



Two weeks free with a Permanent Stay Offer Terms and Conditions

Purpose

We are offering you an opportunity for two weeks' free stay when you move into one of our participating care homes on a permanent basis.

The following information provides full details of the terms and conditions of this offer.

Terms and conditions

1. Permanent Stay offer – Two weeks' free stay

If eligible, you are entitled to receive two weeks' free stay when you move into one of our participating care homes on a permanent basis. The following conditions will apply:

- a. The two weeks' free stay when moving into one of our participating care homes on a permanent basis can only be used for one admission.
- b. Your stay is intended to be permanent however if for any reason you give notice or leave within 12 weeks of your admission you will be charged the full weekly fees for the total duration of your stay.

2. Period of offer

This offer will be available from the 16 October 2023 to 31 March 2024, subject to availability and demand.

3. Participating care homes

This offer is applicable to the participating care homes at the addresses below:

| Home Name | Address |
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| Annesley Lodge care home | Annesley Road, Hucknall, Nottingham, Nottinghamshire NG15 8AY |
| Augusta Court care home | Winterbourne Road, Chichester, , West Sussex PO19 6TT |
| Berkeley Court care home | Chatsworth Road, Leeds, West Yorkshire LS8 2QJ |
| Bethune Court care home | Boscobel Road, St. Leonards on Sea, Hastings, East Sussex TN38 0LX |
| Bilton Court care home | Queensway, Wellingborough, Northamptonshire NN8 3FR |
| Blackbrook House care home | Gun Hill, Dedham, Colchester, Essex CO7 6HP |

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| Bloomfield Court care home | 27 Central Avenue, Tipton, West Midlands DY4 9RR |
| Borragge House care home | 8 Borragge Lane, Ripon, North Yorkshire HG4 2PZ |
| Brackenfield Hall care home | 66a Fox Lane, Frecheville, Sheffield S12 4WU |
| Canterbury House care home | Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ |
| Devonshire House care home | High Street, Cavendish, Sudbury, Suffolk CO10 8AS |
| Elderwood care home | Westmoreland Street, Darlington, County Durham DL3 0FB |
| Ferendune Court care home | Ash Close, Faringdon, Oxfordshire SN7 8ER |
| Greenacres care home | The Horseshoe, Banstead, Surrey SM7 2BQ |
| Hatton Grange care home | Oldham Street, Hyde, Greater Manchester SK14 1LN |
| Holmpark care home | 212 Hagley Road, Edgbaston, Birmingham B16 9PH |
| Kirkley Lodge care home | Dalby Way, Coulby Newham, Middlesbrough TS8 0TW |
| Linwood care home | 9 Mercer Close, Thames Ditton, Surrey KT7 0BS |
| Madeleine House care home | 60 Manor Road, Stechford, Birmingham B33 8EJ |
| Manor Court care home | 257 Blandford Road, Efford, Plymouth, Devon PL3 6ND |
| Maple Tree Court care home | 140 Gloucester Road, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 1EL |
| Mayflower Court care home | 62-70 Westwood Road, Southampton, Hampshire SO17 1DP |
| Norton House care home | 10 Arneway Street, Westminster, London SW1P 2BG |
| Oakwood Grange care home | Oakwood Road, Royston, South Yorkshire S71 4EZ |
| Orchard Gardens care home | 1 Garnier Drive, Bishopstoke, Eastleigh, Hampshire SO50 6HE |
| Oulton Manor care home | 3 Wakefield Road, Oulton, Leeds LS26 8EL |
| Palmersdene care home | Grange Road West, Jarrow, Tyne and Wear NE32 3JA |
| Park Hall care home | Ubberley Road, Bentilee, Stoke-on-Trent Staffordshire ST2 0QS |
| Ridgemount care home | The Horseshoe, Banstead, Surrey SM7 2BQ |
| Silk Court care home | 16 Ivimey Street, Bethnal Green, London, Greater London E2 6LQ |
| Simon Marks Court care home | Lynwood Garth, Lynwood View, Leeds, West Yorkshire LS12 4BE |
| Skelton Court care home | Station Road, Skelton-in-Cleveland, Cleveland TS12 2LR |

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| St Josephs care home | The Croft, Sudbury, Suffolk CO10 1HR |
| St Marys care home | Woodlands Road, Holbrook, Ipswich, Suffolk IP9 2PS |
| The Ridings care home | Calder Close, Off Daventry Road, Banbury, Oxfordshire OX16 3WR |
| The Manor House Barnard Castle care home | John Street, Barnard Castle, County Durham DL12 8ET |
| The Manor House Knaresborough care home | 1 Hambleton Grove, Knaresborough, North Yorkshire HG5 0DB |
| Thomas Henshaw Court care home | 105 Norwood Road, Southport, Lancashire PR8 6EL |
| Townend Close care home | Victoria Road, Cross Hills, Keighley, West Yorkshire BD20 8SZ |
| Warren Farm Lodge care home | 123 Warren Farm Road, Kingstanding, Birmingham B44 0PU |
| West Hall care home | Off Parvis Road, West Byfleet, Surrey KT14 6EY |
| Wharfeside care home | Westgate, Otley, West Yorkshire LS21 3AT |
| Willow Gardens care home | Oakleigh Square, Hammond Way, Yateley, Hampshire GU46 7AG |

We reserve the right to withdraw this offer without notice.

4. Validity of offer

The two weeks' free stay following a permanent admission is not available to an existing Anchor care home resident.

5. Other offers or discounts

You may not use this offer in conjunction with other offers or discounts provided by our care homes.

6. Eligibility of offer

You are eligible to receive two weeks' free stay when moving in on a permanent basis if:

- a. You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- b. We can meet any specific care needs that you may have. We will need to undertake a pre-admission assessment, where the care home will discuss with you the support that you may need and whether or not we can provide this to you at our participating care homes.
- c. You are a privately funded customer.
- d. You must sign and return your Private Resident Contract prior to your admission.
- e. Your stay is intended to be permanent however, if for any reason you



give notice or leave within 12 weeks of your admission, you will be charged the full weekly fees for the total duration of your stay.

7. Planning your stay under the two weeks free with a Permanent Stay offer

- a. This offer is subject to your eligibility being confirmed and the availability of a room at your chosen participating care home at the time you wish to take up this offer. To avoid disappointment, we recommend that you book as early as possible.
- b. The terms and conditions of your permanent stay will be set out in your Resident Contract.
- c. Your stay will need to be longer than 12 weeks to receive the two weeks' free stay.
- d. Your stay can commence any day of the week during the offer period, subject to availability and agreement by your chosen care home.
- e. If, following admission, you have any symptoms of COVID-19, you will be required to undertake an LFD test, If the LFD test is positive, we will ask you to minimise contact with other residents and colleagues where possible, for a minimum of five days or until you no longer have a high temperature or respiratory symptoms. If you are admitted from hospital, we will require an LFD test 48 hours prior to admission. We will follow prevailing government guidance in relation to COVID-19.

8. Payment Method

Our preferred payment method is by direct debit. Fees are payable monthly in advance on the first day of every month.

For further information on payments, please contact your chosen participating care home directly.

9. Services available to you as part of this offer

You will be provided the same high-quality service that is received by our permanent care home customers. Services include a 24-hour plan designed to meet your care needs, all meals and snacks prepared by our on-site Chef Manager and access to all activities. Typical activities would include movement to music, arts and crafts, events, coffee mornings, entertainment and individual time spent socially engaging with a member of staff such as reading, nail painting and games. Please note that activity classes run at different times throughout a week or month and are subject to change.

10. Additional services which will have a charge

There are services available at our care homes which would incur a charge. These may include for example a chiropodist (subject to them being on site/ able to visit during your stay) and a hairdresser. For full details of these charges, you should discuss this directly with the care home.

11. Transport Service

We do not offer a customer pick-up or drop-off service. You will need to arrange your own transport to and from the care home. We may be able to provide you advice on local transport services. If you would like further information, please discuss this with the care home directly.

12. Employee eligibility

Anchor employees wishing to take up this offer will be eligible if;

- a. You meet the minimum age requirement of the participating care home. This is typically 65 years and over.
- b. You are not an employee of the location or are employed within the district that the location is situated.
- c. We can meet any specific care needs that you may have. We will need to undertake a pre-admission assessment, where the care home will discuss with you the support that you may need and whether or not we can provide this to you at the participating care home.
- d. You are a privately funded customer.
- e. You must sign and return your Private Resident Contract prior to your admission.
- f. Your stay is intended to be permanent however, if for any reason you give notice or leave within 12 weeks of your admission, you will be charged the full weekly fees for the total duration of your stay.

13. Standards of behaviour

We expect that all customers always treat each other and our employees with dignity and respect during their stay at the care home. If you or your visitors exhibit behaviour that is considered unlawful, violent or disruptive then we reserve the right to end this offer immediately and end your contract in line with the terms and conditions set out in your Resident Contract.

14. Anchor Company information

Name: Anchor Hanover Group

Registered Office: The Heal's Building, Suites A & B, 22-24 Torrington Place, London, WC1E 7HJ

Registration: A charitable housing association registered as a society under the Co-operative and Community Benefit Societies Act 2014, No. 7843 and registered with the Regulator of Social Housing, No. LH4095



VAT No. 834863893

If you require further information relating to our two weeks' free stay when moving in on a permanent basis, please contact us:

Customer Centre
2 Godwin Street
Bradford
BD1 2ST

Tel. 0800 731 2020