

# Orchid Grove - Sustainable Travel Vouchers Terms & Conditions

1. The request for vouchers is open to all households within Orchid Grove, Haverhill; built by Taylor Wimpey. 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 Taylor Wimpey or any other organisation connected, are not eligible to claim vouchers.
3. One offering can be requested by each household. Residents are entitled to one of the following:
  - 4-week bus travel to Cambridge for local services
  - £100 active travel voucher to be redeemed online at [Wiggle.co.uk](https://www.wiggle.co.uk)\*Please note that each offer is subject to third party terms and conditions, please see the relevant operators/retailer's website for further information.  
\*Redemptions for Wiggle vouchers from 26/04/2023 will now be replaced by an Active Travel Voucher equivalent. Please contact Smarter Travel Ltd if you require any further information.
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 10-working days to the postal/email address provided in the travel survey.
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 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.