



# toob broadband: community refer a friend terms and conditions

These T&Cs apply to our community refer a friend programme. This programme helps to support our local community organisations by providing rewards when individuals join toob using the community organisation's unique link. Think new sports equipment, healthy half-time snacks for teams, and other essential items.

toob is proud to support communities and charitable organisations where it operates. For every new customer who signs up through the community refer a friend programme, a £25 gift voucher will be donated to the relevant community organisation.

Looking for our standard refer a friend programme instead? Click [here](#).

## community organisations (referrer)

- to qualify, a community organisation must:
  - have the permission of its trustees or organisers (as applicable) to sign up as a referrer (by completing our onboarding process, the community organisation warrants that it has all required consents and authorisations required under its constitution);
  - sign up with an email address that is accessible and auditable by multiple members of the community organisation's staff/trustees; and
  - complete our onboarding process (for organisations with charitable status, this will include signing a commercial participation agreement with toob)
- there is no limit to the number of referrals that can be made, as long as these T&Cs are followed
- the community organisation will receive one £25 voucher for each successful referral it makes under the community refer a friend programme; a referral will be successful where:
  - we confirm the community organisation has completed our onboarding process and is ready to make referrals;
  - the community organisation refers someone in accordance with these T&Cs;
  - that person has not previously been a toob customer; and
  - we confirm that the person referred has successfully registered for refer a friend, placed a valid order for a qualifying toob product (you can find details of our qualifying products [here](#)) and their service has been live for more than 14 days.
- the community organisation must ensure that referrals are only made to people who are happy to receive them
- vouchers received by community organisations as part of our community refer a friend programme may only be used for the benefit of the community organisation (not by or for individual members, volunteers or staff)

### friends

- if you use a community organisation's referral link to register for refer a friend, our standard refer a friend T&Cs apply to you. You can find these [here](#).

### other important info

- rewards can only be claimed within 90 days of the reward notification email, via the link in that email
- additional terms and conditions will apply to the use of reward vouchers (see below). voucher choices are subject to change and availability
- if we suspect that you (the community organisation or friend) have breached these T&Cs or acted fraudulently, we may withhold rewards and block you from the refer a friend programme
- if you provide incorrect information, do not follow the process set out in these T&Cs, or there is any technical fault or issue, you could miss out on a reward, and we will not be responsible. if you believe a referral has validly been completed under these T&Cs but has not been registered or confirmed, you can contact our customer services team who will investigate
- rewards are non-exchangeable, non-transferable and no cash equivalent will be provided
- our refer a friend platform is managed by Buyapowa Limited (company number 07574698). You can read the platform terms and conditions [here](#).
- we may change, cancel or suspend the refer a friend programme at any time. You should refer to the latest version of these T&Cs published on our website from time to time. if you continue to participate in refer a friend after changes take effect, you will be deemed to have accepted the updated T&Cs
- these T&Cs are governed by the laws of England and Wales
- for information about how your personal data is used by us as part of refer a friend, please see our privacy policy [here](#)

### third party voucher terms and conditions

- [Amazon.co.uk](#)
- [Marks & Spencer](#)
- [John Lewis](#)
- [Just Eat](#)
- [Tesco](#)
- [Asda](#)