

**Child safe SIM-only and Sway.ly
promotion terms and
conditions.**

These Terms and Conditions (“Terms”) govern the Child safe SIM-only plan, with the Sway.ly promotion. By signing up to this promotion you agree to be bound by these Terms.

1. Eligibility

- 1.1. To be eligible for this offer you must have purchased a Child safe SIM-only plan connected to this promotion between **2nd February - 22nd March 2026** and you must be aged 18 years or older
- 1.2. You must be a resident of the United Kingdom, Isle of Man, Jersey or Guernsey.
- 1.3. You must meet certain eligibility requirements which may include credit checks and identity verification. In addition, to help prevent fraud and money laundering, we and our service providers may work with fraud prevention agencies to access, use and share your information that's held and has been collected by us or them. To find out more about your rights and how we collect your information, use and share your personal data, please read our privacy policy.

2. Child safe Sim-only details

- 2.1. The Child safe SIM-only plan is a 1-month rolling pay monthly plan designed to help families keep children safe online. The Child safe SIM-only plan is suitable for children and young people, with flexible controls for different age groups (Under 12, Under 18, and 18+). However, the main account holder must be **aged 18 years or older**.
- 2.2. Family Perks Exclusion - This Child safe SIM-only plan is not eligible for Family Perks. By purchasing or using this plan, you confirm your acceptance of this exclusion as a condition of your contract.
- 2.3. A new Minimum Contract Period of one month will start on the anniversary of your Billing Date each subsequent month unless you cancel your contract by contacting Customer Care. Your cancellation will take effect on your next Billing Date. However, it takes up to 48 hours for us to process your cancellation, meaning you need to cancel at least 48 hours before your next Billing Date to ensure a further monthly Minimum Contract Period does not start. If a new Minimum Contract Period does start, your cancellation will automatically take effect on the following Billing Date.
- 2.4. The Child safe SIM-only plan includes 3 levels of parental controls, scam call filters and spend caps. It's suitable for children and young people, with flexible controls for different age groups (Under 12, Under 18, and 18+).
- 2.5. With your Child safe SIM-only plan, you will receive a free trial of the Sway.ly Family plan for a limited duration, which is specified in the promotional offer connected to the Child safe SIM-only plan you choose. The Sway.ly Family plan supports up to 5 users per account and one account per household is permitted, regardless of the number of Child safe SIM-only plans purchased during the promotional period.

- 2.6. You will be able to use your UK allowances at no extra cost in 48 destinations. Please visit [Home From Home | No EU roaming fees until 2026 | Tesco Mobile](#) for more information.
- 2.7. You will be eligible to earn Clubcard points on your bill. Collect 1 point for every £1 spent at Tesco Mobile. To be eligible you must be a Clubcard customer. If you do not have a Clubcard you can sign up for free at [Register](#).
- 2.8. For more information, you can visit <https://www.tescomobile.com/child-safe-sim-help>

3. Sway.ly offer

- 3.1. The duration of your free Sway.ly Family plan trial and subsequent subscription pricing will vary depending on the promotional offer connected to the Child safe SIM-only plan you choose.
- 3.2. To qualify for the free trial and any subsequent promotional pricing, you must activate your free trial within the period stated in the promotional material connected to the Child safe SIM-only plan you choose. You must activate your free trial by using the method communicated to you by Sway.ly.
- 3.3. After the trial ends, you will be charged the amount stated in the promotional material connected to the Child safe SIM-only offer you choose. You will be billed for the remainder of the 12-month period, calculated from the date your trial begins, unless you cancel via the Sway.ly app or website. Please note that payment method may be required at sign up. For any billing related queries connected to your Sway.ly subscription, please contact Sway.ly directly at support@sway.ly or contact **0203 916 5626**.
- 3.4. If you cancel your Sway.ly subscription during the initial 12-month promotional period you will not be eligible to re-activate the offer or rejoin at the preferential rate given in this promotional offer, even if rejoining occurs within the original promotional timeframe.
- 3.5. For the best user experience of the Sway.ly app, you should adhere to the stated minimum device and system operating requirements, currently iOS 15.1 or Android 14.
- 3.6. By purchasing a Child safe SIM-only product connected to the Sway.ly promotion, you agree that Tesco Mobile may share your data with Sway.ly to enable delivery of the Sway.ly Family Plan service. This data sharing is necessary for the purpose of administering this offer.
- 3.7. We collect and share the following personal data with Sway.ly for the purpose of administering this offer: account holder name and email address. For more information on how we use and protect your data, please visit [Privacy and Cookies Policy | Tesco Mobile](#). For information on how Sway.ly uses and protects your data, please see [TM.sway.ly/terms](https://tm.sway.ly/terms).

3.8. We are not responsible for the performance, availability, or support of the Sway.ly app or service. All account queries, technical issues, or support requests relating to Sway.ly should be directed to Sway.ly's customer service team. For full details and terms see [TM.sway.ly/terms](https://tm.sway.ly/terms).

4. Cancellation of Child safe Sim-only plan

4.1. If you change your mind after you have purchased a Child safe SIM-only plan, you can tell us that you would like to cancel during the Cooling-off Period of 14 working days. More information on cancellation during the Cooling-Off Period can be found at Clause 3 of [Tesco Mobile Pay Monthly Service redline Terms and Conditions- June 2025.pdf](#)

4.2. After the cooling off period, you can cancel your contract anytime. To cancel contact Customer Care. Your cancellation will take effect on your next Billing Date. However, it takes up to 48 hours for us to process your cancellation, meaning you need to cancel at least 48 hours before your next Billing Date to ensure a further monthly Minimum Contract Period does not start. If a new Minimum Contract Period does start, your cancellation will automatically take effect on the following Billing Date.

5. General

5.1. Tesco Mobile reserve the right to limit the applicability of any particular offer to specific customers and may from time to time run different offers with different terms for different customers.

5.2. In addition to the above Terms, by signing up you also agree to be bound by the following additional Terms and Conditions:

5.2.1. Tesco Mobile General Terms and Conditions;

5.2.2. Tesco Mobile Pay Monthly Service Terms and Conditions;

5.2.3. Fair Use and Home from Home Policies;

5.2.4. Tesco Mobile Pay Monthly Privacy Policy; and

5.2.5. Clubcard terms and conditions.

These can be found at: [Terms And Conditions | Tesco Mobile](#).