

Manchester Road, Ninfield – Sustainable Travel Vouchers

Terms & Conditions

1. The request for vouchers is open to all addresses within the Manchester Road development, managed by Southern Housing. Each address can claim the three offers, once. Subsequent or repeat requests received for any address will not be accepted, and the entrant must be over the age of 18.
2. Eligibility will be checked against our resident database, collated based on previous voucher claims. Claim information relating to the site address, type of voucher claimed, surname of claimant and email address will be retained until the end of TPC works 20th November 2028. This information will be stored in accordance with Data Protection Act (see Clause 18) and will be deleted within 3 months of the date of the end of TPC works.
3. Prior to making a claim residents must contact Paul Basham Associates (travelplan@paulbashamassociates.com) to confirm their address is eligible and their chosen offer is available.
4. Each address at the Manchester Road, Ninfield development can claim the three sustainable travel offers, once. Residents can select from the following:
 - Up to £360 cashback per household for use towards public transport (Clause 5)
 - Up to £25 cashback per household for cycling or walking equipment (Clause 6) or £25 Halfords voucher for use towards bicycles and cycling equipment (Clause 7); and
 - Up to £25 cashback to cover the delivery cost only of up to 5 online food shops (Clause 8).
5. Up to £360 reimbursement for public transport is only redeemable with receipt of purchase and can only be claimed once, therefore to get the full amount the receipts must total £360 or more and be submitted altogether. Proof of purchases can be submitted to travelplan@paulbashamassociates.com including your name and address. Reimbursement will be made by cheque and posted to the claimants address at Manchester Road. For payments of less than £360 the cost of the purchase will be covered.
6. Reimbursement of up to £25 can be claimed for the purchase of cycling or walking equipment. A receipt for cycling or walking equipment is required for the one-off payment. Proof of purchases can be submitted to travelplan@paulbashamassociates.com including your name and address. Reimbursement of up to £25 will be made by cheque and posted to the claimants address at Manchester Road. For payments of less than £25 the cost of the purchase will be covered.
7. The Halfords voucher is £25 and only redeemable for purchases associated with cycling. The voucher will be in the form of an emailed link unless otherwise agreed. Residents will then need to click on the link to get their unique voucher code(s) via the Halfords website and the code can then be used online and in-store. Halfords own terms and conditions are outlined as part of the link, and this includes an expiry date.
8. Up to £25 reimbursement towards online food shop delivery costs for up to 5 shops (this does not include takeaways). The cost of food/drink associated with the food shop is not covered. To get the full amount proof of delivery costs for up to 5 shops, up to value of £25, all need to be submitted in one go. Proof of purchases can be submitted to travelplan@paulbashamassociates.com including your name

and address. Reimbursement will be made by cheque and posted to the claimants address at Manchester Road. For claims of less than £25 the cost of the purchase will be covered.

9. Vouchers typically take up to 2 months to be received. However, timescales may vary depending on external factors outside of our control e.g. third parties.
10. Vouchers can be claimed up to 20th September 2028 to give sufficient time to process voucher requests before the end of the TPC works.
11. There is no cash alternative available, vouchers cannot be swapped after they have been requested and the vouchers are not transferable.
12. Paul Basham Associates reserve the right to cancel or amend the vouchers at any time.
13. No responsibility will be taken for illegible, incomplete, lost, or forms not received.
14. The promoter will not take responsibility for any lost, stolen or damaged vouchers – replacements cannot be issued.
15. In the event of any dispute, Paul Basham Associates' decision is final, and no correspondence will be entered in to.
16. By completing the survey and/or requesting a sustainable travel voucher, you agree to be bound by these terms and conditions.
17. Please retain a copy of these terms and conditions for your records.
18. Paul Basham Associates is compliant with the Data Protection Act. If you have any queries about your data, please email travelplan@paulbashamassociates.com
19. The promoter is Paul Basham Associates, on behalf of *Southern Housing, Building 800, Guillat Avenue, Kent Science Park, Sittingbourne, Kent, ME9 8GU.*
20. The site also offers a prize draw for an Amazon Voucher as part of the resident survey, 1 entry per address; therefore, residents must complete the travel survey provided for that year, in full, and select the option at the end of the survey to enter into the prize draw. Entrants can win a £25 Amazon Voucher (1 prize available per survey year). This will be redeemed as a digital code, which will be emailed to the winning entrant. If no confirmation of receipt is received a letter stating the digital code will be sent to the entrant's postal address.