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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 16 October 2023 to 31 March 2024, 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
Canterbury House care home	Tettenhall Way, Faversham, Kent ME13 8YQ
Glenvale Park care home	1 Juniper Grove, Wellingborough, Northamptonshire NN8 6AD
Kingfisher Court care home	Kingfisher Way, Sutton-in-Ashfield, Nottinghamshire NG17 4BR
Layston Grove care home	Keen Avenue, Buntingford, Hertfordshire SG9 9SU
Overstone House care home	Ouiston Way, Overstone, Northampton, Northamptonshire NN6 0FU

Priors Hall care home	1 Regents Place, Corby, Northamptonshire NN17 5BH
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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 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 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, following admission, you have any symptoms of COVID-19, you will be required to undertake an LFD test, If the LFD test is positive, we will ask you to minimise contact with other residents and colleagues where possible, for a minimum of five days or until you no longer have a high temperature or respiratory symptoms. If you are admitted from hospital, we will require an LFD test 48 hours prior to admission. We will follow prevailing government guidance in relation to COVID-19.

## **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 care plan designed to meet your care needs, all meals and snacks prepared by our on-site Chef Manager and access to all activities. Chiropody and hairdressing are included in our fees but will be subject to availability during your stay. 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 additional services and goods available at our care homes, which would incur a charge such as taxis and dry cleaning. For full details of these charges and availability of goods and services, 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 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