Customer Terms and Conditions

1st October 2026

These terms apply to all broadband service supplied by Leisure Park Internet Solutions (LPIS). Some sections may only apply to specific LPIS services or products.

Specifically, sections 5 to 11 of these terms and conditions will not apply to those customers where the Park Owner has contracted with LPIS to pay on behalf of its customers all fees that are associated with the Direct to Van installation, Data provision and any Additional Charges that may arise.

Usage of any LPIS service will confirm acceptance of these terms.

1 SERVICE

1.1 By using this internet service, you hereby expressly acknowledge and agree that there are significant security, privacy and confidentiality risks inherent in accessing or transmitting information through the internet, whether the connection is facilitated through wired or wireless technology. Security issues include, without limitation, interception of transmissions, loss of data, and the introduction or viruses and other programs that can corrupt or damage your computer.

1.2 Accordingly, you agree that LPIS and/or the provider of this network is NOT liable for any interception or transmissions, computer worms or viruses, loss of data, file corruption, hacking or damage to your computer or other devices that result from the transmission or download of information or materials through the internet service provided.

1.3 Use of the LPIS network is subject to the general restrictions outlined below. If abnormal, illegal, or unauthorised behaviour is detected, including heavy consumption of bandwidth, LPIS reserves the right to permanently disconnect the offending device from the LPIS network.

1.4 This service is provided “as is”. LPIS are committed to providing a service for all customers, however there is no guaranteed signal level or speed requirement. All services are delivered with an “up to” speed. Depending on network traffic and the customer’s location, the exact speeds received by the customer may vary.

1.5 LPIS may share customer data with carefully selected third party companies solely to enable the company to provide the Wi-Fi service. This data may include (but it not limited to), name, address, email address and purchase information. For further information please see our privacy policy at www.lpis-uk.com/ext/privacy.pdf.

1.6 LPIS is not responsible for any power outages that occur on site which may have an impact on the delivery of the internet service but will work with the Park owner to ensure that the service is restored as soon as practicable.

1.7 LPIS is not responsible for loss of service from circumstances that are beyond its control or considered to be “Act of God”.

2 EXAMPLES OF ILLEGAL USES

2.1 The following are representative examples only and do not comprise a comprehensive list of illegal uses:

2.1.1 Spamming and invasion of privacy - Sending of unsolicited bulk and/or commercial messages over the Internet using the Service or using the Service for activities that invade another's privacy;

2.1.2 Intellectual property right violations - Engaging in any activity that infringes or

misappropriates the intellectual property rights of others, including patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party;

2.1.3 Accessing illegally or without authorisation computers, accounts, equipment or networks belonging to another party, or attempting to penetrate/circumvent security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity;

2.1.4 The transfer of technology, software, or other materials in violation of applicable export laws and regulations;

2.1.5 Export Control Violations;

2.1.6 Using the Service in violation of applicable law and regulation, including, but not limited to, advertising, transmitting, or otherwise making available Ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services;

2.1.7 Uttering threats;

2.1.8 Distribution of pornographic materials to minors;

2.1.9 Child pornography;

2.1.10 Any other criminal activity; and

2.1.11 Resale or distribution of LPIS services.

3 EXAMPLES OF UNACCEPTABLE USES

3.1 The following are representative examples only and do not comprise a comprehensive list of unacceptable uses:

3.1.1 High bandwidth operations, such as large file transfers and media sharing with peer-to-peer programs (e.g. Torrents);

3.1.2 Obscene or indecent speech or materials;

3.1.3 Defamatory or abusive language;

3.1.4 Using the Service to transmit, post, upload, or otherwise making available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property or harasses another;

3.1.5 Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message;

3.1.6 Facilitating a Violation of these Terms of Use;

3.1.7 Hacking;

3.1.8 Distribution of Internet viruses, Trojan horses, or other destructive activities;

3.1.9 Distributing information regarding the creation of and sending Internet viruses, worms, Trojan horses, pinging, flooding, mail-bombing, or denial of service attacks. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the node or any connected network, system, service, or equipment;

3.1.10 Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate these Terms of Use, which includes the facilitation of the means to spam, initiation of pinging, flooding, mail-bombing, denial of service attacks, and piracy of software;

3.1.11 The sale, transfer, or rental of the Service to customers, clients or other third

parties, either directly or as part of a service or product created for resale;

3.1.12 Seeking information on passwords or data belonging to another user;

3.1.13 Making unauthorised copies of proprietary software, or offering unauthorised copies of proprietary software to others; and

3.1.14 Intercepting or examining the content of messages, files or communications in transit on a data network.

4 DATA LIMITS AND FAIR USAGE POLICY

4.1 All hotspot products come with a time expiry. The product will be deemed “expired” when the time limit has been reached. The time limit of each product is clearly stated during the registration process.

4.2 Direct to Van services do not have a fixed data usage limit but are subject to our “fair usage policy”. This is to ensure that one customer does not negatively affect the connection for other customers. Heavy usage will be generally defined as in excess of 250GB per month, however this may vary between locations at the discretion of LPIS.

4.3 Customers who regularly transfer excessive amounts of data may have their connection restricted. LPIS can reduce the connection speed of high data users, or temporarily disconnect their device from accessing the network.

4.4 Customers on 20/30mbps services will be subject to traffic shaping policies which may restrict the download speed of the connection during periods of sustained heavy usage.

5 PRICING

5.1 LPIS retains the right to increase the cost of its services, providing customers with at least 14 days’ advance notice before the increase applies to their service, as follows:

5.1.1 For customers who have made annual one-off upfront payment(s), the increase will apply upon renewal following expiry of their current live service period; and

5.1.2 For customers paying by regular recurring monthly payment, the increase will apply from the date specified in the notice.

5.2 Payment for Direct to Van installation services is made by Visa or Mastercard at time of order.

5.3 Annual or monthly payments for Direct to Van subscription services (service payment), must be made by Direct Debit via GoCardless, LPIS will provide an electronic Direct Debit mandate form to the customer for completion and return to GoCardless.

5.4 Debit and credit card transactions for subscription payments will only be accepted as one-off payments where there are arrears and to avoid suspension of service.

5.5 Different arrangements will apply where the service is paid to the Park Owner not LPIS.

5.6 All DTV services are paid for on an annual basis. This includes periods where the site may be closed or unavailable for customer use.

6 DIRECT TO VAN INSTALLATION PROCESS

6.1 Installation of any DTV service will typically take between 1 and 3 weeks. This will vary depending on the location of the caravan park.

6.2 Customers will be advised of their installation date once an appointment is available. This will happen after the order has been processed and payment for the installation has been taken and not at the time of order.

6.3 The customer is responsible for arranging access to the caravan, either by being present for the installation or for allowing access using a key held by the site office. If an installation is not possible due to failure of the customer to provide access to the caravan as arranged,

then LPIS may charge a missed appointment fee of £30.

6.4 Payment for the equipment and installation of the service will be requested at time of order. The service payment (either annual or monthly) will be requested on successful installation of the service.

7 DIRECT TO VAN CUSTOMER PREMISES EQUIPMENT (CPE)

7.1 The Direct to Van service will be delivered using an external wireless receiver, with cabling to an indoor router. The model and manufacturer of these items may change from time to time.

7.2 The customer is responsible for ensuring that the equipment is safe from any damage that may affect its function or performance. The customer may be liable to cover the cost of any replacement equipment required if this has been damaged.

7.3 The customer must not tamper with, add to, modify or interfere with the equipment in any way, and the customer must now allow any other person to do so. The customer is responsible for any loss or damage to the equipment up to the value of £199 per item unless this is:

7.3.1 Caused by LPIS, its employees or contractors; or

7.3.2 due to a fault in the equipment, or to fair wear and tear.

7.4 If LPIS needs to replace equipment that is damaged by reasons beyond LPIS' control such as faults caused by electrical surges or storms or any other reason, there may be a service fee for carrying out such work, the cost of the service fee will be told to the customer in advance of any such works. In addition, a requested service visit for a fault that is not a result of LPIS' Services or equipment but is a fault generated by the customer or equipment that the customer owns will result in a service fee being charged.

7.5 Equipment provided by LPIS for the Services is the property of LPIS at all times

7.6 The equipment must be returned by the customer to LPIS at the end of the contract period or on cancellation of the service. The customer must return this to the address provided at the time of cancellation at their own expense. Alternatively, LPIS can collect the equipment from the customer's caravan on payment of a collection fee.

7.7 Equipment returned to LPIS by the customer must be sent by a "tracked" service, either utilising Royal Mail, or alternatively a High Street courier service. LPIS will not accept responsibility for equipment "lost in transit" unless it has signed for receipt of that equipment.

7.8 If the returned equipment is found to be damaged or defective, then the customer will be liable to cover the cost of the hardware.

8 REFUND AND CANCELLATION POLICY – HOTSPOT ACCESS

8.1 If the customer is unable to use the service due to a fault or network outage, then either a full or partial refund will be provided.

8.2 A full refund will be provided if there is a fault preventing the service from being used and there is little or no data usage on the account. If there has been a large amount of data downloaded or there is a delay reporting the fault, then a partial refund will be provided

8.3 LPIS will not provide any refund for requests made 60 days or more from the date of purchase.

9 REFUND AND CANCELLATION POLICY – DIRECT TO VAN SERVICES

9.1 The customer can cancel at any time prior to the installation date and receive a full refund of the installation fees.

9.2 Within 14 days of the installation date the customer can cancel the service and return the

equipment to LPIS at their expense. LPIS reserves the right to deduct installation costs from the refund up to a maximum of £35.

9.3 All DTV services are for a minimum period of 12 months. Cancellation during the minimum contract period will incur a charge of either the lower value of:

9.3.1 The balance of fee due for the remaining contract period; or

9.3.2 A cancellation fee that is equivalent to the Service fee.

9.4 After the minimum term, you may continue to pay by either monthly or annual payment. Where fees are paid annually, no refund will be provided on cancellation. Where fees are paid monthly, the service will be terminated at the end of the current billing period.

9.5 Requests to cancel a service should be made in writing to support@lpis-uk.com

9.6 Occasionally it may be necessary for LPIS to carry out maintenance, or upgrade work on the park infrastructure, or the equipment provided to you. Sometimes this may cause a temporary loss of service while the work is carried out. In addition, through no fault of LPIS your service may be disrupted through power outage, or equipment failure. In these circumstances LPIS will provide compensation for any outage lasting more than 48 hours.

10 PAYMENT FOR SERVICES

10.1 If the customer fails to make payment for the service, then LPIS reserves the right to:

i. Collect all monies outstanding;

ii. Disconnect the service;

iii. Recover the debt using an approved debt collection agency; and

iv. Charge a re- connection fee.

10.2 LPIS will advise customers by email of upcoming payments no less than 3 days before the date due. Accordingly, any changes in customer e-mail of phone contact details should be advised to LPIS at the earliest opportunity through e-mail to support@lpis-uk.com.

10.3 All services will auto renew unless cancelled by the customer. If you do not wish to renew your service notification must be made in writing to support@lpis-uk.com prior to the renewal date.

11 SUMMARY OF ADDITIONAL CHARGES

LPIS reserve the right to charge the customer for services listed below. These costs can be raised by invoice through GoCardless or paid by credit or debit card.

Service	Maximum Charge
Relocation of equipment	£50 including VAT
Repair including Replacement of damaged or missing equipment	£ TBA by engineer
Reconnection of Service following suspension	£100 including VAT
Missed Appointment or engineer unavailable to carry out installation on the day due to no access to caravan/lodge.	£30 including VAT

12 USE OF PERSONAL INFORMATION

Use of personal information is governed by our privacy policy. This is available at www.lpisuk.com/ext/privacy.pdf

12.1 LPIS will collect information for all customers using the network. This will include at least

the customer's name, phone number and email address, site and pitch number.

12.2 This information is captured to assist LPIS in providing technical support, as well as to prevent unauthorised use of our networks.

12.3 LPIS will not sell or provide this information to any third party for marketing use. Information may be passed to UK Government or regulatory authorities, or UK police to assist with investigations into alleged or actual criminal activity on our networks.

12.4 By agreeing to these terms and conditions you agree that LPIS may hold your data in order to supply your service and meet its legal obligations.

13 COMMUNICATION WITH CUSTOMERS

13.1 Customers can contact LPIS by email support@lpis-uk.com or calling 01423 295001. Usual office hours are Monday to Saturday 9:30am to 5:30pm. Extended support hours may be provided during peak season.

13.2 LPIS may contact customers regarding their account or service by phone, SMS or email.

13.3 Customers are responsible for ensuring that LPIS are provided with correct and up to date contact information.

13.4 LPIS will not tolerate abusive language or behaviour towards its employees or subcontractors.

14 Complaints Process

14.1 Complaints should be made in writing and emailed to support@lpis-uk.com. Your complaint will be reviewed and LPIS will aim to resolve the complaint within 14 days of receipt.