

Care Voucher Terms & Conditions

Care Vouchers are issued by Crossroads Care Surrey.

Vouchers may only be redeemed against eligible services specified by Crossroads Care Surrey and Crossroads Direct.

Vouchers cannot be exchanged for cash.

No change will be given, however any remaining balance may be retained for future use where applicable.

Vouchers are valid for 24 months from the date of purchase unless otherwise stated.

Vouchers are non-refundable.

Vouchers may not be resold.

Services remain subject to assessment, availability, eligibility criteria and service capacity.

Voucher redemption does not guarantee service availability on a particular date.

Crossroads Care Surrey reserves the right to amend eligible services or withdraw the scheme at any time. Any vouchers already purchased will continue to be honoured.

Lost, stolen or damaged vouchers may only be replaced at the discretion of Crossroads Care Surrey and where proof of purchase can be provided.

By purchasing or redeeming a Care Voucher, customers agree to these Terms and Conditions.