
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 26 October 2020 to 31 March 2021, 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
Annesley Lodge care home	Annesley Road, Hucknall, Nottingham NG15 8AY
Ashcroft care home	Kelvin Way, Undercliffe, Bradford BD2 3EF
Augusta Court care home	Winterbourne Road, Chichester, West Sussex, PO19 6TT
Beechfield Lodge care home	232 Eccles Old Road, Pendleton, Salford, Greater Manchester M6 8AG
Beech Hall care home	1 Far Fold Lane, Armley, Leeds LS12 3UE
Berkeley Court care home	Chatsworth Road, Harehills, Leeds LS8 3QJ
Blackbrook House care home	Gun Hill, Dedham, Colchester, Essex CO7 6HP
Bloomfield Court care home	27 Central Avenue, Tipton, West

	Midlands DY4 9RR
Borrage House care home	8 Borrage Lane, Ripon HG4 2PZ
Brackenfield Hall care home	66a Fox Lane, Frecheville, Sheffield S12 4WU
Buckingham Lodge care home	Culpepper Close, Aylesbury HP19 9DU
Canterbury House care home	Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ
Chesterton Lodge care home	Loomer Road, Chesterton, Newcastle-under-Lyme ST5 7LB
Clayburn Court care home	Clayburn Road, Peterborough PE7 8LB
Cranlea care home	Kingston Park Avenue, Kingston Park, Newcastle Upon Tyne NE3 2HB
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
Gills Top care home	Scar Street, Grassington, Skipton BD23 5AF
Halcyon Court care home	Cliffe Road, Headingley, Leeds LS6 2EZ
Hatfield House care home	Crooks Broom Avenue, Hatfield, Doncaster DN7 6JQ
Hatton Grange care home	Oldham Street, Hyde, Greater Manchester SK14 1LN
Herries Lodge care home	2 Teynham Road, Shirecliffe, Sheffield S5 8TT
Heyberry House care home	3 Ashvile Road, Birkenhead, Wirral CH41 8AU
Israel Sieff Court care home	7A Bennett Road, Crumpsall, Greater Manchester M8 5DU
Kirkley Lodge care home	Dalby Way, Coulby Newham, Middlesbrough TS8 0TW
Landemere care home	Inveraray Close, Off Grampian Way, Derby DE24 3JX
Madeleine House care home	60 Manor Road, Stechford, Birmingham B33 8EJ
Maple Dene care home	10 - 14 St Agnes Road, Moseley, Birmingham B13 9PW
Mayflower Court care home	62-70 Westwood Road, Southampton, Hampshire SO17 1DP
Middlesbrough Grange care home	Fosdyke Green, Netherfields Estate, Middlesbrough TS3 0RY
Mill View care home	Bolton Lane, Bradford BD2 4BN
Moore Place care home	Portsmouth Road, Esher, Surrey KT10 9LH
Oak Tree Lodge care home	Foundry Approach, Gipton, Leeds LS9 6BT
Oulton Manor care home	3 Wakefield Road, Oulton, Leeds LS26 8EL
Primrose Court care home	Orchard Way, Guiseley, Leeds LS20 9EP
Prior Bank care home	74 Cherry Tree Road, Sheffield S11 9AB
St Anne's Care Home	Plougastel Drive, Off Callington Road

	Saltash, Cornwall, PL12 6DJ
St. Edith's Court care home	18 Hillside Crescent, Leigh on Sea, Essex SS9 1EN
St. Josephs care home	The Croft, Sudbury, Suffolk CO10 1HR
Tandy Court care home	Tandy Drive, Kings Heath, Birmingham B14 5DE
Teal Beck House care home	Teal Beck Approach, Crow Lane, Otley LS21 1RJ
The Manor House Harrogate care home	60 Cornwall Road, Harrogate HG1 2NE
The Manor House Knaresborough care home	1 Hambleton Grove, Knaresborough, North Yorkshire HG5 0DB
Thomas Henshaw Court care home	105 Norwood Road, Southport PR8 6EL
Thornton Hill care home	Church Road, Thornton-in-Craven, Skipton BD23 3TR
Tolson Grange care home	12 Coach House Drive, Dalton, Huddersfield HD5 8EG
Townend Close care home	Victoria Road, Crosshills, Keighley BD20 8SZ
Trinity Fold care home	Blackwall, Halifax HX1 2BZ
Warren Farm Lodge care home	123 Warren Farm Road, Kingstanding, Birmingham B44 0PU
West Hall care home	Off Parvis Road, West Byfleet KT14 6EY
Widnes Hall care home	Coronation Drive, Ditton, Widnes WA8 8BL
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 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. You will be required to self-isolate for 14 days on admission as per current government guidance. However, during this time, our staff will arrange a settling in plan with you including activities, meals and regular communication with your loved ones. Please discuss this with your chosen care home.
- f. You will be required to undergo regular Covid-19 testing with the other residents and staff in the home.

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 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. Activities offered may differ due to government guidelines around Covid-19.

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 Hanover Company information

Name: Anchor Hanover

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