



## **Public Transport Offer / Bicycle Voucher Terms & Conditions**

- 1.** The request for the vouchers is open to all households within Phase 2 and Phase 2.2 of Becket's Grove, Wymondham, built by Persimmon Homes, who complete the travel survey questionnaire contained within the Welcome Pack (online version available through the Smarter Travel website). Requests will be restricted to one per household and the entrant must reside in the development; multiple requests will be excluded. The applicant shall be over the age of 18.
- 2.** Staff members of Smarter Travel Limited, Richard Jackson Limited and any other organisation connected with Smarter Travel or Persimmon Homes are not eligible to complete the questionnaire.
- 3.** Items to obtain:
  - One month bus pass for services within the First Buses Norwich Network area (current value £63.00); or
  - One month train ticket for services between Wymondham and Norwich (current value £76.10); and in addition to either of the above;
  - A £50 voucher for Howards Cycles located in Wymondham town centre only.
- 4.** The bicycle voucher and public transport offer will be issued within 10 working days to the postal / email address provided in the travel survey.
- 5.** There is no cash alternative to the voucher and it is 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.
- 6.** The bicycle voucher are non-transferable, cannot be exchanged for cash or used for the purchase of Gift Vouchers or Gift Cards from Howards Cycles.
- 7.** The bicycle voucher is to be redeemed in full at time of transaction. For purchases of less value than that of the voucher, no change in any format will be given.



- 8.** The bicycle voucher must be redeemed by the expiry date shown on the voucher. Vouchers presented beyond this expiry period will be treated as void and are non-exchangeable.
- 9.** Please treat vouchers as cash in terms of security. Vouchers cannot be replaced if lost, stolen or damaged. Vouchers if altered/defaced in any form become void. Smarter Travel Limited and Howards Cycles cannot be held responsible for lost, stolen or damaged bicycle vouchers.
- 10.** All refunds/exchanges of goods purchased from Howards Cycles will be in accordance with Howards Cycles Terms and Conditions. Your statutory rights are not affected.
- 11.** Howards Cycles reserves the right to refuse to accept a voucher which it deems to have been tampered with, duplicated, damaged or otherwise is suspected to be affected from fraud. You may not sell the voucher to any third parties.
- 12.** No responsibility will be accepted for incomplete or lost completed forms not received.
- 13.** The Promoter will not take responsibility for any lost, stolen or damaged vouchers - replacements cannot be issued.
- 14.** In the event of any dispute, Smarter Travel Limited's decision is final and no correspondence will be entered into.
- 15.** By completing the travel survey you agree to be bound by these terms and conditions.
- 16.** Please retain a copy of these terms and conditions for your records.
- 17.** Smarter Travel Limited is compliant with the General Data Protection Regulation (GDPR). Our policy is such that we will not pass on your details to any third party without your prior consent. If you would like further information, please request a copy of our full privacy policy which can also be found on our website – [www.SmarterTravel.uk.com](http://www.SmarterTravel.uk.com).
- 18.** Promoter is Smarter Travel Limited, 847 The Crescent, Colchester, Essex, CO4 9YQ. The company registration number 09513648.