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## Care Home Winter Respite Offer – Terms and Conditions

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### Purpose

We are offering you an opportunity to receive a *Winter Respite Offer* at one of our care homes. This offer entitles you to receive one free week of respite stay when you purchase one week of respite stay.

The following information provides full details of the terms and conditions of our *Winter Respite Offer*.

### Terms and conditions

**1. Winter Respite Offer**

If eligible you are entitled to one free week of respite stay at a participating care home when you pay for one week of respite stay.

**2. Period of offer**

Each participating care home will run the *Winter Respite offer* for a period of 1 month during the period 10 February to 11 March 2011.

**3. Participating care home**

The following is a list of those Anchor care homes participating in this *Winter Respite offer*.

From 10 February to 11 March 2011

Elderwood <i>Darlington</i>	Woodland Manor <i>Ipswich</i>	Woodland Grove <i>Bath</i>
Eric Morecambe House <i>Morecambe</i>	Rose Court <i>Peckham</i>	Selkirk House <i>Plymouth</i>
Prior Bank <i>Sheffield</i>	St Anne's <i>Islington</i>	Manor Court <i>Plymouth</i>
Halcyon Court <i>Leeds</i>	Waterside <i>Peckham</i>	St Anne's <i>Saltash</i>
Ashcroft <i>Bradford</i>	Bluegrove <i>London</i>	Kimberley Court <i>Newquay</i>
Teal Beck House <i>Otley</i>	Augusta Court <i>Chichester</i>	
Gills Top <i>Grassington</i>	Linwood <i>Thames Ditton</i>	

**4. Validity of offer**

Any *Respite Offer* provided by Anchor can only be taken up twice per customer.

**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 this offer if:

- You meet the minimum age requirement of the participating care home. This typically 65 years and over.
- We can meet your care needs and you have care needs which will benefit from our service. Our care home representative will discuss the support that you require with you and whether or not we can provide this to you at this care home.
- You are a privately-funded paying customer or you are funded by the local authority.
- You purchase one week of respite stay at the care home during the offer period.

The *Winter Respite Offer* is not available to customers who have or will be registering at the care home on a permanent basis.

**7. Planning your Winter Respite Offer**

Your *Winter Respite Offer*:

- Is subject to the availability of a room at the participating care home of your choice at the time you wish to take up this offer. To avoid disappointment we recommend that you book as early as possible within the offer period
- Must be taken in a single two-week stay. If you decide that you do not wish to take up the full two weeks at the care home in one duration, you are not entitled to take the remainder time at a late date or receive financial compensation unless there are unforeseeable circumstances e.g. hospitalisation during the respite stay. Recompense will be at the discretion of Anchor.
- Can commence any day of the week during the offer period subject to availability

The time you move in and leave should be agreed directly with the care home. If you wish to extend your stay with us after the completion of the second week of your *Winter Respite Offer* then additional nights can be booked subject to availability. All such bookings would be subject to a further charge. If you would like to book additional nights then you should discuss this directly with the care home.

## **8. Payment Method**

Payment is required to the value of one week's respite stay in advance of your stay commencing. The price of one week's respite stay may vary across participating care homes. For further information on the price of a respite week stay contact the care home directly. Our preferred payment method is by direct/visa card. Other methods of payment may be available and should be discussed directly with the care home.

## **9. Services available to you as part of your Winter Respite 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, therefore not all will be available at the time of your visit.

## **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 being on site during your *Winter Respite Offer*) 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 discuss this with the care home directly.

## **12. Standards of behaviour**

We expect that all customers treat each other and our employees with dignity and respect at all times during their stay at the care home. If a customer's behaviour falls below an acceptable standard then we reserve the right to end our *Winter Respite Offer* immediately and ask that person to leave the care home.

## **13. Anchor Trust Company information**

Registered Charity No. 1052183  
Company No. 3147851

Winter Respite Offer – Terms and Conditions  
Relevance: Homes

Registered office: 25 Bedford Street, London, WC2E 9ES

If you require further information relating to our Winter Respite offer  
please contact us:

Customer Centre,  
Milestone Place,  
100 Bolton Road,  
Bradford,  
BD1 4DH.

Tel. 0845 140 2020