



# Hive Solar “Win Your Installation” Prize Draw

## Terms & Conditions

### 1. The Promoter

- 1.1. The promoter is Centrica Hive Limited t/a Hive, registered in England & Wales under company number 05782908 whose registered office is at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (the “promoter”).
- 1.2. The competition runs from 1<sup>st</sup> January 2026 to 31<sup>st</sup> March 2026 (inclusive). Entries received outside these dates will not be considered.

### 2. How To Enter

- 2.1. Customers who complete installation of a solar panel system purchased from Hive between 1<sup>st</sup> January and 31<sup>st</sup> March 2026 (inclusive) will be automatically entered into the prize draw.
- 2.2. A free alternative entry route is also available. For eligible entrants who completed installation of a solar system purchased from Hive before the automatic entry period please enter using the following entry form only: [Hive Solar Prize Draw - Competition Entry Form – Fill out form](#)
- 2.3. No purchase is necessary and no alternative entry fees apply.
- 2.4. All entries, whether automatic or via the free entry route, will be treated equally.
- 2.5. By participating in the competition, you agree to these terms and conditions.

### 3. Eligibility

- 3.1. The competition is open to all residents in the UK aged 18 years or over who have installed a solar panel system purchased from Hive by the competition closing date except:
  - 3.1.1. employees of the promoter or its holding or subsidiary companies;
  - 3.1.2. employees of agents or suppliers of the promoter who are connected with the competition or its administration;
  - 3.1.3. members of the immediate families or households of (3.1.1.) and (3.1.2.) above.
- 3.2. There is a limit of one entry per person for the entire duration of the competition. Entries on behalf of another person will not be accepted, and joint submissions are not allowed.
- 3.3. Proof of installation will be required.

### 4. Disqualification

- 4.1. The promoter reserves the right to disqualify any entrant or winner if:
  - 4.1.1. The entry is incomplete, illegible, or does not comply with the entry instructions.
  - 4.1.2. The entrant is found to have provided false or misleading information at any stage.
  - 4.1.3. The entrant fails to provide satisfactory proof of identity, eligibility and installation of the Hive solar panels, or is otherwise ineligible under the eligibility criteria.
  - 4.1.4. The promoter reasonably believes the entrant has acted fraudulently, or engaged in conduct contrary to the spirit or intention of the competition.



4.1.5. The winner attempts to transfer, sell, or exchange the prize, or claim the prize on behalf of a third party.

4.2. The promoter's decision regarding disqualification and all matters relating to the competition is final and binding. No correspondence will be entered into.

## 5. Winner Selection and Notification

5.1. After the competition closes, one winner will be selected by the promoter at random from all valid entries, within 7 calendar days of the closing date.

5.2. The promoter will contact the winner using the details provided. If the winner does not respond within 72 hours, the promoter reserves the right to withdraw the prize and select an alternative winner.

5.3. If the winner is disqualified, does not meet the eligibility criteria, fails to provide the required verification, or does not respond within the specified timeframe, the promoter reserves the right to withdraw the prize and conduct one further redraw from the remaining valid entries. After this redraw, if the replacement winner cannot be contacted or does not meet the requirements, the promoter may cancel the prize at its discretion.

5.4. The promoter will only contact the winner solely through official contact routes.

5.5. The promoter may ask the winner to provide reasonable verification information (such as proof of installation or identity) but will never request any form of payment as a condition of claiming the prize.

5.6. Entrants are advised not to respond to any messages claiming to be from the promoter that originates from any suspicious email address, telephone number, social account or domain. The promoter accepts no responsibility for any communications received from third parties claiming to offer or represent the prize.

5.7. The promoter accepts no responsibility for entries lost, delayed, misdirected or corrupted due to computer, network or software failure.

5.8. The promoter accepts no responsibility if a winner cannot be reached, or cannot take up the prize for any reason, or if any contact details are incorrect.

5.9. The promoter reserves the right to cancel or amend the prize draw if necessary due to circumstances beyond its control.

## 6. The Prize

6.1. The prize consists of reimbursement of the winner's installation costs for the Hive solar panels, up to a maximum value of £10,000.

6.2. If the winner has already paid for their installation in full, the promoter will reimburse the winner up to the maximum value of £10,000, upon receipt of valid proof of the installation cost.

6.3. If the winner is paying for their installation through an instalment plan or finance agreement with a third party, the promoter at their sole discretion will either:

6.3.1. Reimburse the winner for the instalments already paid, and/or

6.3.2. Pay the remaining balance of the installation costs directly to the installer or finance provider.

6.4. The winner will be required to provide sufficient information to enable the promoter to verify installation costs and to determine the appropriate method of reimbursement. The final method of reimbursement is at the sole discretion of the promoter.

6.5. If the verified installation cost is less than £10,000, the prize will include only the amount required to cover the verified installation cost. No additional payment will be made.



6.6 If the verified installation cost exceeds £10,000, the maximum reimbursement will be limited to £10,000 and any remaining cost will remain the responsibility of the winner.

6.7 The prize is not negotiable or transferable.

6.8 The prize may not be claimed by a third party on the winner's behalf.

## 7 Data Protection and Publicity

7.1 If you are the winner of the competition, you agree that the promoter may use your name and town or county of residence to announce the competition winner and for any other reasonable and related promotional purposes.

7.2 By entering the competition, you agree that any personal information you provide with the competition entry may be held and used only by the promoter or its agents and suppliers to administer the competition.

7.3 You can find our Privacy Notices at [www.britishgas.co.uk/privacy](http://www.britishgas.co.uk/privacy)

## 8 General

8.1 The promoter reserves the right to hold, void, suspend, cancel, or amend the prize or competition where necessary.

8.2 These terms and conditions shall be governed by the laws of England and Wales. Any dispute arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

December 2025