

## Tariff name: GB Co-op Travel Currency Saver v.2 (“Tariff”). Additional tariff terms and conditions (“Tariff Terms”)

1. These additional terms and conditions are in addition to (and do not replace) the Co-operative Energy: General Terms and Conditions for Domestic Customers (the “General Terms”). However, if there is any conflict between these Tariff Terms and the General Terms, these Tariff Terms will take precedence.
2. Words and expressions defined in the General Terms have the same meaning where used in these Tariff Terms.
3. The Tariff is subject to availability and may be withdrawn at any time.

### Tariff Period

4. Under the Tariff, these Tariff Terms for the supply of energy to the Address will apply between the periods of 17 August 2017 to 30 September 2018.

### Coming on Supply

5. The Tariff will not apply to the supply of energy to the address unless and until:
  - a) You have requested this Tariff, and
  - b) We have agreed to supply you on this basis.
  - c) And / or if transferring from another supplier, we have become registered as the supplier of Energy to the Address.

### Pricing

6. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available at the following locations depending on delivery provider:
  - a. Co-op Energy: Our Products Page/Co-Operative Energy<sup>1</sup> for Co-op Energy products, and
  - b. GB Energy Supply: Tariff Terms and Conditions for GB Energy products<sup>2</sup>.

These prices vary according to the area of the address and the type of meter you have and may change if your area or meter type changes.

7. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will remain unchanged from the period within clause 4 of these Tariff terms.

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1 <https://www.cooperativeenergy.coop/why-us/our-products/>

2 <https://www.gbenergysupply.co.uk/tnc-tariff> & <https://www.gbenergysupply.co.uk/prices>

8. We will honour the prices fixed under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority.
9. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.

### Tariff Withdrawal

10. The Tariff is subject to availability and We may withdraw the Tariff at any time.

### Cancellation

11. You may cancel the Tariff and/or change supplier without incurring a Termination Fee if you request to leave or switch to another provider on or within 49 days before your fixed term supply contract end date (See Clause 4).

### Ineligible customers

12. If you are no longer eligible for the Tariff We may transfer you to our Standard Variable Tariff.

### Termination Fees

13. If before 12 August 2018 you change your Tariff or supplier for gas and electricity we may apply a Termination Fee of £30 per fuel. You agree to make payment for any Cancellation / Termination Fee and agree that any Cancellation / Termination Fee can be made via Direct Debit.
14. A Termination Fee on your current Tariff for existing Domestic Customers on a current fixed term Tariff will be applicable prior to 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links<sup>3</sup> for terms and conditions of your existing Tariff).

### Transfer of Tariff

15. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a specific tariff that you previously received from us (or any other supplier). Similarly, if you cancel the Tariff, it may not be possible for you to switch back to this tariff.
16. If you move address, you may not transfer the Tariff but you can choose to switch back to the product once you have moved into your new address if the Tariff remains open.

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<sup>3</sup> <https://www.cooperativeenergy.coop/why-us/our-products/>

<https://www.gbenergysupply.co.uk/tnc-tariff> & <https://www.gbenergysupply.co.uk/prices>

## Provision of meter reads / defaults on payment of Charges / complying with Tariff and General Terms and Conditions

17. If you fail to provide two consecutive meter readings, default on any payments due in relation to your supply or otherwise cease or fail to comply with any of these Tariff Terms or the General Terms and Conditions, we may transfer you to our Standard Variable Tariff rate.

## End of your fixed term period

18. We will contact you approximately 6 weeks before your Tariff end date (See clause 4) to inform you of our tariffs that are available to you after that date and your options in respect of these tariffs. Unless another tariff is agreed with you or you change supplier, you will be moved onto our Standard Variable Tariff rate.

## Tariff Specific eligibility criteria

19. In order to take up and remain on the Tariff, you must:
  - a) Pay for your energy Charges by monthly Direct Debit only.
  - b) Sign up to dual fuel services (Gas and Electricity) or electricity only.
  - c) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or Electricity only from Co-operative Energy.
  - d) Be a domestic customer within regions 14 or 20 only<sup>4</sup>.
  - e) Have an electricity meter which is either a single, Smart or two Economy 7 meters (Smart functionality may not be supported with this Tariff).
  - f) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

## Tariff related service offering

20. The Tariff is available with online and paper billing.
21. The Tariff is available to new and existing Co-operative Energy Domestic Customers only.
22. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
23. You may lose Smart functionality if you have a Smart meter.

## 24. Voucher Terms & Conditions

The Tariff offers a discount in the form of a voucher that can only be used at Midcounties Co-operative Travel once a customer comes on supply (typically posted within 35 days from sign-up). The voucher can be redeemed against any foreign currency.

<sup>4</sup> [www.cooperativeenergy.coop/customer-service/whats-my-region/](http://www.cooperativeenergy.coop/customer-service/whats-my-region/)

## Voucher value

- **Single Fuel** - If a single fuel (electricity only) tariff option is chosen, a £25 voucher will be issued, the £25 voucher for single fuel customers can be redeemed against any foreign currency.
- **Dual Fuel** - If a dual fuel tariff option is chosen, a £50 voucher will be issued, the £50 voucher for dual fuel customers can be redeemed against any foreign currency.

## Voucher redemption

- a) The voucher redemption must be made with Midlands Co-operative Travel and is not accepted by any other society.
- b) The offer is limited to one voucher per customer only.
- c) The voucher cannot be redeemed against anything but foreign currency or currency card services offered in-store.
- d) The voucher is non-transferable.
- e) The voucher cannot be combined with any other discount or price match.
- f) Currency/travel money card rates fluctuate on a daily basis; therefore the rate will be determined on the day the voucher is redeemed.
- g) If you are purchasing additional travel money and are paying by debit/credit card, photographic identification is required. There is a charge of 2% if paying by credit card.
- h) The original voucher must be handed into a Midlands Co-operative Travel branch; no copies of the voucher will be accepted.
- i) Midlands Co-operative, Midlands Co-operative Travel or Co-operative Energy will not be held responsible for lost, stolen or damaged vouchers.
- j) The voucher is valid for foreign currency transactions made up to and including 31st December 2017. No minimum spend in Midlands Co-operative Travel applies. No change given.