

# Brightwell Lakes

## Travel Survey and Incentives Terms & Conditions

1. By submitting the Travel Survey found in the Travel Information Pack provided to new residents and on the Brightwell Lakes travel webpage, each households can claim either;
  - 1 x £150 active travel voucher, or;
  - 1 x £150 bus voucher for local services, or;
  - 1 x £150 train voucher for Greater Anglia services.
2. Online / postal travel surveys will be conducted periodically, promoted to all occupied households within Brightwell Lakes. Participation is optional.
3. Proof of address will be required to claim any incentives.
4. Bus tickets are to be provided through a redeemable voucher code, sent to residents by a member of the Smarter Travel Limited team. Train tickets are redeemable on the Greater Anglia website via a code, sent to the resident by a member of the Smarter Travel Limited team.
5. Prize draws are open to all households within Brightwell Lakes, Martlesham. Each prize draw is restricted to one entry per household and the entrant must reside in Brightwell Lakes and complete the relevant travel survey. Multiple requests from the same address will be excluded but data may be used for reporting. All entrants must be over the age of 18.
6. Employees of Smarter Travel Limited, Richard Jackson Limited, Taylor Wimpey or any other organisation connected are not eligible to enter.
7. The online / postal travel survey prizes are subject to change. Please note that each offer is subject to third party terms and conditions, please see the relevant operators/retailers website for further information.
8. Prize winners will be selected at random and contacted, they must confirm their details. From the date of confirmation, prizes will be issued within approximately 10 working days to the postal/email address provided. No responsibility will be taken for illegible, incomplete, lost or forms not received.
9. The prize draw closing date will be stated on the travel survey. The winners will be contacted within 30 days. If no confirmation is given from the resident within 10 working days, the prize will be redrawn.
10. 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.
11. The promoter will not take responsibility for any lost, stolen or damaged prizes – replacements cannot be issued.
12. In the event of any dispute, Smarter Travel Limited's decision is final and no correspondence will be entered in to.
13. Smarter Travel Limited is compliant with UK 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 view online [here](#).
14. The promoter is Smarter Travel Limited, 847 The Crescent, Colchester, Essex, CO4 9YQ. The company registration number is 09513648.
15. Travel Information Pack vouchers (only) can be claimed until 1 year after final occupancy of Brightwell Lakes.
16. By participating in and submitting a travel survey and/or entry into a prize draw, you agree to be bound by these terms and conditions.
17. Please retain a copy of these terms and conditions for your records.