

Terms and Conditions for the Lettings Fee Promotion

- 1) The £250.00 off our Lettings Fee Promotion (the “**Promotion**”) is offered by APW Property Lettings, Aspire, CHK Mountford, and John D Wood & Co., which are trading styles of Countrywide Residential Lettings Limited whose registered office address is at Cumbria House, 16-20 Hockliffe Street, Leighton Buzzard, Bedfordshire, LU7 1GN (the “**Promoter**”).
- 2) You will be provided with a voucher that outlines the details of the Promotion (the “**Voucher**”). The Promotion will be available for 1 calendar month from the date on which you receive the Voucher until 23:59 hrs (BST) on the corresponding date of the following month (the “**Promotion Period**”). For the avoidance of doubt, the Promotion Period will end on the corresponding date of the following month, for example, if you receive the Voucher on the 20 October 2025, the Promotion Period will end on the 20 November 2025 at 23:59 hrs (BST).
- 3) The Promotion is open to eligible customers only. An eligible customer is one who:
 - a. is aged 18 years or over (proof of age and identity may be required); and
 - b. owns a property and has the property listed on Open Rent at www.openrent.co.uk/ (“Open Rent”);together the “**Eligible Customer**”.

An Eligible Customer excludes employees of the Promoter, their families, associates and any other persons who are in any way connected to the Promoter and/or the Promotion.

- 4) To participate in the Promotion, Eligible Customers must:
 - a. own a property (“**Property**”) that is listed on Open Rent;
 - b. instruct the Promoter to rent out the Property and sign the Promoter’s Terms of Business (“**Agreement**”); and
 - c. not instruct any other agent during the Promotion Period and the term of the Agreement, but for the avoidance of doubt the Eligible Customer can remain on the market with Open Rent during these times.
- 5) The Eligible Customers that participate in the Promotion in accordance with clause 4 above, shall receive a £250.00 reduction on their lettings fee (the “**Promotional Reward**”). The Promoter will arrange the Promotional Reward once a tenant has been secured and the lettings fee falls due.
- 6) The terms of the Agreement shall apply at all times.
- 7) If the Eligible Customer cancels the Agreement or otherwise withdraws their instructions to the Promoter to rent out the Property, then the Promoter reserves the right to withdraw the Promotional Reward at any time and if applicable will seek to claim the Promotional Reward back from the Eligible Customer if the lettings fee has already been paid with the fee reduction applied to it.
- 8) The Eligible Customer shall always be at the Promoter’s discretion. The Promoter reserves the right to refuse any instruction and its decision on the Promotion shall be final and binding and no

correspondence will be entered into. The Promoter reserves the right to amend or withdraw the Promotion at any time without notice.

- 9) The Promotion and Promotional Reward are non-transferable, non-exchangeable and no cash alternative (whether in part or whole) is offered. The Promoter reserves the right to offer an alternative promotion of equal or higher value if circumstances beyond the Promoter's control make it necessary to do so.
- 10) In the event of unforeseen circumstances, the Promoter reserves the right to hold void, cancel, suspend, or amend the Promotion at any time without notice where it becomes necessary to do so. For the avoidance of doubt this includes the right to amend these Terms and Conditions. Properties that have already been instructed prior to the Promotional Period are not included within the Promotion.
- 11) Events may occur that render the Promotion and applying the Promotion impossible due to reasons beyond the control of the Promoter and accordingly the Promoter may at its absolute discretion vary or amend the Promotion and the Eligible Customer agrees that no liability shall attach to the Promoter as a result thereof.
- 12) The Promotion cannot be used in conjunction with any other offer or discount.
- 13) The Promoter will only process your personal information as set out in the Promoter's privacy policy: <https://www.countrywide.co.uk/notices/PrivacyNotice.pdf>.
- 14) By claiming the Promotion you accept and agree to be bound by these Terms and Conditions. The Promoter reserves the right to refuse to apply the Promotion in the event of any fraud, dishonesty, breach of these Terms and Conditions or non-entitlement by you, and may seek to recover the value of the Promotional Reward from you if the Promotional Reward has already been awarded.
- 15) In the event of a conflict or contradiction between these Terms and Conditions, any promotional material and any correspondence or any other document relating to the, these Terms and Conditions will prevail.
- 16) These Terms and Conditions shall be governed by the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction.
- 17) If you have any queries in relation to these Terms and Conditions please contact hq@johndwood.co.uk