



---

## Offer of a one-week free trial stay at a care home – Terms and Conditions

---

### Purpose

We are offering retirement housing customers the opportunity to enjoy a one-week trial stay, at one of Anchor's care homes. With this offer you can stay as our guest free of charge and get a real feel for life at an Anchor care home.

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

### Terms and conditions

#### 1. One-week free trial stay

If you are eligible, you will be entitled to a seven-night trial stay at a care home of your choice free of charge.

#### 2. Period of offer

This offer will be available from the 20 March 2020 and will run indefinitely subject to availability and demand.

We reserve the right to withdraw this offer at any time.

#### 3. Participating care homes

The offer is available nationally at all our care homes, but we reserve the right to withdraw individual care homes from participation in the scheme.

#### 4. Validity of offer

The offer is open to our existing rental, leasehold and extra care retirement housing customers who are moving directly to one of our homes, subject to the eligibility criteria set out later in this document.

This offer only available for one use per person.

#### 5. Other offers or discounts

This offer can be used in conjunction with the following offers which are also available to Anchor's retirement housing customers:

- **Waiver of the usual 1-month notice period** to terminate a tenancy
- **Deferment of the leasehold service charge for three months** whilst a property is being sold

## 6. Eligibility of offer

You will be eligible to receive this offer if the following criteria are met:

- You meet the minimum age requirement of your chosen care home, which is usually 65 years and over.
- 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 your chosen care home.
- The short-term/ respite Resident Contract must be signed and returned prior to your admission. If after the one weeks' trial you become a permanent resident, you will be asked to sign a permanent Resident Contract.
- You will need to confirm to us eligibility for funding from the respective Local Authority if you are not a self-funding customer.
- This is the first time you are registering for a trial stay at an Anchor care home.
- There is a suitable available room at your chosen care home.
- As a rented or extra care housing customer your rent account is up to date, and the property is in a reasonable state of decoration and repair.
- As a leasehold customer there are no service charge arrears.

We reserve the right to withhold this offer, in circumstances where we feel it is reasonable to do so and is in the interests of the care home or the retirement housing scheme and their residents.

## 7. Planning your trial stay

Your trial stay:

- Is subject to the availability of a room, at the care home of your choice and at the time you wish to take up this offer.
- The trial stay must be taken in a single visit. If you decide to stay for less than seven nights, we can accommodate this, however you will not be entitled to take the balance of nights at a later date.
- The trial stay would normally be seven nights from Monday to Sunday subject to availability. It may be possible to arrive and depart on other days of the week by arrangement with the home.

## 8. Services available to you as part of your free trial stay

We will provide you the same high-quality service that is received by all our existing care home customers.

This includes a 24-hour plan designed to meet your care needs, all meals and snacks prepared by our on-site chef, laundry 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 activities take place at different times throughout a week or month and may not necessarily be available at the time of your visit.

#### **9. Additional services which will have a charge**

There are services available at our care homes which incur a charge. These might include for example a chiropodist and a hairdresser. You should discuss the range of additional charges directly with the care home.

#### **10. Transport:**

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.

#### **11. Standards of behaviour**

We expect that all customers treat each other and our employees with dignity and respect at all times 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 trial stay immediately and ask you to leave the care home.

If you require further information relating to our Housing to Care incentives, please contact us:

Customer Centre  
2 Godwin Street  
Bradford  
BD1 2ST

Tel. 0800 731 2020