

Vodafone Entertainment

Terms and Conditions

Consumers, Small Business and Medium Business customers

Version: October 2026

These terms and conditions form part of the agreement between **you (the person using and/or purchasing Vodafone Entertainment) and **us** Vodafone Limited.**

These Terms apply if you are a Vodafone customer and you:

- ✓ buy an eligible Pay Monthly, Home Broadband or 5G Broadband plan that includes an Entertainment Package; or
- ✓ take Vodafone TV as part of an eligible Pay Monthly, Home Broadband or 5G Broadband plan that includes an Entertainment Package; or
- ✓ add an entertainment subscription to your Vodafone bill using the Add to Plan feature; or
- ✓ receive an entertainment subscription through an Additional Benefit.

In these Terms, an '**Eligible Plan**' means a Vodafone Pay Monthly, Home Broadband, 5G Broadband or Vodafone TV plan that Vodafone confirms is eligible for an Entertainment Package. We will tell you which plans are eligible for a particular Entertainment Package or Vodafone TV service. An '**Additional Benefit**' means any benefit that Vodafone confirms includes an entertainment subscription to which these Terms apply. Vodafone TV is only available on selected eligible consumer plans.

Our contact details

This is how you can get in touch with us:

General enquiries:



Phone

191 (free from a Vodafone SIM)
08080 057 444 (free from any UK mobile or landline))



Chat

www.vodafone.co.uk/contact-us



Post

Vodafone House, The Connection,
Newbury, Berkshire RG14 2FN



Website

www.vodafone.co.uk

Service and equipment issues:



Phone

191 (free from a Vodafone SIM)
03333 040 191 from any UK landline or mobile



Post

Vodafone House, The Connection,
Newbury, Berkshire RG14 2FN

If we need to get in touch with you or send notices, we'll send these by post, voicemail, text or email. **Need this document in a different format?**

For a large print, braille, dyslexia- friendly, or audio CD version of this document:



Phone 03333 043 222



Email disability.access@help.vodafone.co.uk

1. Our Agreement

1.1 This agreement covers your use of Vodafone Entertainment if you are:



a **Consumer**, which means an individual person acting for purposes that are mainly outside that person's business/profession; or



a **Small Business**, means a business customer that has fewer than ten (10) employees; or



a **Medium Business**, means a business customer with between 10 and 150 employees (inclusive); and



a **UK resident** with a UK billing address;

1.2 In addition to these Terms, the following terms apply to your use of the Vodafone Entertainment service ('**the Service**')

- For Consumers: The Pay Monthly Airtime terms, Home Broadband terms, 5G Broadband terms or Vodafone TV terms and your welcome communications ('**Service Agreement**')
- For Small Business Customers: The Pay Monthly Airtime terms and your welcome communications ('**Business Service Agreement**')
- For Medium Business customers: The Price Plan Guide, Commercial Terms, Mobility Service Terms, and General Terms ('**Medium Business Service Terms**')
- The terms provided by the relevant third-party entertainment provider ('**Entertainment Provider Terms**')

1.3 If there is any inconsistency between the above terms the order of precedence will be:

1. The Service Agreement, Business Service Agreement or Medium Business Service Terms, as applicable;
2. These Terms; and
3. The Entertainment Provider Terms

2. What is Vodafone Entertainment

2.1 Vodafone Entertainment allows eligible customers to receive an inclusive entertainment subscription from a third-party entertainment provider as part of an inclusive Eligible Plan or receive an inclusive entertainment subscription as part an additional benefit '**Additional Benefit**' or add a paid monthly subscription to your Vodafone bill using Add to Plan.

2.2 Where you are eligible to receive to an inclusive entertainment subscription as part of an Eligible Plan or as of an Additional Benefit, we call this an '**Entertainment Package**'

2.3 Where you choose to add a separate paid monthly subscription to your Vodafone bill using Add to Plan, we call this '**Monthly Subscription**'



The Service is accessed and managed via the Vodafone Subscriptions+ online platform at <https://offers.vodafone.com/subscriptionplus/gb/landingPage>

3. What is included with an Entertainment Package

- 3.1 If your Eligible Plan or Additional Benefit includes an Entertainment Package you will be entitled to a subscription to a third-party entertainment service at no extra cost. Depending on your applicable plan or benefit, you may be able to choose from available entertainment providers and subscription tiers, or you may receive a pre-selected entertainment subscription.
- 3.2 The available entertainment providers and subscription tiers may vary depending on your Eligible Plan.
- 3.3 We will tell you which entertainment providers and subscription tiers are available to you, or which subscription is included with your Eligible Plan or Additional Benefit.

4. Choosing and activating your Entertainment Package

- 4.1 You must choose and/or activate your Entertainment Package using the instructions we provide to you. You may need to create or use an account with the relevant entertainment provider and accept that provider's terms and conditions before you can access the service.
- 4.2 Your Entertainment Package is provided by the relevant third-party entertainment provider. Vodafone is responsible for including the Entertainment Package with your Eligible Plan, but the entertainment content and service are provided by the third-party provider.

5. Cost and duration of an Entertainment Package

- 5.1 If your Eligible Plan includes an Entertainment Package or you receive an inclusive entertainment subscription as an Additional Benefit, you will be entitled to a third-party entertainment subscription at no extra cost.
- 5.2 Where your Eligible Plan includes an Entertainment Package, this will be included for the duration of your plan's initial minimum term period. After the initial minimum term period, your chosen Entertainment Package will continue to be included at no additional cost for as long as you remain on the same Eligible Plan and Vodafone continues to make that Entertainment Package available with that plan.



Important: if you want to keep your chosen Entertainment Package after your minimum term period ends, you must stay on the same Eligible Plan. If you change, upgrade or leave your plan, your Entertainment Package will end.

- 5.3 Where you receive an inclusive entertainment subscription as an Additional Benefit you must comply with the terms applicable to that benefit. If you are no longer eligible to receive the Additional Benefit, your entertainment subscription will end.

6. If an entertainment provider changes or withdraws its service

- 6.1 Entertainment subscriptions are provided by third-party entertainment providers. The content, features, availability and subscription tiers may change over time.
- 6.2 If your chosen third-party entertainment provider withdraws the service, stops making it available to Vodafone, or Vodafone is no longer able to include that service with your Eligible Plan or your inclusive Additional Benefit, your Entertainment Package may end.
- 6.3 If this happens, we will tell you what this means for your Entertainment Package and what options, if any, are available to you at that time.

7. Upgrading an inclusive Entertainment Package

- 7.1** You may be able to upgrade your inclusive Entertainment Package to a higher subscription tier by paying the difference in cost. We will tell you the additional amount before you upgrade. An upgrade to your inclusive Entertainment Package will take effect immediately.
- 7.2** You can ask to move back to your original inclusive subscription tier. If this is available, the change will usually take effect on your next subscription renewal date.

8. Vodafone TV migration

- 8.1** If you take an Eligible Plan that includes Vodafone TV and already have a Monthly Subscription through Add to Plan, we may migrate that Monthly Subscription to an inclusive Entertainment Package where the relevant entertainment provider is available as part of your Eligible Plan.

9. Upgrading, changing or leaving your plan

- 9.1** If you upgrade, change or leave your Eligible Plan or are no longer eligible to receive an inclusive entertainment subscription, your Entertainment Package will end.
- 9.2** If you move to another Eligible Plan that includes an Entertainment Package, we will tell you whether you can choose a new Entertainment Package. The Entertainment Packages available to you may be different from the one you had before.

10. Cancelling your Entertainment Package

- 10.1** You can stop using your Entertainment Package at any time, but your package price will not reduce and the bundle will continue until it ends or you otherwise terminate in accordance with your Service Agreement, Business Service Agreement or Medium Business Service Terms (as applicable). If your Service Agreement, Business Service Agreement or Medium Business Service Terms (as applicable) is cancelled, you will lose access to your chosen Entertainment Package.
- 10.2** During your plan's initial minimum period, you will not be able to choose a different Entertainment Package from another third-party entertainment provider, unless we tell you otherwise.

11. Add to Plan Monthly Subscriptions

- 11.1** Add to Plan lets eligible Vodafone customers add a paid monthly entertainment subscription from a third-party provider to your Vodafone bill.
- 11.2** If you already have an Entertainment Package included within your Eligible Plan, you may still be able to add other Monthly Subscriptions using Add to Plan. The Monthly Subscriptions available to you may depend on your Vodafone plan and may change from time to time.
- 11.3** The cost and duration of a Monthly Subscription and any promotional offers will be confirmed to you before you buy it. The monthly charge will be added to your Vodafone bill. All charges are inclusive of VAT.
- 11.4** The monthly charge of a Monthly Subscription may change from time to time. If this happens, we will tell you before the new charge takes effect.
- 11.5** If a Monthly Subscription includes a free or discounted trial, we will tell you when the trial ends, what you will be charged after the trial and how you can cancel before charges apply.

- 11.6** If you pay an entertainment provider directly rather than through Vodafone, you must contact the entertainment provider directly to cancel the service, manage your subscription or resolve any billing queries relating to that service.

12. Ending an Add to Plan Monthly Subscriptions

- 12.1** You can cancel a Monthly Subscription added to your Vodafone bill using Add to Plan at any time.
- 12.2** Your cancellation will take effect from your next monthly subscription renewal date, unless you cancel less than 48 hours before your next renewal date, your cancellation will take effect from the following monthly renewal date.

13. Entertainment Provider Terms

- 13.1** The entertainment services are provided by third-party entertainment providers. When you choose or use an Entertainment Package or Monthly Subscription, you must also comply with the relevant provider's terms and conditions.
- 13.2** The provider terms apply in addition to these Terms. If there is a conflict about payment or refunds for a Monthly Subscription added to your Vodafone bill, these Terms will apply.

14. Availability and third-party content

- 14.1** The availability of Entertainment Packages and Monthly Subscriptions may vary and they may not always be available outside the UK.
- 14.2** The content, products and services included in Entertainment Packages and Monthly Subscription are provided by third parties. We do not guarantee the availability, functionality, content or continued operation of any third-party entertainment service. They may be changed, withdrawn or discontinued at any time. Vodafone is not responsible for third-party content, products or services.

15. Your responsibilities for use

- 15.1** **You are responsible** for:



- a. making sure your device and internet connection are compatible with the Entertainment Package or Monthly Subscriptions you choose;
- b. creating and maintaining any account required by the third-party entertainment provider;
- c. keeping your account details secure;
- d. making sure anyone who uses your Entertainment Package or Monthly Subscriptions complies with these Terms and the relevant provider terms;
- e. not using the service in an unlawful or improper way
- f. making sure anyone who uses your Entertainment Package or Monthly Subscriptions complies with the Vodafone Anti-Piracy Policy at www.vodafone.co.uk/terms; and
- g. if you are a Small Business or Medium Business customer, you are responsible for making sure any employee or end user who accesses the service is authorised to do so and complies with these Terms and the relevant provider terms.

16. Our legal responsibility to you

16.1 Things for which we are responsible

- a. You have rights under the law. Nothing in these terms affects any rights you may have under applicable law or reduces or removes our liability for anything that we can't exclude or limit by law.
- b. We will be fully legally responsible for death or personal injury caused by our negligence (or the negligence of our employees, agents or subcontractors), for fraud or fraudulent misrepresentation, and for anything else we cannot exclude or limit by law.

16.2 Things for which we are never responsible

We are not responsible for:

- a. **Indirect loss.** We'll not be legally responsible to you for any loss or damage that is not directly caused by us, outside of our reasonable control, or which we could not reasonably expect at the time we started the agreement with you.
- b. Third-party entertainment content, products or services;
- c. Changes made by a third-party entertainment provider;
- d. The availability, quality or performance of a third-party entertainment service, except where the issue is caused by us;
- e. Your device, internet connection or provider account; and
- f. We will not be legally responsible to you if we cannot provide the third-party entertainment service because of something outside of our reasonable control.

17. Changes to these terms or the Entertainment service

- 17.1** We may change these Terms, the Entertainment Packages or Monthly Subscriptions available through Vodafone, or the way Vodafone Entertainment works. This may include adding, removing, replacing, suspending or discontinuing an Entertainment Package or Monthly Subscriptions.



If any change that we make is likely to have a **negative impact** on your use of the Vodafone Entertainment (in Vodafone's reasonable opinion) we'll usually give you at least **30 days' notice** (sometimes it might be less than that if we are prevented from giving you notice for legal or regulatory reasons). If you take no action within 30 days of us notifying you about the change, you'll be considered to have accepted those changes.

18. Transferring this agreement to someone else

- 18.1** You may not rent, lease, license, transfer, loan or assign your rights to the Entertainment service to another person. If you use the Entertainment service on a device and you transfer ownership of that device to someone else, you should ensure that you de-register the Entertainment service on your device before you pass the device to someone else.
- 18.2** We may transfer this agreement to anyone at any time if this would not adversely impact your rights under this agreement.

19. What we do with your personal information

- 19.1** Our **Privacy Policy** sets out how we and our group companies may collect, use and share your personal information.



For any queries, you can contact us at: www.vodafone.co.uk/gdpr-privacy-query-form/

20. Rights of third parties

- 20.1** This agreement doesn't confer any benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.

21. Governing Law and Jurisdiction

- 21.1** This agreement is governed by the laws of England and Wales. If you are a consumer customer, the courts of England and Wales have non-exclusive jurisdiction, meaning that if you live in another part of the UK you may also bring proceedings in the courts of that part of the UK. If you are a business customer, the courts of England and Wales shall have exclusive jurisdiction over any dispute arising out of or in connection with this agreement.

22. Entire Agreement

- 22.1** This is the entire agreement between you and us for the Vodafone Entertainment service. No other terms are implied.

Inclusive Entertainment Packages

Disney+

Eligible customers can choose a Disney+ Standard subscription as an Entertainment Package. Subscription required. A compatible device with internet is required. Disney+ content and services are provided by Disney and remain subject to Disney+ terms and conditions. Disney and its affiliates are not sponsors of this promotion.

Disney+ terms and conditions: <https://www.disneyplus.com/en-gb/legal/subscriber-agreement>

HBO Max

Eligible customers can choose an HBO Max Standard with Ads plan as an Entertainment Package. Subscription required. HBO Max is provided by Discovery Communications Benelux B.V. HBO Max account creation required and Terms of Use apply, 18+. HBO Max and its affiliates are not sponsors of this promotion.

HBO Max Terms of Use: [Terms of Use – Global Hub |HBO Max](#)

Netflix

Eligible customers can choose a Netflix Standard with Ads subscription as an Entertainment Package. Subscription required. A compatible device with internet is required. Netflix content and services are provided by Netflix and remain subject to Netflix terms and conditions. Netflix and its affiliates are not sponsors of this promotion.

Netflix terms and conditions: <https://help.netflix.com/legal/termsofuse?locale=en-GB>

Prime

Eligible customers can choose a Prime subscription as an Entertainment Package. Prime Video (shows and movies) will include limited advertisements. Subscription required. A compatible device with internet is required. Prime content and services are provided by Prime and remain subject to Prime terms and conditions. Prime and its affiliates are not sponsors of this promotion.

Prime terms and conditions: [Amazon Prime Terms and Conditions - Amazon Customer Service](#)

Add to Plan Monthly Subscriptions

DAZN

You can choose to purchase DAZN Monthly Flex for £25.99 a month. Price correct as at February 2026.

DAZN terms and conditions: dazn.com/help/articles/terms-global

Disney+

You can choose to purchase Disney+ Standard with Ads for £5.99 a month, Disney+ Standard for £9.99 a month, or Disney+ Premium for £14.99 a month. Prices correct as at November 2025.

Disney+ terms and conditions: <https://www.disneyplus.com/en-gb/legal/subscriber-agreement>

HBO Max

HBO Max Basic with Ads for £4.99 a month, HBO Max Standard with Ads for £5.99 a month, HBO Max Standard for £9.99 a month or HBO Max Premium for £14.99 a month. Prices correct as at October 2026. Customers with an inclusive HBO Max subscription may be able to upgrade to a higher HBO Max subscription for an additional monthly charge. HBO Max account creation required and Terms of Use apply, 18+.

HBO Max Terms of Use: [Terms of Use – Global Hub |HBO Max](#)

Microsoft

You can choose to purchase an XBOX Game Pass Ultimate for £16.99 a month and a PC Game Pass for £10.99 a month. Prices correct as at January 2026.

Microsoft Game Pass terms and conditions: [Xbox Subscriptions Terms & Conditions | Xbox](#)

Netflix

You can choose to purchase Netflix Standard with Ads for £7.99, Standard for £13.99 or Premium for £20.99 a month. Prices correct as at October 2026. Customers with an inclusive Netflix Entertainment Package may be able to upgrade to a higher Netflix subscription tier for an additional monthly charge.

Netflix terms and conditions: <https://help.netflix.com/legal/termsofuse>

NFL Weekly Pro Package

You can choose to purchase an NFL Weekly Pro membership on a 7-day subscription basis for £16.99. Subscription automatically expires at the end of the 7 day period and does not automatically renew. Prices correct as at October 2026

NFL terms and conditions: <https://dazn.com/help/articles/terms-global>

Prime

You can choose to purchase Prime for £8.99 a month. Price correct as at December 2023.

Prime terms and conditions: [Amazon Prime Terms and Conditions - Amazon Customer Service](#)

Spotify

You can choose to purchase a Spotify Premium for £12.99 a month. Price correct as at December 2025.

Spotify terms and conditions: <https://www.spotify.com/uk/legal/end-user-agreement/plain/>

YouTube Premium

You can choose to purchase YouTube Premium for £12.99 a month. Price correct as at September 2023.

YouTube terms and conditions: <https://www.youtube.com/t/terms> and https://www.youtube.com/t/terms_paidservice

Promotional and offer terms

Entertainment Package Partner	Promotional offer	End date
Amazon	Prime offer: 3 months for £1. Offer available to Vodafone Pay monthly and Home Broadband customers, who are over 18 and a UK resident. Subject to availability. Amazon account and subscription required. Existing Prime subscribers or those that have had a Prime free trial in the last 12 months are not eligible. After 3 months, your subscription will automatically renew for a monthly price of £8.99. Your monthly charge will be added to your bill unless cancelled. You can opt-out or cancel any time, including before the end of the 3-month period. Full offer terms at www.vodafone.co.uk/terms , these terms are in addition to the standard terms of service for your plan. Prime and its affiliates are not sponsors of this promotion. Your Amazon account and subscription are governed by agreements with Amazon available here: https://www.amazon.co.uk/gp/help/customer/display.html?ref=hp_left_v4_sib&no_deld=GLSBYFE9MGKKQXXM	Ongoing
DAZN	DAZN Monthly Flex offer: 40% off 2 months of DAZN promo. The offer is 40% off DAZN (charged at £15.59 a month) for two months. To receive 40% off the RRP of the Monthly Flex subscription, you must sign up to the product through Vodafone. Under these terms, the subscription will automatically renew after the two-month trial, via a Vodafone charge to bill at a cost of £25.99 a month, unless you cancel the subscription. You mustn't have a charge to bill bar in place or won't be able to take up the offer. You'll receive notification reminders before the end of the free period, to give you an option to opt out of charge to bill. You can cancel your subscription at any time by going into Vodafone Entertainment Login, clicking Manage subscriptions , then clicking Cancel . You must accept DAZN's terms, which can be found at the end of these terms. Flexible Pass offers are only available once to new DAZN customers. New DAZN Flex account required. Offer subject to change. Vodafone Pay monthly customers only. Claim offer via VeryMe Rewards, located in the My Vodafone app, and cancel any time at https://vodafone.uk/entertainment Only one subscription is allowed per user. You can't benefit from this subscription if you don't live in the UK or if you've had an offer with DAZN within the last 12 months. All applicants must be aged 18 and over. DAZN and its affiliates are not sponsors of this promotion.	Ongoing
Disney	Disney+ Standard with Ads offer: Get 3 months of Disney+ Standard with Ads on us. Available to Vodafone Pay monthly customers. Subject to availability. Disney+ subscription must be activated within 30 days of selecting offer. To redeem the Offer, visit https://vodafone.uk/entertainment and select this offer. Offer available to new and returning eligible Disney+ subscribers. 18 years or over. Subscription required. At the end of the 3-month period, you will automatically be charged the monthly price of £5.99 for Disney+ Standard with Ads. You can cancel your subscription at any time and cancellation will take effect at the end of your billing period. Subscription to the Disney+ service is governed by the Subscriber	Ongoing

	Agreement available at www.disneyplus.com . Disney and its affiliates are not sponsors of this promotion.	
NFL	NFL Game Pass on DAZN Weekly Pro: To receive NFL Game Pass Weekly Pro for 99p or NFL London Games for £4.99, you must activate the offer through Vodafone and accept DAZN's NFL terms and conditions. A new NFL Game Pass account is required. The Weekly Pro subscription starts on the date of purchase and will automatically end at 11:59pm on the seventh consecutive day. @Weekly Pro is currently priced at £16.99 when purchased directly from DAZN (price correct as at October 2026). To redeem the Offer, visit https://vodafone.uk/entertainment and select this offer or via VeryMe Rewards. Can cancel any time at https://vodafone.uk/entertainment. Only one subscription is permitted per eligible user. To qualify, you must be a UK resident; not have a charge-to-bill bar applied to your Vodafone account; and be aged 13 or over. If you are under 18, you must have permission from your parent or legal guardian. The subscription cannot be transferred to another person and no cash alternative is available. Vodafone will only use your personal data in connection with administering this offer and will not send you marketing communications unless you have separately agreed to receive them. Whilst we will use reasonable efforts to administer the offer as intended, neither Vodafone nor DAZN will be responsible for any failure or delay arising from circumstances outside their reasonable control. By redeeming this offer, you agree to these terms and conditions. Vodafone's decision regarding eligibility and administration of the offer is final. Vodafone reserves the right to withdraw, amend or replace this offer at any time. DAZN and its affiliates are not sponsors of, or responsible for, this promotion.	NFL London Games promo weeks 29 Sept – 5 Oct 6-12 Oct 13-19 Oct NFL Game Pass Weekly Pro promo weeks 24-30 Nov 2026 1-7 Dec 2026 15-21 Dec 2026 22-28 Dec 2026 2-8 Feb 2027 9-15 Feb 2027
YouTube	YouTube Premium offer: 2 months on us. Available to Vodafone Pay monthly and Home Broadband customers. Subject to availability and change. 18 years or over. Subscription required. After 2 months, your subscription will automatically renew for a monthly price of £12.99. Your monthly charge will be added to your bill unless cancelled. You can cancel your subscription at any time and cancellation will take effect at the end of your billing period. Full offer terms at www.vodafone.co.uk/terms, these terms are in addition to the standard terms of service for your plan. Your YouTube Premium subscription is governed by YouTube's Terms of Service: https://www.youtube.com/t/terms and the YouTube Paid Terms of Service, found at https://www.youtube.com/t/termspaidservice apply in addition to these Vodafone Terms. This offer is subject to change. Google LLC and its affiliates are not sponsors of this promotion.	Ongoing