



Short Stay 4 weeks for the price of 3 Terms and Conditions

Purpose

We are offering you an opportunity to receive 4 weeks care for the price of 3 weeks when you move into The Manor House Knaresborough care home on a short stay basis.

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

Terms and conditions

1. Short Stay - 4 weeks for the price of 3 weeks

If eligible, you are entitled to receive 4 weeks care for the price of 3 weeks when you move into one of our participating care homes. The following conditions will apply:

- a. The 4 weeks for the price of 3 weeks short stay offer can only be used for one admission. Any future stays will be subject to normal charges.
- b. Your short stay under the 4 weeks for the price of 3 weeks offer can be taken as a consecutive stay only.

2. Period of offer

This offer will be available from the 1 June 2025 to 31 August 2025, subject to availability and demand.

3. Participating care home

This offer and terms are applicable for The Manor House Knaresborough care home, addressed below:

The Manor House Knaresborough, 1 Hambleton Grove, Knaresborough, North Yorkshire, HG5 0DB

We reserve the right to withdraw this offer without notice.

4. Validity of offer

The 4 weeks for the price of 3 weeks stay offer is not available to an existing Anchor care home resident or a customer registering for permanent residency.

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 the 4 weeks for the price of 3 weeks short stay respite offer 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 home.
- c. You are a privately funded customer.
- d. You must sign and return your Private Resident Contract prior to your admission.

7. Planning your short stay – 4 weeks for the price of 3 weeks 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 full terms and conditions of your short stay will be set out in your Resident Contract.
- c. Your stay can commence any day of the week during the offer period, subject to availability and agreement by your chosen care home.
- d. 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.
- e. If you wish to extend your stay with us after the fourth week, then additional nights or weeks can be booked, subject to availability. All such bookings would be subject to normal charges, as confirmed by your chosen care home. If you would like to book additional nights or weeks, then you should discuss this directly with your chosen care home.
- f. Your short stay under the 4 weeks for the price of 3 weeks offer can be taken as a consecutive stay only.

8. Payment Method

Our preferred payment method is by card payment or BACS. Fees for short stay respite care is payable in full in advance prior to admission. Fees for any additional stays are payable in full in advance at the time of booking and agreeing the extension of your stay with the care home.

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 support 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 and availability of goods and services, please discuss this directly with your chosen participating care home.

11. Transport Service

We do not offer a customer pick-up or drop-off service therefore you will need to arrange your own transport to and from the care home. If you would like any information on local transport services, please discuss this with your chosen participating care home.

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 chosen participating care home.
- d. You are a privately funded customer.
- e. You must sign and return your Private Resident Contract prior to your admission.

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 terminate 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: Anchor Hanover Group, 2 Godwin Street, Bradford BD1 2ST

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 4 weeks for the price of 3 weeks short stay respite offer, please contact us:

First Contact Resolution Team
2 Godwin Street
Bradford
BD1 2ST

Tel. 0800 731 2020