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## Two weeks free with a Permanent Stay Offer Terms and Conditions

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### 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 18 October 2021 to 31 March 2022, 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
Beechfield Lodge care home	232 Eccles Old Road, Pendleton, Salford, Greater Manchester M6 8AG
Bethune Court care home	Boscobel Road, St. Leonards on Sea, Hastings, east Sussex TN38 0LX
Blackbrook House care home	Gun Hill, Dedham, Colchester CO7 6HP
Buckingham Lodge care home	Culpepper Close, Aylesbury, Buckinghamshire HP19 9DU
Canterbury House care home	Gallows Hill, Hadleigh, Ipswich, Suffolk IP7 6JQ
Dearne Hall care home	Ringway, Bolton upon Dearne, Rotherham, South Yorkshire S63 8FE
Devonshire House care home	High Street, Cavendish, Sudbury, Suffolk CO10 8AS
Harden Hall care home	235 Coalpool Road, Walsall, West Midlands WS3 1RF

Hatton Grange care home	Oldham Street, Hyde, Greater Manchester SK14 1LN
Holmpark care home	212 Hagley Road, Edgbaston, Birmingham, West Midlands B16 9PH
Israel Sieff Court	7A Bennett Road, Crumpsall, Manchester, Greater Manchester M8 5DU
Kirkley Lodge care home	Dalby Way, Coulby Newham, Middlesbrough, North Yorkshire TS8 0TW
Lightbowne Hall care home	262 Lightbowne Road, Moston, Manchester M40 5HQ
Linwood care home	9 Mercer Close, Thames Ditton, Surrey KT7 0BS
Madeleine House care home	60 Manor Road, Stechford, Birmingham, West Midlands B33 8EJ
Maple Tree Court care home	140 Gloucester Road, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 1EL
Middlesbrough Grange care home	Fosdyke Green, Netherfields Estate, Middlesbrough, North Yorkshire TS3 0RY
Oakleigh care home	Evelyn Gardens, Godstone, Surrey, RH9 8BD
Oak Tree Lodge care	Foundry Approach, Gipton, Leeds, West Yorkshire LS9 6BT
Oakwood Grange care home	Oakwood Road, Royston, Barnsley, South Yorkshire S71 4EZ
Oulton Manor care home	3 Wakefield Road, Oulton, Leeds LS26 8EL
Silver Court care home	Halsford Lane, East Grinstead, West Sussex RH19 1PD
Simon Marks Court care home	Lynwood Garth, Lynwood View, Leeds, West Yorkshire LS12 4BE
St Marys care home	Woodlands Road, Holbrook, Ipswich, Suffolk IP9 2PS
Tandy Court care home	Tandy Drive, Kings Heath, Birmingham, West Midlands B14 5DE
Teal Beck House care home	Teal Beck Approach, Crow Lane, Otley, West Yorkshire LS21 1RJ
The Beeches care home	Forty Foot Road, Leatherhead, Surrey KT22 8RZ
The Ridings care home	Calder Close, Off Daventry Road, Banbury, Oxfordshire OX16 3WR
The Manor House Knaresborough care home	1 Hambleton Grove, Knaresborough, North Yorkshire HG5 0DB
Warren Farm Lodge care home	123 Warren Farm Road, Kingstanding, Birmingham West Midlands B44 0PU
West Hall care home	Off Parvis Road, West Byfleet, Surrey KT14 6EY

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. If you are fully vaccinated (by at least two weeks), provide a negative PCR test prior to admission, and agree to additional testing during your first week, you will not be required to self-isolate following your admission to the home. Your chosen care home will be able to discuss your move in with you, however if you cannot meet the requirements stated you will need to self-isolate at first.



We'll arrange a settling in plan during this period which will include activities, meals and regular communication with your loved ones.

- 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 Group

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