

'Small Business Support' Promotion Terms and Conditions

If you'd like to take advantage of our 'Small Business Support' Promotion, please review the Terms and Conditions related to this offer.

In these Terms and Conditions, the term "Payment Plan" refers to any agreement between Business Stream and the Customer to ensure a schedule of payments to clear overdue debts on the Customer account over an agreed period of time.

1. To be eligible for our 'Small Business Support' Promotion you must be an existing Customer of Business Stream. Only Supply Points registered in England are eligible for the 'Small Business Support' Promotion.
2. You must also:
 - a. Sign up to and maintain a fixed-term contract ("Small Business Support Contract") with Business Stream for three years with the contract term commencing on the receipt of your Direct Debit mandate]; and
 - b. Pay all your Business Stream bills by Direct Debit; and
 - c. View and manage your Business Stream bills online (eBilling on My Business Stream online) for services to be supplied by Business Stream for the duration of your Small Business Support Contract; and
 - d. Agree to a Payment Plan for any outstanding debt on your account at the point of signing your contract. This Payment Plan will remain in force until any outstanding debt amounts are cleared, thereafter the Small Business Support Contract will continue under these Terms and Conditions based on your monthly Direct Debit payments with the Payment Plan removed unless further debts are accrued on the account at a later date.
3. If you require more than one signatory to complete a Direct Debit mandate you can post the completed form to Mail Team, Business Stream, PO Box 17381, Edinburgh EH12 1GT or include them as attachments using the form available on the contact us page of our website. Business Stream is not responsible for the security of any personal data that is emailed.
4. Incomplete Direct Debit mandate forms will be returned to Customers by post, with further instructions on how to complete them. Applications will not be processed or Introductory Bonus applied until they are completed and received.
5. Signing up for our 'Small Business Support' Promotion in accordance with condition 2 above will be treated as acceptance by a Customer of these Terms and Conditions.
6. Only one Introductory Bonus amount is available per Customer and the value will be based on individual spend with Business Stream.
7. The Introductory Bonus will be paid to the Customer via a credit on their next bill.
8. The charges for Licensed Services shall be as set out in the Business Stream scheme of charges on the Business Stream website.
9. If you have nine or fewer employees (are a micro business customer) you can cancel the Small Business Support Contract within your cooling off period with no penalty, which is seven calendar days from the date of issue by Business Stream by calling us on 0330 123 2000.

10. If your Small Business Support Contract is terminated (irrespective of the reason for such termination) within your three-year contract term, after the cooling off period, or by Business Stream as a result of your breach of the Small Business Support Contract, Business Stream shall be entitled to recover from you the Introductory Bonus which would be payable via your final bill.

11. If you cancel your Direct Debit or do not keep up with any of your Payment Plan instalments Business Stream shall be entitled to recover from you the Introductory Bonus on your next bill.

12. Unless otherwise agreed between you and Business Stream, any supply of water and/or waste water services after the date of termination of the Small Business Support Contract shall be subject to Business Stream's Standard Terms and Conditions for Supplying Water and Waste Water Services – England and Wales.

These Terms and Conditions for our 'Small Business Support' Promotion supplement our Standard Terms and Conditions for Supplying Water and Waste Water services - England & Wales, and Water and Waste Water Supply Contract (the "Small Business Support Contract"). If there is a conflict between our Standard Terms and Conditions Supplying Water and Waste Water services - England & Wales and the Small Business Support Contract, these Small Business Support Terms and Conditions will take precedence followed by the provisions of the Small Business Support Contract, and then the standard Terms and Conditions of supply.

These Terms & Conditions are valid for Small Business Support Promotion from the 1st February 2023.