

Kings Warren

Travel Survey & Voucher Terms & Conditions

1. By submitting the Travel Survey found in the Travel Information Pack provided to each household, and on the Kings Warren Travel Plan webpages, each household can claim one of the following travel vouchers:
 - 1 x £100 active travel voucher, or;
 - 1 x £100 bus voucher for local services.
2. Online / postal surveys will be conducted periodically, promoted to all occupied households within Kings Warren. Participation is optional.
3. Proof of address will be required to claim a voucher.
4. Bus tickets are to be provided through a redeemable voucher code, sent to claimants by a member of the Smarter Travel Ltd team.
5. Postal / online travel surveys may include a prize draw. The closing date will be stated on the relevant travel survey and prize winners will be selected at random and contacted within 30 days of survey closure. Winner(s) will need to respond confirming their details within 10 working days of contact, or the prize(s) will be reissued (once only, per prize).
6. Prize draws will be open to all Kings Warren household members over the age of 18.
7. Employees of Smarter Travel Limited, Richard Jackson Limited, Crest Nicholson or any other connected organisations are not eligible to participate in any travel surveys, prize draws or claim any vouchers.
8. The online / postal survey prizes are subject to change. Please note that each offer is subject to third party terms and conditions. Please see relevant provider website for further information.
9. There is no cash alternative available and the vouchers are not transferable. Smarter Travel Limited reserves the right to cancel or amend the vouchers or prizes to equivalent vouchers or prizes at any time.
10. Smarter Travel Limited will not take responsibility for any lost, stolen or damaged prizes or vouchers – replacements cannot be issued.
11. In the event of any dispute, Smarter Travel Limited's decision is final and no correspondence will be entered in to.
12. Smarter Travel Limited is compliant with UK General Data 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 on our website.
13. The promoter is Smarter Travel Limited, 847 The Crescent, Colchester, Essex, CO4 9YQ. The company registration number is 09513648.
14. Travel Information Pack vouchers (only) can be claimed until the end of the Travel Plan monitoring period, which is to conclude on 31st October 2029. Any claims made after this date will not be issued.
15. By participating in and submitting a travel survey and/or prize draw entry, you agree to be bound by these terms and conditions. Please retain a copy for your records as this document may be updated from time to time.

Contact Us

KingsWarren@smartertravel.uk.com
Smartertravel.uk.com/Kings-Warren

Terms & Conditions V1
Dated 18th November 2025