



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 one of our participating care homes 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 May 2026 to 31 August 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
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
Birkenhead Court care home	Challis Street, Bidston, Birkenhead, Merseyside CH41 7DH
Brackenfield Hall care home	66a Fox Lane, Frecheville, Sheffield, South Yorkshire S12 4WU

Buckingham Lodge care home	Culpepper Close, Aylesbury, Buckinghamshire HP19 9DU
Canterbury House care home	Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ
Clayburn Court care home	Clayburn Road, Peterborough, Cambridgeshire PE7 8LB
Dawson Lodge care home	Botley Road, West End, Southampton, Hampshire SO30 3RS
Devonshire House care home	High Street, Cavendish, Sudbury, Suffolk CO10 8AS
Eastlake care home	Nightingale Road, Godalming, Surrey, GU7 3AG
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
Hazel End care home	Kitchener Road, St Michael's Hurst Bishop's Stortford, Essex CM23 1EN
Israel Sieff Court care home	7A Bennett Road, Crumpsall, Manchester, Greater Manchester M8 5DU
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
Lightbowne Hall care home	262 Lightbowne Road, Moston, Manchester, Greater Manchester M40 5HQ
Maple Tree Court care home	140 Gloucester Road, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 1EL
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
Oakwood Grange care home	Oakwood Road, Royston, Barnsley S71 4EZ
Orchard Gardens care home	1 Garnier Drive, Bishopstoke, Eastleigh, Hampshire SO50 6HE
Oulton Manor care home	3 Wakefield Rd, Oulton, Leeds LS26 8EL
Park Hall care home	Ubberley Road, Bentilee, Stoke-on-Trent, Staffordshire ST2 0QS
Primrose Court care home	Orchard Way, Guiseley, Leeds LS20 9EP
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
Springfield care home	Western Way, Bradford, West Yorkshire BD6 2UB
St Josephs care home	The Croft, Sudbury, Suffolk CO10 1HR
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
The Mill Lodge care suites (at The Mill Lodge care home)	Sackville Street, Skipton, North Yorkshire BD23 2PR
Timken Grange care home	Timken Way South, Duston, Northampton, Northamptonshire NN5 6FR
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
West Hall care home	Off Parvis Road, West Byfleet, Surrey KT14 6EY
Wharfeside care home	Westgate, Otley, West Yorkshire, LS21 3AT

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 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 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 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 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 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 your 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: 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