



# Terms and Conditions

## Bundles with access to Netflix service

From March 2022

**The following terms and conditions govern the Netflix service offered as part of certain eligible Virgin Media bundles and only form part of your Virgin Media customer contract once an order for your eligible bundle has been accepted by Virgin Media.**

**The Netflix Standard membership plan is included as part of selected eligible Virgin Media bundles (an “eligible bundle”). If you decide not to activate Netflix Standard, this will not reduce or amend the price of your eligible bundle, but it will mean you won’t have access to Netflix Standard as part of the service.**

These terms and conditions are in addition to the terms and conditions of your residential customer service agreement for Virgin Media Television, Virgin Broadband and Virgin Phone Services (the “Virgin Media Standard Terms”). In the event these terms and conditions contradict the Virgin Media Standard Terms, these terms and conditions prevail in respect of the provision of Netflix.

Please read through these terms carefully.

1. Whether you’re a new or existing Virgin Media customer, you can now enjoy Netflix as part of selected eligible Virgin Media bundles. If you sign up to an eligible bundle, the Netflix Standard membership plan will be included as part of your bundle at no additional monthly cost.
2. The Netflix service is provided to you by Netflix Services UK Limited. Changes to the Netflix service may be made by Netflix in accordance with Netflix Terms of Use on the Netflix website. Virgin Media is not responsible for any changes made by Netflix to the Netflix service or the Netflix Terms of Use or for notifying you of those changes as such changes are outside the control of Virgin Media and do not constitute a contractual change between you and Virgin Media, nor provide you with a right to cancel your agreement for Virgin Media’s other services. Other services included in your eligible bundle are provided by Virgin Media and applicable third-parties.
3. In order to enjoy the Netflix service as part of your eligible bundle, you will need to activate the Netflix service by completing the Netflix activation process. You will receive instructions on how to activate the Netflix service via email or text message. If you decide not to activate Netflix Standard, this will not reduce or amend the price of your eligible bundle, but it will mean you won’t have access to Netflix Standard as part of the service.
4. If you already have an existing Netflix account, you can link it to your eligible bundle when you activate Netflix as part of your eligible bundle. Netflix will continue to charge you separately for your existing Netflix account until you link that account to your eligible bundle. For any queries regarding your billing with Netflix or for your existing Netflix account please contact Netflix directly.
5. You can upgrade Netflix Standard to Netflix Premium as an optional add-on service. If you already have an existing account with a Netflix Premium membership plan, then you can link that plan to your eligible bundle when you activate Netflix as part of your eligible bundle. Or if you wish to upgrade to Netflix Premium as part of your eligible bundle at a later date, then you can do so at any time. If you wish to review the details of your Netflix membership plan, please visit the ‘Account’ pages on the Netflix website or call Virgin Media Customer Care and we can upgrade this for you.
6. Netflix Premium will be charged at an additional monthly cost and will be added to your Virgin Media bill. If you decide to downgrade from Netflix Premium to Netflix Standard, you can do so at any time and still enjoy Netflix Standard as part of your eligible bundle at no additional cost.
7. The cost of Netflix Premium optional add-on service may increase during your contract. If this happens, you will be notified beforehand and have the option to downgrade to Netflix Standard. Alternatively, you can cancel your Netflix Premium optional add-on service by giving us 30 days’ notice.
8. Any change to your Netflix plan will be set out in your next Virgin Media bill. If you cancel your Netflix Premium optional add-on service or downgrade to Netflix Standard during your bill cycle, you will get a pro-rated refund on your next bill.
9. If your current Virgin Media bundle does not include Netflix as part of the service and you would like to upgrade to an eligible bundle, please call Virgin Media Customer Care to discuss this with us.
10. If you link an existing Netflix account to your eligible bundle, and afterwards terminate your eligible bundle then this will not automatically cancel your Netflix membership, and Netflix will automatically resume charging your existing payment method that they have on file once your eligible bundle ends. If you wish to review the details of your Netflix membership, please visit the ‘Account’ pages on the Netflix website. If we have to suspend your Virgin Media account because you are in breach of your agreement with us (for instance if you fail to pay your bill), we may ask Netflix to also suspend your Netflix account immediately until it’s been resolved.
11. Virgin Media will share the email address and/or mobile number registered to your Virgin Media account with Netflix to verify your bundle, facilitate the activation of Netflix service, send activation reminders and other Netflix service information. For further information about how Virgin Media handles your personal data, please visit the Privacy Notice available on the Virgin Media website ([virginmedia.com/privacy-policy](http://virginmedia.com/privacy-policy)). You can view Netflix’s Privacy Statement on [netflix.com/privacy](http://netflix.com/privacy).
12. Further Legal Stuff applies [virginmedia.com/legal](http://virginmedia.com/legal)