

Grange Park, Thurston

Sustainable Travel Vouchers

Terms & Conditions

1. The request for vouchers is open to all households within Grange Park, Thurston; built by Bovis Homes. Requests are restricted to one per household and first occupiers only. The entrant must reside in the development and complete the relevant "Initial Travel Survey" to claim and provide proof of address. 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 Bovis Homes or any other organisation connected, are not eligible to claim vouchers.

3. One offering can be requested by each household, using the "Initial Travel Survey" to claim one of the following vouchers:

- 8-weeks' free bus pass for local Mulleys services
 - £200 active travel voucher to be redeemed in-store or online at Decathlon.co.uk*
 - 2-month season ticket for train services to Bury St Edmunds
 - 1-month season ticket for train services to Stowmarket
- Please note that each offer is subject to third party terms and conditions, please see the relevant operators/retailer's website for further information.
- *The active travel voucher value was increased from £150 to £200 on 23rd October 2025 to align with the bus voucher value.

4. The bus and train tickets are to be provided through a redeemable voucher code, sent to the claimant 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 from submission, to the postal/email address provided in the travel survey response.

6. Vouchers can be claimed up until one year after the final occupancy.

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 [view online here](#).

15. The promoter is Smarter Travel Limited, on behalf of Richard Jackson Limited, 847 The Crescent, Highwoods, Colchester, CO4 9YQ.