

Please find the below information in relation to your membership; we are always available to answer your questions on our terms and conditions please do not hesitate to contact EBO Home Rescue on the number provided. We do advise that you read these terms and conditions for future reference.

These terms and conditions together with the EBO Home Rescue copyright notice and customer confidentiality charter shall be collectively referred to as the 'Agreement'.

1. We may from time-to-time update and make changes to this agreement; any changes will be posted on our website.
2. All members must pay the set subscription on the due date and are bound by the EBO Home Rescue terms and conditions. Once you have paid your membership, cover begins 24-hours after joining payment has cleared.
3. The membership provides services to you at the pre-registered address given to EBO Home Rescue.
4. EBO Home Rescue will issue all new members with a membership number; please keep this number available to you should you need to contact EBO Home Rescue for technical assistance. If you do not have your membership number to hand, we will make a best effort to establish your identity.
5. EBO Home Rescue requires that the member be present at their address at the time of attending the property. If this is not possible, at the point of requesting assistance, EBO Home Rescue will require a contact name to act on your behalf, as a liaison appointed by you for the security of your property.
6. EBO Home Rescue cannot guarantee general safety or works following an emergency repair; an emergency repair is made without written survey results, deemed as requiring a permanent repair, and the priority of EBO Home Rescue subject to these terms and conditions is to make an emergency safe at best effort whilst a specialist service technician is arranged if requested, to attend the premises to make the repair complete.
7. EBO Home Rescue reserves the right to refuse to attend to an emergency if a repair has previously been recommended and a repair has not been carried out.
8. An EBO Home Rescue representative maintains the right to refuse to attend or make safe any emergency where he/she deems the work required could cause a risk to the health safety and welfare of themselves, the EBO Home Rescue members or any other persons or property. In this instance the member will be advised of an alternative solution where possible.
9. EBO Home Rescue emergency service and technical advice does not include any emergency that requires the reporting to, or involvement of, An Garda Siochana, the Fire and Rescue Service, any trained medical practitioner or paramedic service. Nor can EBO Home Rescue attend or offer any technical advice with regard to emergency or incident involving Acts of God, outbreak of hostilities, riot, civil war, acts of terrorism, acts of government authority, subsidence, severe flood, snow, fog, other bad weather conditions, fire, explosion, vehicle failure, telecommunication line failure, or default of third-party sub-contractors.
10. EBO Home Rescue membership does not include and is not liable for the following:
 - A: Vehicle breakdown.
 - B: Subsidence.
 - C: Assistance to a member when at a non-member address
 - D: Any personal costs or associated costs incurred by the member following an incident or emergency.
 - E: Any costs associated with the use of a third party or sub-contractor at the request of a member privately or through the use of the EBO Home Rescue service.
 - F: Any removal of waste produce, damaged materials are other items that were located at the members address prior to, during and after an emergency or request assistance has been placed with EBO Home Rescue.

11. EBO Home Rescue reserve the right to refuse or cancel membership with no cost to the member should a member:
- A: falsify the membership application form,
 - B: behave in a threatening manner towards a representative of EBO Home Rescue, or
 - C: request a service deemed dangerous or impracticable.
12. EBO Home Rescue is only provided to the pre-registered address.
13. Should multiple property power failure cause an emergency situation, the electricity supplier should be contacted as a priority. Where freezer/aquarium are at high risk due to such multiple property failure, EBO Home Rescue will advise and assist all members where possible.
14. Nothing in this agreement shall exclude our liability for (a) fraudulent misrepresentation or (b) death or personal injury arising from negligence and/or anything else that cannot be excluded or limited by us under Irish law.
15. EBO Home Rescue shall not, in any event and to the extent permitted by law, have any responsibility for any increased costs or expenses, loss of profit, business, revenue, contracts, contracts, anticipated earnings, savings or any direct or indirect economic losses incurred as a result of or in connection with the membership of EBO Home Rescue or the service provided under this umbrella.

Member Name: _____

Member Address: _____

Address of Property covered by EBO Home Rescue membership (*if different from above*):

Member Signature _____ EBO Signature _____

Date: _____ Date: _____

For internal use:

Membership Number: _____

Policy Start Date: _____