

Woodland Heath - Sustainable Travel

Vouchers Terms & Conditions

1. The request for vouchers is open to all households within Woodland Heath, Sprowston; built by Barratt Homes and David Wilson 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 to claim.
2. Employees of Smarter Travel Limited, Richard Jackson Limited, Barratt Homes, David Wilson 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. Claimants can select **one** of the following:
 - Four weeks free bus travel for local services
 - A £70 active travel voucher to be redeemed with Decathlon.

Please note that each offer is subject to third party terms and conditions, please see the relevant operators/retailer's website for further information. Suppliers may change at any time without notice.
The bus tickets will be provided through a redeemable voucher code, sent to the claimant by a member of the Smarter Travel team.
4. Smarter Travel Ltd aims to process claims within 15-working days. Claimants will be contacted using the email address provided in the travel survey and are advised to check their junk/spam email folder for our correspondence.
5. Smarter Travel Ltd will not be held responsible for incorrect contact information. No responsibility will be taken for illegible, incomplete, lost, or forms not received.
6. Claims can be made up until one year after final occupancy.
7. There is no cash alternative available, and the vouchers are not transferable. Smarter Travel Ltd reserves the right to cancel or amend the vouchers to equivalent vouchers at any time. Vouchers are subject to availability.
8. The promoter will not take responsibility for any lost, stolen or damaged vouchers - replacements cannot be issued.
9. 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.
10. In the event of any dispute, Smarter Travel Limited's decision is final, and no correspondence will be entered in to.
11. By completing the survey, you agree to be bound by these terms and conditions.
12. Please retain a copy of these terms and conditions for your records. Smarter Travel Ltd reserves the right to change the terms and conditions at any time, without notice.
13. 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](#).
14. The promoter is Smarter Travel Limited, on behalf of Richard Jackson Limited, 847 The Crescent. The Old Church, 4 St Matthews Rd, Norwich NR1 1SP