



Autumn Winter 2025/ 2026 One Week Free Offer Terms and Conditions

Purpose

We are offering you an opportunity to receive one week free when you move into one of our participating care homes on a short stay or permanent basis.

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

Terms and conditions

1. One Week Free

If eligible, you are entitled to receive one week free when you move into one of our participating care homes. The following conditions will apply:

- a. The one week free offer can only be used for one admission. Any future stays will be subject to normal charges.
- b. You will need to reside in our care home and the required fees be paid for a minimum of two weeks before you are eligible to receive the one week free.
- c. Your stay for a minimum of two weeks followed by receiving one week free can be taken as a consecutive stay only.

2. Period of offer

This offer will be available from the 20 October 2025 to 31 March 2026, 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
Ashcroft care home	Kelvin Way, Undercliffe, Bradford, West Yorkshire BD2 3EF
Augusta Court care home	Winterbourne Road, Chichester, West Sussex PO19 6TT
Bloomfield Court care home	27 Central Avenue, Tipton, West Midlands DY4 9RR
Buckingham Lodge care home	Culpepper Close, Aylesbury, Buckinghamshire HP19 9DU

Canterbury House care home	Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ
Canterbury House care home	Tettenhall Way
Clayburn Court care home	Clayburn Road, Peterborough, Cambridgeshire PE7 8LB
Dawson Lodge care home	Botley Road, West End, Southampton, Hampshire SO30 3RS
Dearne Hall care home	Ringway, Bolton-upon-Deane, Rotherham, South Yorkshire S63 8FE
Eastlake care home	Nightingale Road, Godalming, Surrey, GU7 3AG
Elizabeth Court care home	Grenadier Place, Caterham, Surrey CR3 5YJ
Ferendune Court care home	Ash Close, Faringdon, Oxfordshire SN7 8ER
Glendale care home	Ambleside Avenue, Walton-on-Thames, Surrey KT12 3LW
Glenvale Park care home	1 Juniper Grove, Wellingborough, Northamptonshire NN8 6AD
Greenacres care home	The Horseshoe, Banstead, Surrey SM7 2BQ
Hatfield House care home	Crookes Broom Avenue, Hatfield, Doncaster DN7 6JQ
Hatton Grange care home	Oldham Street, Hyde, Greater Manchester SK14 1LN
Hazel End care home	St Michaels Hurst, Kitchener Road Bishop's Stortford, Essex CM23 1EN
Kingfisher Court care home	Kingfisher Way, Sutton-in-Ashfield, Nottinghamshire NG17 4BR
Landemere care home	Inveraray Way, Off Grampian Way, Derby, Derbyshire DE24 3JX
Layston Grove care home	Keen Avenue, Buntingford, Hertfordshire SG9 9SU
Marham House care home	Simcoe Road, Marham Park, Bury St Edmunds Suffolk IP32 6FR
Marsh Farm Manor care home	Coped Hall, Royal Wootton Bassett, Swindon Wiltshire SN4 8ER
Mayflower Court care home	62-70 Westwood Road, Southampton, Hampshire SO17 1DP
Moore Place care home	Portsmouth Road, Esher, Surrey KT10 9LH
Nelson Lodge care home	Whinfell Close, Eaton Socon, St Neots, Cambridgeshire PE19 8AB
Orchard Gardens care home	1 Garnier Drive, Bishopstoke, Eastleigh, Hampshire SO50 6HE
Overstone House care home	Ouiston Way, Overstone, Northampton, Northamptonshire NN6 0FU
Priors Hall care home	1 Regents Place, Corby, Northamptonshire NN17 5BH
Ridgemount care home	The Horseshoe, Banstead, Surrey SM7 2BQ
Sandholme Fold care home	Sandholme Crescent, Hipperholme, Halifax, West Yorkshire HX3 8LP
Skelton Court care home	Station Lane, Skelton-in-Cleveland, Cleveland, TS12 2LR
St Marys care home	Woodlands Road, Holbrook, Ipswich, Suffolk IP9 2PS
The Manor House Knaresborough care home	1 Hambleton Grove, Knaresborough, North Yorkshire HG5 0DB

The Manor House Roundhay care home	6/ 6A Park Avenue, Roundhay, Leeds, West Yorkshire LS8 2JH
Tolson Grange care home	12 Coach House Drive, Dalton, Huddersfield, West Yorkshire HD5 8EG
Townend Close care home	Victoria Road, Cross Hills, Keighley, West Yorkshire BD20 8SZ
Trinity Fold care home	Blackwall, Halifax HX1 2BZ
Wellington Lodge care home	334a Waterloo Road, Cheetham Hill, Manchester, Greater Manchester M8 0AX
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 one week free offer 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 the one week free stay offer if:

- a. You meet the minimum age requirement of your 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 your chosen 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 stay – One week free

- 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 an acute respiratory infection (ARI), COVID-19, have a high temperature or do not feel well enough to do your usual activities, we will support you to stay away from others to protect residents who may be at risk of severe ARI outcomes until you no longer have a high temperature and no longer feel unwell. We will follow prevailing government guidance in relation to infection control.
- e. If you wish to extend your stay with us after the free week has been taken, 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 participating care home.
- f. Your stay under the one week free offer will need to be a minimum of two weeks to then receive the week free and it will need to be taken as a consecutive stay.

8. Payment Method

If your stay is permanent, payment is required by Direct Debit in advance on the 1st day of the month as outlined in our Private Residents Contract. Bank transfer and BACS payments are our preferred payment methods of payment for shorter stays/ respite care. 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 one week free offer, please contact us:

First Contact Resolution Team
2 Godwin Street
Bradford
BD1 2ST

Tel. 0800 731 2020