

Customer Referral Scheme Ts&Cs

What is on offer

1. If you refer a new customer to Glide, and that customer signs up for a Qualifying Product(s), as a thank you we will reward you with a credit note.
2. This scheme will run from 4th September 2023 until it is withdrawn by Glide.
3. The terms and conditions applying to this scheme are set out below. By participating in the scheme, you are agreeing to these terms and conditions.

Who can take part

4. The referrer must be a customer of Glide with a valid contract for one of our products. This contract must not have been, or be in the process of being, cancelled or ended for any reason either when the referral is made or at any time up until the date the referred party's service is activated.
5. Where more than one referrer tries to nominate the same potential new customer, only the first referral received by Glide and confirmed by the referred party will be entitled to any reward under this offer.

Criteria for earning a reward

6. The referred party must not be a current customer of Glide, a prospect that Glide has been in contact with, or be financially linked to the referrer. The referred party must sign a new contract for a Qualifying Product with a minimum term of 24 months for a broadband product or 36 months for a leased line product.
7. The referrer must ask the referred party to contact Glide's sales team, in which case they must tell us on first contact that they have been referred by the referrer. Referrals cannot be made retrospectively.
8. Upon successful installation and activation of the Qualifying Product at the referred party's premises, the referee will be entitled to a credit note to the value of £125 which can be credited against the referee's next bill. The referred party will also be entitled to a credit note to the value of £125, which can be credited against their next bill. Only one credit can be claimed by the referee in respect of the referred party. Only one credit may be claimed by the referred party.
9. If for any reason Glide is unable to provide, install, or activate a Qualifying Product at the referred party's premises, no reward will be due to the referrer or referred party.
10. The Qualifying Products for this scheme are set out in paragraph 18.

How to claim the reward

11. Where the qualifying criteria have all been met, the credit note to the value of £125 will be credited against both the referee's and the referred party's next bill.
12. No responsibility is accepted for referrals not received by Glide for whatever reason. However, the referrer should contact Glide in the event it believes it has made a valid referral that has not been acknowledged by Glide, and Glide will investigate.
13. The reward is non-transferable and no cash alternative is offered. There is no limit on the number of rewards that can be accumulated, but if a credit note exceeds the value of any remaining bills payable by the referrer, the excess value will be void.

The small print

14. References to 'Glide' or 'us' and similar mean Glide Business Limited, a company registered in England & Wales (06489468), whose registered office is at Glide House Ground Floor, Building 4, Windmill Road, Kenn, Clevedon, United Kingdom, BS21 6UJ. References to the 'referrer' or 'you' and similar mean an individual or corporate entity that is participating in this scheme.
15. Glide may end this scheme at any time, providing a minimum of one (1) months' notice. The scheme's end date will be published on our website. Referrals received after this date will not be eligible for a reward.
16. Glide will validate all referrals prior to a reward being issued. Glide's decision in respect of all matters to do with this scheme will be final.
17. Any personal data collected during this process will be stored and processed in accordance with our [Privacy Policy](#).
18. Qualifying Products:
 - Full Fibre 100 Business Broadband; Full Fibre 300 Business Broadband; Full Fibre 500 Business Broadband; Full Fibre 1000 Business Broadband;
 - Glide Lite Business Broadband; Glide Essentials Business Broadband; Glide Max Business Broadband;

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- Full Fibre 100 Business Broadband bundle; Full Fibre 300 Business Broadband bundle; Full Fibre 500 Business Broadband bundle; Full Fibre 1000 Business Broadband bundle;
- Glide Lite Business Broadband bundle; Glide Essentials Business Broadband bundle; Glide Max Business Broadband bundle;
- Leased Lines 100Mb; Leased Lines 200Mb; Leased Lines 300Mb; Leased Lines 500Mb; Leased Lines 1000Mb;
- Glide Gigabit Dedicated 100Mb; Glide Gigabit Dedicated 200Mb; Glide Gigabit Dedicated 500Mb; Glide Gigabit Dedicated 1000Mb.

19. This scheme is governed by English law.