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## OUR GUARANTEES

At LifeCare Residences, we do everything we can to make retirement the best time of our residents' lives. In every way, without exception.

To ensure our high standards are maintained, we don't just build our retirement communities, we manage and operate them as well.

We understand that making a move at this stage of your life is a big step. As an internationally renowned owner and operator of retirement communities, LifeCare Residences is committed to ensuring that buying and living in one of our communities is as easy as possible.

It is important to us at LifeCare Residences that residents live a rich and fulfilling retirement, free from financial worry. We believe the solutions we offer provide for an independent and friendly environment for all our residents to enjoy – both now and in the years ahead.

As leaders in retirement communities our commitment to you goes beyond the terms of the lease. For this reason, we offer four additional guarantees:

### 1. CHANGING YOUR MIND

If you change your mind, LifeCare Residences guarantees that you can cancel your reservation and we will refund your reservation fee in full at any time before our lawyers are instructed. If you wish to cancel after that, but before contracts are exchanged, then we reserve the right to recover our reasonable legal costs only, but these will not, in any event, exceed the reservation fee.

### 2. RESALE PROTECTION

LifeCare Residences guarantees that if we, as sole agent, have been unable to sell your apartment within nine months of you vacating and putting your home on the market, we will pay you interest on the net sale proceeds from that date until contracts have been exchanged.

### 3. AN END TO SERVICE CHARGES AFTER NINE MONTHS

LifeCare Residences guarantees that if we, as sole agent, have been unable to sell your apartment within nine months of you vacating and putting your home on the market, we will stop charging you the standard service charges from then on.

### 4. FIXED COSTS

Our fixed service charge and fixed service tariffs give you certainty over your regular outgoings. You can choose to fix the monthly service charge and other key service costs as part of your purchase, which applies for the entire period of your ownership.