

The Oaks

Travel Survey Terms & Conditions

1. The request for vouchers is open to all households within The Oaks Norwich, Norfolk, built by Allison Homes. Requests are restricted to one per household and first occupiers only. The entrant must reside in the development and complete the relevant survey. Multiple requests will not be accepted, and the entrant must be over the age of 18.
2. Employees of Smarter Travel Limited, Richard Jackson Limited, Allison Homes or any other organisation connected, are not eligible to claim vouchers.
3. One offering can be requested by each household. Proof of address is required to claim any incentives. Each household can select one of the following vouchers:
 - A £70 Greater Anglia train voucher, or;
 - A £70 active travel voucher to be redeemed online.In addition to the sustainable travel voucher, each household is also entitled to £25.00 driving credit with Enterprise Car Club.

Please note that each offer is subject to third party terms and conditions, please see the relevant operators/retailer's website for further information.
4. The bus tickets for First Bus services are through a mobile application. If this is not suitable for a resident, then they can contact us, and we will make alternative arrangements.
5. Your request will be dealt with, and incentives will be issued within 14-working days to the postal/email address provided in the travel survey.
6. Vouchers can be claimed up until 1 year after the final occupancy of The Oaks.
7. There is no cash alternative available, and the vouchers are not transferable. Smarter Travel Limited reserve the right to cancel or amend the vouchers to equivalent vouchers at any time. Vouchers are subject to availability.
8. No responsibility will be taken for illegible, incomplete, lost, or forms not received.
9. The promoter will not take responsibility for any lost, stolen or damaged vouchers - replacements cannot be issued.
10. Your email address may be used in the future to contact you regarding your experience with the vouchers and we may send you a short follow up survey to complete.
11. In the event of any dispute, Smarter Travel Limited's decision is final and no correspondence will be entered in to.
12. By completing the survey, you agree to be bound by these terms and conditions.
13. Please retain a copy of these terms and conditions for your records.
14. Smarter Travel Limited is compliant with the General Data Protection Regulation (GDPR). Our policy is such that we will not pass your details on to any third party without your prior consent. If you would like further information, please request a copy of our full policy or visit online at smartertravel.uk.com.
15. The promoter is Smarter Travel Limited, 847 The Crescent, Colchester, Essex, CO4 9YQ. The company registration number is 09513648.