



Heat Pump Services

Late Summer Heat Pump Service Sale – 20% Discount:

- Heat Pump Service

Starting 28th July 2025

We care about privacy, and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and to understand your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices [here](#).

Terms and Conditions for the Late Summer Sale on Heat Pump Service (the “Late Summer Sale”)

- This offer gives the customer a Discount on a Heat Pump Service (the “**Qualifying Service**”). The customer should read these terms and conditions carefully, as they set out our responsibilities to the customer and the terms and conditions which need to be complied with as a recipient of the Discount.
- By availing of the Discount, the customer agrees to these terms and conditions. They are separate to and distinct from any other contracts the customer may have with Bord Gáis Energy, including any general heat pump service terms and conditions entered into between the customer and Bord Gáis Energy in respect of the Qualifying Service.
- To be eligible for the 20% discount (the “**Discount**”) on a Qualifying Service, customers must comply with these Terms and Conditions:
 - buy a Qualifying Service between 28th July 2025 and 17th August 2025 (inclusive) (the “**Promotion Window**”), and
 - have the Heat Pump Service completed by Bord Gáis Energy on or before 22nd September 2025.
- Subject to the customer complying with these Terms and Conditions, the Discount will be applied automatically to the purchase price when the customer pays for the Qualifying Service on booking, using a credit or debit card in accordance with the general heat pump service terms and conditions entered into between the customer and Bord Gáis Energy
- Customers will only be eligible for the Discount if the Heat Pump Service is booked during the Promotion Window and is completed, by Bord Gáis Energy, on or before 22nd September 2025. Please note that a Heat Pump Service: -
 - booked in advance of the Promotion Window but which is carried out by Bord Gáis Energy during it; or
 - booked during the Promotion Window but which is carried out by Bord Gáis Energy after 22nd September 2025, will not qualify for the Discount.
- The Discount is available on Heat Pump Services in the counties of Dublin, Kildare, Louth, Meath, and Wicklow only. Customers residing in counties other than those named above will not be entitled to avail of the Discount or to any cash equivalent or alternative offer.

- The Discount does not apply to any repair, or additional labour, or parts required in connection with the Heat Pump Service.
- The Discount may not be used in conjunction with any other Heat Pump services offers, promotions or discounts other than where expressly permitted in accordance with the relevant terms and conditions.
- All Heat Pump appointments/services must be agreed by the registered owner of the property. Where tenants are in situ at a property, the Heat Pump Service is required to be booked by the registered owner of the property.
- Bord Gáis Energy reserves its rights to pause the Late Summer Sale during the Promotion Window, extend it beyond 17th August 2025, or end it before 17th August 2025, or amend the Conditions. If Bord Gáis Energy decides to end or amend the Late Summer Sale during the Promotion Window, customers who have already purchased Qualifying Services in accordance with these Terms and Conditions will be eligible to avail of the Discount.
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- Bord Gáis Energy will monitor compliance with the Late Summer Sale and where it uncovers, any evidence of fraud, abuse, misuse, or non-compliance with these Terms and Conditions, Bord Gáis Energy reserves the right to end or suspend the Late Summer Sale entirely or withdraw the Discount from specific customers. Where the Discount is withdrawn, the customer will be given the option of continuing with the Qualifying Service at full price (including paying any shortfall to us) or cancelling their Qualifying Service (subject to covering any costs incurred by Bord Gáis Energy during the period the customer held the Qualifying Service).
- Discounts applied in accordance with these Terms and Conditions are not transferrable and no cash alternatives are available.
- To benefit from the Discount, customers must be over 18, the registered owner of the property where the Qualifying Service will be used and a resident of the Republic of Ireland.
- The promoter of the Late Summer Sale is Bord Gáis Energy, PO Box 10943, Dublin 2.
- The promoter reserves the right to amend these Terms and Conditions at its sole discretion.

July 2025