



YOUR CONTRACTS

Important Information - please read

From October 2015 Sky Go Extra

SGOTC1015



Sky Go/Sky Go Extra – Terms & Conditions

This text (together with the documents referred to in it) sets out the terms and conditions on which we provide the Service (defined below) to you (together, the “Contract”). Please read this Contract carefully before subscribing to the Service.

By proceeding to use the Service, you are indicating your agreement to the terms and conditions set out in this Contract, including any changes to them or the Service in accordance with these terms and conditions, and the terms and conditions applicable to any offer you have selected. If applicable, you must also enter the End User Licence Agreement with Sky, a copy of which is set out on the Website.

IMPORTANT TERMS ABOUT THIS CONTRACT

Please take a few minutes to read the following important terms. Further terms and conditions are set out later in this Contract which you should also read carefully. Part 1 of this Contract sets out the terms that apply to your use of Sky Go. Part 2 of this Contract includes additional terms that apply to Sky TV customers who take a Sky Go Extra subscription.

Can I subscribe to the Service?

Yes, if you are 18 or over and you use the Service only on your Device(s) in either the UK (including the Isle of Man and Channel Islands) or the Republic of Ireland. Sky Go Extra is only available to Sky TV customers.

How much does the Service cost and how do I pay for it?

If you are a Sky TV customer access to some Content is available at no extra charge. To access some Service features and Content you may need to pay a Subscription Payment for Sky Go Extra. You can also separately purchase access to other Content. Non-Sky TV subscribers must pay a Subscription Payment to use the Service. Payments (where applicable) will be added to your Sky TV bill or processed separately on our behalf by MPP (depending on whether or not you are a Sky TV customer and the Content in question). Pricing information is displayed on the Website and/or within the Service at the point from which you can access Content.

What network connection do I need to access the Service?

Access to the Service is dependent on you having an adequate broadband internet connection (minimum 2Mbps recommended per Device accessing the service concurrently) and/or 3G Mobile Network (180-1400Kbps recommended depending on the Content you want to watch and the Device you are using). Further information on these requirements is set out on the Website.

What Content is available?

The Content that is available on the Service depends on the part of the Service you are subscribing to and is set out on the Website and updated from time to time. Due to rights restrictions, we may be unable to make certain programmes available via the Service or we may be unable to show Content on certain Devices (see Website for details).

Will the Service change?

The Service is variable and therefore may change from time to time, including the Content available on and the Devices compatible with the Service. (Some of the Content available on the Service is supplied by other broadcasters and therefore the availability of such Content is outside our control.)

How much notice will I get if you change the Service or increase my Subscription Payment?

We will try to give you at least 31 days' notice before we change the Service to your material disadvantage (we may be unable to do so if, for example, a change is required for security reasons or because a third party broadcaster no longer makes Content available to us) or increase your Subscription Payment, unless such increase results from: (a) you changing your subscription; or (b) us being required to increase our prices by law or because a regulatory authority requests or requires us to do so (if this happens we will try to give you reasonable notice in writing). If you are not the payer of the Subscription Payment, you should tell the payer about any price increase notice we send you.

How do special offers affect my Contract?

If you are eligible for and take up a special offer, the relevant terms and conditions in this Contract will be varied to take account of the offer terms and conditions.

Complaints

We are committed to providing you with the best possible products and services, but in the unfortunate circumstance that you have a complaint please get in touch with us straight away in any of the following ways:

- Online, you can chat to one of our online advisors or email your complaint by visiting 'Contact us' in the MySky section of sky.com.
- By phone - call us on 03442 41 41 41 if you're in the UK or 0818 719 819 if you're in the Republic of Ireland.
- By post, write to:

UK	Ireland
Customer Complaints Sky Subscribers Services Limited PO Box 43 Livingston West Lothian EH54 7DD	Customer Complaints Sky Ireland One Burlington Plaza Burlington Road Dublin 4

If you'd like to find out more about how we deal with your complaints and options for alternative dispute resolution, read our 'Complaints Code of Practice' which you will find by visiting 'Complaints' in the MySky section of sky.com or by going to <http://help.sky.com/my-account/make-a-complaint/sky-customer-complaints-code-of-practice>. Alternative dispute resolution services for Sky Go customers in the UK are provided by Ombudsman Services: Communications whose website is ombudsman-services.org/communications.html

Part 1: Sky Go

1. INFORMATION ABOUT US

- 1.1 Subject to clause 1.2 below, the Service is provided by, and this Contract is with, Sky UK Limited ("Sky"). References in these terms and conditions to "we" or "us" shall be read as references to Sky. We are registered in England and Wales under registered number 02906991 and have our registered office and main trading address at Grant Way, Isleworth, Middlesex TW7 5QD, England (UK). Our UK VAT number is 440 6274 67. Sky Subscribers Services Limited will provide certain customer services in relation to the Service as an agent for Sky.MPP will provide MPP Payment Services in relation to certain parts of the Service on our behalf.

1.2 For customers in the Republic of Ireland, the company providing the services hereunder, and all other companies referred to in these terms and conditions are replaced by Sky Ireland Limited, another company within the Sky group of companies and the Contract shall be read accordingly.

You can contact us for any customer service reasons (including to give 'notice' where required under this Contract) using the contact details set out on the Website.

2. DEFINITIONS

'3G Mobile Network' means a mobile telecommunication network operated by a third party with a 3G data connection established;

'Access Period' means the period of time for which certain Content may be accessed via the Service (as set out on the Website and/or within the Service at the point from which you can access Content);

'Additional User' means a user of the Service who has been registered to do so by you in accordance with the instructions and restrictions set out on the Website and updated from time to time;

'Content' means the selection of live channels and/or on-demand content (as applicable) that is available via the Service, as described on the relevant Website and updated from time to time;

'Contract' has the meaning given to it in the first paragraph of this Contract;

'Device' means the device or devices that have been registered to use the Service in accordance with the instructions and restrictions set out in the Website;

'End User Licence Agreement' means the End User Licence Agreement with Sky in relation to your use of the Sky Go software, a copy of which is available on the Website;

'MPP' means MPP Global Solutions Limited (registered number 03951843), whose registered office is at Thomson House, Birchwood Park, Warrington, United Kingdom, WA3 6GA;

'One-Off Payment' means a one-off payment that you may be required to pay in order to use part of the Service, including but not limited to any non-recurring fee you may be required to pay to use part of the Service or access pay-per-view on-demand Content (where available);

'Payment Period' means each month that you subscribe to the Service by making a Subscription Payment starting on the date you are first permitted to access the Service and shall continue for a period of one calendar month (for example, if you are first granted access to the Service on 5 May, your first Subscription Period will start on 5 May and end on 4 June and your next Subscription Period will start on 5 June and end on 4 July, and so on, until you unsubscribe.).

'Service' means the Sky Go/Sky Go Extra service (together with any equivalent or comparable service that is not "Sky Go"-branded on a particular Device), provided by Sky and as described on the relevant Website and in this Contract;

'Sky' has the meaning given to it in clause 1 of this Contract;

'Subscription Payment' means the monthly recurring fee payable in advance (the amount of which is set out on the Website) that you may be required to pay to use the Service or parts of the Service;

'Territory' means the United Kingdom, Channel Islands, Isle of Man or Republic of Ireland (as applicable);

'Website' means <http://www.go.sky.com/> or any other website address which we notify to you.

3. ACCESS TO AND USE OF THE SERVICE

General

- 3.1 The Service is available in the Territory and allows you watch the Content on your Device.
- 3.2 To access and use the Service you must:
 - 3.2.1 Be 18 years old or over.
 - 3.2.2 Accept the terms and conditions set out in this Contract.
 - 3.2.3 Be a resident of one of the Territories.
 - 3.2.4 Provide us with proof of identity if we reasonably ask you to do so from time to time.
 - 3.2.5 Ensure that your Device meets the minimum hardware, systems and software requirements, as set out on the Website and updated by us from time to time.
 - 3.2.6 Only access and use the Service via your Devices in the Territory.
 - 3.2.7 Ensure that you have access to either a suitable 3G Mobile Network and/or broadband internet connection, as applicable and as set out on the Website and updated by us from time to time.
 - 3.2.8 Follow our reasonable instructions and requirements in relation to how you use the Service, as set out in this Contract and on the Website and updated by us from time to time, and regularly check the Website for updates to such instructions and requirements.
- 3.3 You must not access or use the Service for any improper or unlawful purpose and you will not allow anyone else to do the same.

Content

- 3.4 The Service and the Content made available as part of the Service are provided for your non-commercial use in the Territory.
- 3.5 Any Content you download to a Device shall not be transferred to another Device.
- 3.6 You must not copy, reproduce, republish, post, broadcast, transmit or make the Content available to the public or authorise or assist anyone else to do so.
- 3.7 As it is our policy to continually improve our Service, we reserve the right to alter the presentation of and/or the facilities available on the Service from time to time. We will not make any significant variations to your material disadvantage without notifying you in accordance with clause 12 of this Contract.
- 3.8 Access Periods may limit how long you can retain and view Content. Details of any applicable Access Period are provided before you purchase or otherwise access the Content. Stopping, pausing or re-starting Content will not extend the Access Period for viewing that Content. Subject to clause 6 of Part 2 of this Contract below, once the Access Period has expired, the Content will be automatically deleted from your Device. No refunds will be given for Content which you have not fully viewed before the expiry of the Access Period.

Network and/or broadband requirements

- 3.9 The Service is provided to you via a 3G Mobile Network and/or broadband internet connection (as applicable). If the Service is suspended, interrupted or not available to you due to 3G Mobile Network and/or broadband internet connection interruptions, we will not be responsible (unless you have separate rights against us for the provision of a 3G Mobile Network and/or broadband internet connections).
- 3.10 You will be responsible for any costs charged by your 3G Mobile Network and/or internet service provider in relation to the provision of the 3G Mobile Network coverage and/or broadband internet connection necessary to use the Service.

4 USERNAME AND PASSWORD SECURITY

- 4.1 You (and if applicable, any Additional Users) must choose a username and password when you register for the Service.
- 4.2 You (and if applicable, any Additional Users) must not disclose your username and/or password to any third party in any circumstances.
- 4.3 You are responsible for keeping your username and password secure and confidential and you must take all reasonable precautions to prevent them being used by someone else. You are also responsible for the security and proper use of any Additional User's name and password and all activities that occur under these usernames and passwords.
- 4.4 If you know or suspect that your username or password or any username or password of any of your Additional Users has been compromised, or you suspect or become aware of any other breach of security, you must tell us immediately. In these circumstances, you must also ensure that any such username and password is changed as soon as possible.
- 4.5 If we believe that there has been, or is likely to be, a breach of security of your username or password or (if applicable) the username or password of any Additional User, we may suspend such usernames or passwords and require that any or all of them are changed and/or restrict your and any Additional Users use of all or any part of the Service.

5 PAYING FOR THE SERVICE

- 5.1 MPP will collect Subscription Payments or One-Off-Payments on our behalf other than payments that are added to your Sky TV bill where the provisions of Part 2 (Sky Go Extra) shall apply.
- 5.2 Where MPP collects the payments required to use certain parts of the Service (as stated on the Website), you must provide MPP with the information needed to collect payment and you authorise MPP to collect Subscription Payments or One-Off Payments on our behalf.
- 5.3 If you are required to pay a Subscription Payment in order to use the Service or parts of the Service (see Website for a description of and the eligibility criteria and current prices for the Service), you must pay a Subscription Payment for each Payment Period.
- 5.4 Where relevant, if you choose to upgrade your subscription to the Service or parts of the Service during any Payment Period, and as a result you are required to pay a higher Subscription Payment, MPP will deduct:
 - 5.4.1 On the day you upgrade your subscription, a single payment from the debit or credit card you use to pay your Subscription Payments to cover the increased cost of your subscription for the remainder of your current Payment Period; and
 - 5.4.2 On the day after your Payment Period ends, the new Subscription Payment.

- 5.5 If you are not the payer of the Subscription Payments payable under this Contract, you must tell the payer of any notice we send you in relation to any increases to your Subscription Payments.
- 5.6 We may alter the amount we add to your Sky TV bill or MPP deduct from the debit or credit card you use to pay your Subscription Payments if your Subscription Payments change for any reason (including where you change your subscription).
- 5.7 If you choose to use part of the Service for which you are required to pay a One-Off Payment (if applicable) and we or MPP are unable to collect the One-Off Payment from you, you will not be able to access that part of the Service.

6 PRICES

- 6.1 All of our prices in relation to the Service are set out on the Website and may change from time as notified to you in accordance with clause 12 of this Contract.
- 6.2 Our prices include VAT and any equivalent sales tax that is applicable from time to time in the relevant Territory. We will not be obliged to honour prices that are the result of obvious and unmistakable errors and which could reasonably have been recognised by you as a mis-pricing.
- 6.3 If you live in the United Kingdom, Channel Islands or Isle of Man you will pay the prices quoted in UK pounds set out on the Website in accordance with clause 6.1. If you live in the Republic of Ireland, you will pay the prices quoted in Euros set out on the Website in accordance with clause 6.1.
- 6.4 If you move home from the UK, Channel Islands or Isle of Man to the Republic of Ireland or vice versa, your Subscription Payment may change as a result of such move.

7 CANCELLATION, SUSPENSION OR RESTRICTION OF THE SERVICE

- 7.1 If you are not a Sky TV customer you can inform us that you wish to cancel your subscription to the Service at any time via the Website and your cancellation will be effective and your access to the Service will cease at the earlier of:

- 7.1.1 the end of the Payment Period in which you tell us you want to cancel; or
- 7.1.2 where you have given us notice in accordance with clause 12.4, the end of the 7 day notice period referred to in that clause.

Where you do not pay a Subscription Payment to use the Service any cancellation notice will be effective immediately following the end of any Access Period(s). Details of how Sky TV customers can end a subscription to Sky Go Extra are included in Part 2 of this Contract.

- 7.2 We can cancel this Contract at any time. Except as otherwise specified in clause 7.4 below, if we cancel this Contract and:
 - 7.2.1 you pay a Subscription Payment to use the Service, you will have access to the part of the Service to which the Subscription Payment relates for the remainder of your current Payment Period, but your subscription will not automatically be renewed; and/or
 - 7.2.2 you will have access to Content purchased by way of a One-Off Payment and subject to an Access Period for the remainder of the Access Period.

- 7.3 Some of the Content we provide is supplied by third parties. The availability of such Content on the Service is outside our control and we may be unable to make certain programmes available via the Service or we may be unable to show Content on certain Devices. We shall use our reasonable efforts to notify you in advance (via the Website or otherwise) about the unavailability of certain programmes and Device restrictions.
- 7.4 We may immediately suspend or restrict your (or if applicable any of your Additional User's) use of all or any part of the Service:
- 7.4.1 where reasonably necessary for technical or operational reasons;
 - 7.4.2 if you have missed any payments you owe to us, or your payments are outstanding, for example if your payment method fails;
 - 7.4.3 if you breach any of the terms of this Contract;
 - 7.4.4 if we consider that you (or if applicable any of your Additional Users) have committed or may be committing any fraudulent activity against us or against any other person or organisation through your or their use of the Service;
 - 7.4.5 if you or anyone you authorise to deal with us on your behalf acts in a way towards our staff or agents which we reasonably consider to be inappropriate.

8 LIABILITY

- 8.1 Nothing in these terms limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation or for any matter that we cannot exclude or limit as a matter of law.
- 8.2 You will be responsible for the actions and omissions of any Additional Users (if applicable).
- 8.3 Sky will not be liable under this Contract for:
- 8.3.1 Any use of the Service that we do not authorise.
 - 8.3.2 The act of ending, suspending or restricting this Contract in accordance with clause 7.
 - 8.3.3 Any delay or failure by us to provide the Service (or any part of it) caused by events outside our reasonable control. Matters outside our reasonable control include (but are not limited to) severe weather conditions, civil disorder, terrorist activity, war and government action.
 - 8.3.4 Any loss or damage caused by us or any of our respective officers, employers or agents in circumstances where:
 - a) There is no breach of a contractual obligation or legal duty of care owed to you by us or by any of our employees or agents; or
 - b) Such loss or damage is not a reasonably foreseeable result of any such breach.
 - 8.3.5 Any loss or damage (including to any devices or content that belong to you) caused by us or any of our respective employees or agents to the extent that such loss or damage results from your negligence, your failure to follow our reasonable instructions or any other breach by you of this Contract.

8.3.6 Any loss or damage caused by any:

- a) errors, viruses or bugs present in or arising from your use of the Service that are not directly caused by or attributable to the Service; or
- b) incompatibility of the Service with any other software, hardware or material on your Device.

8.3.7 Any delay or failure by us to provide the Service (or any part of it) caused by a change made by a third party device manufacturer or provider of a third party device operating system that is outside our reasonable control.

8.4 The limitations in clause 8.3 do not affect your legal rights. If you require any advice on your legal rights, you can refer to www.adviceguide.org.uk or www.consumerconnect.ie

9 COPYRIGHT, TRADEMARK AND INTELLECTUAL PROPERTY

9.1 Your use of the Service and any software required to use the Service is protected by intellectual property laws, this Contract and (if applicable) the End User Licence Agreement.

9.2 All copyright, trade-marks and all other intellectual property rights in all material or Content supplied as part of the Service will remain ours or, where applicable, our third party content partners. We hereby grant you a licence to use such rights for your personal use of the Service only, in accordance with this Contract.

9.3 You must not do or authorise any of the following:

9.3.1 copy (except as permitted under the Copyright Designs and Patents Act 1988, as amended from time to time), publish, rent, reproduce, transmit, frame, reverse engineer, decrypt, decompile, disassemble, alter or commercially exploit the relevant software or any Content you stream or (if applicable) download from the Service;

9.3.2 sell or make any charge for watching or using any part of the Service;

9.3.3 show any part of the Service to the public even if no charge is made;

9.3.4 tamper with or modify the signal of any Content; or

9.3.5 alter, cover, modify or remove any graphics, logos or other on screen text or images appearing on any stream or download of any Content.

9.4 We may prevent the copying of any part of the Service.

10 INFORMATION ABOUT THE SOFTWARE AND YOUR DEVICE

10.1 If you are required to download software in order to access or use part of the Service, it may send information about itself and your Device (including in relation to usage) to us. The type of information we may collect about the software and your Device under this clause 10.1 is explained on the Website. By using the relevant software, you are indicating your consent to the transmission of this information.

11 PROMOTION AND ADVERTISING AND LINKS TO THIRD PARTY SITES

11.1 Your dealings with, or participation in promotions by, any third party advertisers on or through the Service are solely between you and such third party. You agree that we shall not be responsible or liable for any loss or damage of any kind incurred by you as the result of any such dealings or as the result of the presence of such third parties on the Service.

11.2 The Service may present links to third party websites not owned or operated by us. We are not responsible for the availability of these sites or their contents.

12 VARIATIONS AND REVISIONS

- 12.1 The Service is variable and therefore may change from time to time. We will use reasonable efforts to give you at least 31 days' notice before we change the Service to your material disadvantage (we may be unable to do so if, for example, a change is required for security reasons or because a third party broadcaster no longer makes Content available to us) or increase your Subscription Payment, unless such increase results from: (a) you changing your subscription; or (b) us being required to increase our prices by law or because a regulatory authority requests us to do so or requires a change to any aspect of our pricing which directly affects your Subscription Payments or our pricing structure (if this happens we will try to give you reasonable notice). If you are not the payer of the Subscription Payment, you should tell the payer about any price increase notice we send you.
- 12.2 If you are eligible for and take up a special offer, the relevant terms and conditions in this Contract will be varied to take account of the offer terms and conditions.
- 12.3 Unless the change is required to be made immediately for security, legal or regulatory reasons in which case we will notify you as soon as reasonably possible, you will receive at least 31 days' notice of any changes to this Contract. This right to vary will not be used to change the terms of any special offer which applies to you and you have accepted during the term of the offer.
- 12.4 If we amend this Contract and you reasonably consider that you would be materially disadvantaged by this you may end this Contract by giving us 7 days' notice ending no later than 31 days' from the date of the notice referred to in clause 12.3.

13 NOTICES

- 13.1 If we give you any notice that is required under this Contract, we shall give it to you in writing or by electronic communication (including via email, via the Website or via a notification within the Service). If we send you any notice with any other electronic communication, such as with a service message, the notice will be in a separate section of the relevant communication and will be clearly marked. The notification will be deemed to have been delivered on the day the electronic communication is sent provided we have not received a failed delivery notice (in which case we will send a notice via the Website).
- 13.2 We will send notices to you using the contact details you have given us (including to your primary email address).
- 13.3 You must provide us with accurate, true and correct contact details (including a valid email address) and you must keep this information up to date.

14 GENERAL

- 14.1 We can transfer our rights and obligations under this Contract to any company, firm or person. We can only do this if it does not affect your rights under this Contract. You may not transfer your right or obligations under this Contract to anyone else.
- 14.2 This Contract is personal to you and no third party is entitled to benefit under this Contract except pursuant to clause 14.1 above.
- 14.3 All or any part of any term of this Contract that is found to be unfair or unenforceable will be treated as deleted and the remainder of the terms will continue to govern each of our respective obligations going forward.

- 14.4 This Contract is governed by English law, unless you live in Scotland or the Republic of Ireland in which case it will be governed by Scots law or ROI law (as applicable). If your address is in the UK, any disputes can be dealt with by any UK court that can lawfully deal with the case. If your address is in the Republic of Ireland, any disputes can be dealt with by the courts in England and Wales or in the Republic of Ireland.

Part 2: Sky Go Extra

1. Sky Go Extra is only available to Sky TV customers. Refer to the Website for a full description of the Sky Go Extra service, the eligibility criteria for receiving the service at no extra cost and the current price for the service if you are not eligible to receive it at no extra cost.
2. If you are required to pay a Subscription Payment in order to use Sky Go Extra, you must pay a Subscription Payment for each Payment Period.
3. Any Subscription Payment to use Sky Go Extra will be added to your Sky TV bill (please refer to your Sky Digital Subscription Contract for further details of how and when payments are taken). Instructions on how to view your Sky TV bill online are set out on the Website.
4. You must give us at least 31 days' notice to cancel a Sky Go Extra subscription. Any notice you give us to cancel a Sky Go Extra subscription (other than where you are exercising your right to cancel during your cooling-off period for which see 'Your Rights to Cancel Your Sky Go Extra Order' section below) must be given by phone (**UK - 03442 41 44 14, Ireland - 0818 719 829**) or by using our webchat service on sky.com. Notice given by these means will be processed immediately. You can also write to us (**Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian, EH54 7DD**) or e-mail us via your **My Sky** account on <http://contactus.sky.com>. Notice given by these means will not be effective until we have spoken to you and verified your account. We will acknowledge written requests by return letter or email and will contact you by phone to verify you as the account holder and process your cancellation. More information on how to cancel can be found at: <http://help.sky.com/my-account/billing-and-subscription/remove-a-package-or-cancel-your-subscription>

Your cancellation will be effective at the end of the notice period unless:

- 4.1 we have given notice in accordance with clause 12.1 of Part 1 of this Contract in which case you can cancel by giving us 7 days' notice ending no later than 31 days' from the date of the notice referred to in that clause; or
- 4.2 you have given notice in accordance with clause 12.4 of Part 1 of this Contract in which case your cancellation will be effective at the end of the 7 day notice period referred to in that clause.
5. If you no longer meet the eligibility requirements to receive Sky Go Extra at no extra cost (for example, because you change your Sky subscription) then, unless agreed otherwise, you will be charged the standard price to receive the Sky Go Extra service from that point.
6. If you have downloaded Content to a Device you will not be able to view that Content from the point you are no longer eligible to receive the Sky Go Extra service and that Content will be automatically deleted from your Device.
7. At the point your Sky Go Extra subscription ends Devices that you have registered for the Service may cease to be registered. Please refer to the Website for further information on how to manage your Devices.

8. The terms of Part 1 of this Contract will apply to your use of the Sky Go Extra service except to the extent varied by the terms of this Part 2.

YOUR RIGHTS TO CANCEL YOUR SKY GO EXTRA ORDER

Please note:

Please refer to your Contract for information about when and how you can end your Sky Go Extra subscription once your cooling off period has ended.

Cancellation period: You have the right to cancel your order for Sky Go Extra without giving any reason any time up to 14 days (“cooling off period”) from the later of: (i) service activation; or (ii) receipt of this notice.

Sky may offer an enhanced cooling off period from time to time which we will advise you of at the time of your purchase.

How to cancel: Any cancellation within this timeframe must be in accordance with this notice. You can cancel your Sky order by:

- (i) calling 03442 41 44 14 (UK) or 0818 719 829 (ROI);
- (ii) writing to Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian EH54 7DD;
or
- (iii) visiting the “Contact Us” section at sky.com and completing the online cancellation form (UK customers) or requesting that we cancel your order via MySky (Republic of Ireland customers).

You must give your name, customer account number, address, post code, telephone number and, where available, your e-mail address in order to cancel your order. If you cancel in writing we will send you an acknowledgement of receipt by e-mail, or letter if we do not have an e-mail address for you.

Effects of cancellation: If you cancel this contract during your cooling off period we will refund to you all payments received from you, but if your Sky Go Extra service was activated during the cooling off period, you must pay us an amount which is proportionate to the service provided up to the point you cancelled your order. You will not receive a refund for any one-off fees for activation or set up services if you cancel a service after activation.

Refunds: We will make any refund due to you (less any deductions due to us) without undue delay and not later than 14 days after the day you inform us of your decision to cancel. We will make the refund using the same means of payment that you used when you placed your order, unless you have agreed otherwise.

These cancellation rights do not affect your legal rights. If you require any advice on your legal rights, you can refer to www.adviceguide.org.uk (UK) or www.consumerconnect.ie (Ireland).