

Cavendish View Sustainable Travel Vouchers Terms & Conditions

1. The request for vouchers is open to all households within Cavendish View, Thurston; built by Linden 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 and Linden 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. Residents are entitled to:
 - 2-months' worth of bus travel to Bury St Edmunds
 - £200 active travel voucher to be redeemed online at Decathlon.co.uk*
 - 8-week free train travel for Mulleys services towards Bury St EdmundsPlease note that each offer is subject to third party terms and conditions, please see the relevant operators/retailer's website for further information. Provider(s) may be subject to change. The active travel voucher offer increased from £150 to £200 in 23rd October 2025 to align with the bus voucher value.
4. The bus tickets are to be provided through a redeemable voucher code, sent to the residents by a member of the Smarter Travel team.
5. Your request will be dealt with, and incentives will be issued within approximately 10-working days to the postal/email address provided in the travel survey.
6. 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.
7. Vouchers can be claimed up until one year after final occupancy.
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 [view online here](#).
15. The promoter is Smarter Travel Limited, on behalf of Richard Jackson Limited, 847 The Crescent, Highwoods, Colchester, CO4 9YQ.