

R I C H M O N D
V I L L A G E S
Part of Bupa

New Residents Fixed Weekly Care Fees Promotion For Richmond Villages Witney

Promotion Terms and Conditions

If you are eligible for this promotion these terms and conditions will apply and become the fees referred to in your Richmond Care Villages Terms and Conditions of Residence. All other terms in the Richmond Care Villages Terms and Conditions of Residence remain unchanged.

1. Promotion Availability

- This promotion is available only at Richmond Villages Witney. Places are limited and offered on a first-come, first-served basis. You must meet the relevant promotion and residency eligibility criteria, and availability is subject to spaces being available at the village.
- This promotion is available for a limited time and will end on 31 July 2026.

2. Eligibility

- The promotion is only available to new residents who:
 - Enter a permanent residency contract (not a short term or fixed term stay); and
 - Quote the promotional code 'Fixed Weekly Care Fees Promotion'; and
 - Commence their permanent residency contract on or before 31st July 2026.
- This promotion is **not** available to residents whose care is paid for by the Local Authority. However, it is available to residents who receive NHS Funded Nursing Care.
- Any fees we quote do not include NHS Funded Nursing Care. If this applies to you, the NHS contribution will be deducted from your fees separately.

3. Meaning of 'Fixed Weekly Care Fees Promotion'

- For clarity, the promotion means that your weekly care fee will not increase for the duration of your permanent residency contract with Richmond Villages Witney, provided you remain within the same care band.
- Your weekly fee will be the rate set out for your care band in the April 2026 rate card subject to these terms and conditions and your Richmond Villages Terms and Conditions of Residence with us.

4. Care Needs and Care Banding

- Before you move in, we will assess your care needs to make sure you are placed in the right care band. Your weekly care fee will then be set using the April 2026 rate card.

- As long as your care needs stay within the same care band, your weekly fee will remain the same for the duration of your residency.
- If your care needs increase in the future and you move to a higher care band, your weekly fee will increase only to the rate shown for that higher band in the same April 2026 rate card.
- No new or updated rate cards will apply.

5. Admissions and Availability to residency at Richmond Village Witney and this Promotion

- All admissions to the care home are subject to availability of a space and the outcome of a care needs assessment.
- We reserve the right to withdraw or amend this promotion, on reasonable notice, but only at any time before your Richmond Villages Terms and Conditions of Residence is signed by you and us. This may be necessary for operational, legal or regulatory reasons. Once your residency agreement has been signed, the promotion (if applicable) will not be withdrawn or changed, and any benefits already offered to you will be fully honoured in accordance with your agreement.
- Any such changes will not affect residents who have already commenced a permanent residency contract under this promotion up to and including 31 July 2026.

6. General Conditions

- This offer is non-exchangeable, non-transferable, and no cash alternative is available.
- The promotion cannot be used in conjunction with any other offer.

7. Governing Terms and Law

- The April 2026 rate card and Richmond Care Villages' Terms and Conditions of Residence apply.
- These promotional terms are governed by English law, and the parties submit to the exclusive jurisdiction of the English courts.

This promotion is offered by Richmond Villages Operations Limited, Company No: 04779288, England. Registered Office: 1 Angel Court, London, EC2R 7HJ, United Kingdom