agreed; or
- more than one annual boiler service per plan year.

Any work outside the included annual service will be explained and quoted separately. You are not obliged to accept a separate quote.

9. Service appointments and missed visits

Once an appointment is booked, the appointment, access and short-notice cancellation provisions in our general Terms of Trade apply to that appointment. Cancelling or rearranging an appointment does not by itself cancel the Homeowner Plan.

To end the subscription, you must follow section 13 below. This distinction is important: appointment cancellation and plan cancellation are separate processes.

10. Price and recurring payments

The plan price is £9.99 per month. The first payment is taken when you join, followed by recurring monthly card payments through Stripe on or around the same calendar date.

By subscribing, you authorise us and Stripe to take the recurring payments until the plan ends. You must keep your payment information current. Stripe may retry a failed payment. We will give you a reasonable opportunity to update the payment method before suspending plan benefits.

If a payment remains overdue after we notify you, we may suspend plan benefits. We will normally allow at least 14 days from the notice for you to bring the account up to date. Suspension does not affect an annual service or other benefit already properly supplied, and we will not take payment for plan periods after any date on which we end the agreement.

No optional additional charge will be taken without your express agreement. Separate repairs or other work are charged only where you approve them.

Any refund due under these terms will normally be made to the original payment method without undue delay.

11. The 12-month minimum term

The initial minimum term is 12 months from the date you join. Monthly billing does not make the agreement a one-month contract.

You may tell us at any time that you do not want the plan to continue. Unless you are exercising a statutory cancellation right, ending because of our breach, or we agree otherwise, the plan and monthly payments continue until the initial 12-month minimum term ends.

After the initial term, the plan continues on a monthly rolling basis until cancelled under section 13. There is no new 12-month minimum term unless you expressly agree to one.

12. Your 14-day cooling-off right

If you purchase the plan online, by telephone, by email or away from our business premises, you normally have 14 days from the day after the agreement is made to cancel without giving a reason under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You may cancel by making any clear statement to us, or by using the model cancellation form at the end of this document. If you cancel within the cooling-off period before any service has started, we will refund plan payments received.

We will not provide the annual service during the cooling-off period unless you expressly ask us to begin. If you ask us to start during that period and then cancel before the requested service is fully performed, we may charge a proportionate amount for what has been provided, where the law allows. If the service is fully performed during the cooling-off period, you will lose the right to cancel that fully performed service only where you expressly requested early performance and acknowledged that consequence.

Nothing in these terms reduces your statutory rights.

13. How to cancel the Homeowner Plan

To cancel the plan itself, use the Stripe customer portal made available to you, email hello@thehappyheating.co, or call 020 8051 2124. State your name, registered property address and that you want to cancel the Homeowner Plan. You do not have to cancel an engineer appointment in order to cancel the plan, or vice versa.

During the initial minimum term, ordinary cancellation takes effect at the end of that term and payments remain due until then, subject to section 12 and your statutory rights.

After the initial minimum term, cancellation takes effect at the end of the monthly billing period in which we receive your notice. We will not take a further monthly payment after the effective cancellation date. Plan benefits end on that date.

We will acknowledge cancellation in writing without undue delay. There is no separate cancellation fee. Any separately approved work, unpaid plan instalments already due, or reasonable appointment-cancellation costs remain payable.

14. Price or term changes

We may change the monthly price or these terms for a genuine legal, regulatory, operational or commercial reason. We will give you at least 30 days' written notice before a material change takes effect and explain the change and its start date.

If a change is materially to your disadvantage, you may cancel before it takes effect without being required to pay future instalments solely because time remains in the initial minimum term. Changes will not remove benefits already earned or affect statutory rights.

15. Suspension or ending by us

We may suspend plan benefits after reasonable notice if payment remains overdue. We may end the plan if you give materially false information, repeatedly fail to provide safe access, act abusively or threateningly, use the plan fraudulently, or ask us to work unlawfully or unsafely.

We may also end the plan if we can no longer reasonably provide it. Where we end it for reasons that are not your fault, we will not take future payments and will provide an appropriate refund, credit or arrangement for any paid-for benefit that we have not supplied.

If events outside our reasonable control delay the included service, we will contact you and take reasonable steps to reduce the delay. If the delay prevents us from providing the service for more than 30 days beyond an agreed appointment or the end of the relevant plan year, you may ask us to carry the service forward or end the plan and receive an appropriate refund or credit for the benefit not supplied.

Ending the plan does not remove rights or liabilities that arose before it ended.

16. Workmanship, repairs and manufacturer warranties

Our general Terms of Trade contain the workmanship guarantee applying to work performed by us. The plan itself does not extend a manufacturer warranty or turn excluded repair work into covered work.

Manufacturer warranties are supplied by the manufacturer and may require annual servicing and other conditions. You remain responsible for checking and complying with the manufacturer's requirements.

17. Our responsibility to you

We will provide the included services with reasonable care and skill and within a reasonable time where no fixed time has been agreed, as required by the Consumer Rights Act 2015.

We are responsible for foreseeable loss or damage caused by our negligence or breach of contract. We are not responsible for losses that were not reasonably foreseeable or for faults and damage caused by matters outside our reasonable control, pre-existing defects or the condition of the existing boiler or heating system.

Nothing in these terms excludes or limits liability where it would be unlawful, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights.

18. Complaints

If something is not right, contact hello@thehappyheating.co or 020 8051 2124. Please include your name, property address, relevant dates and a clear description of the issue.

We will investigate and respond within a reasonable timeframe. Where the complaint concerns our workmanship, you must give us a reasonable opportunity to inspect and put the matter right before instructing another contractor, unless it would be unreasonable or unsafe to do so.

You can obtain free, independent consumer advice from Citizens Advice at <https://www.citizensadvice.org.uk/> or through its consumer helpline. This does not restrict your right to use another adviser or pursue a legal remedy.

19. Personal information

We use your information to set up and administer the plan, process payments through Stripe, manage appointments, send service reminders, produce service records, handle support and complaints, and meet legal, safety, accounting and regulatory obligations.

For further information about how we use and protect personal information, see <https://www.thehappyheating.co/privacy-policy/>.

20. General legal terms

You may not transfer the plan to another person without our written agreement. If any term is found unenforceable, the remaining terms continue to apply. A delay in enforcing a right does not waive that right.

Only you and Home Warmth Services Limited have rights under this agreement, except where the law provides otherwise.

These terms are governed by the laws of England and Wales. The courts of England and Wales may deal with disputes, unless consumer law gives you the right to bring a claim elsewhere.

Model cancellation form

Use this form only if you wish to cancel during the statutory 14-day cooling-off period. You may instead send any clear cancellation statement.

To: Home Warmth Services Limited trading as The Happy Heating Co., 132 Kilburn Lane, London, W10 4AJ

Email: hello@thehappyheating.co

I hereby give notice that I cancel my Homeowner Plan agreement.

Customer name: _____

Property address: _____

Email or telephone: _____

Date the plan was purchased: _____

Customer signature (only if sent on paper): _____

Date: _____

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