

Resident Referral Scheme - A Quick Clarification

Dear Residents,

Firstly, thank you.

The success of Sandy Bay Residential Resort is built not only on our homes and facilities, but on the wonderful community that exists here. Many prospective purchasers tell us they chose Sandy Bay because of the warm welcome, support and positive recommendations they received from existing residents.

Over the years, the Resident Referral Scheme has been extremely successful, with many residents receiving significant referral rewards. We are incredibly grateful to those of you who have championed Sandy Bay and helped introduce new neighbours to our community.

To ensure the scheme remains fair, transparent and consistent for everyone, we would like to clarify the referral process and introduce a simple referral form requirement.

How to Qualify for a Referral Reward

A referral will qualify where either:

- You personally introduce a prospective purchaser to the Sales Office; or
- You notify the Sales Manager, Ash Reeves, of the prospective purchaser before their first sales appointment.

If that introduction subsequently results in the customer reserving and purchasing a home at Sandy Bay, the referral will then be eligible for consideration under the Resident Referral Scheme.

Simple Examples

Qualifying Referrals

✓ Bringing a friend, family member or acquaintance into the Sales Office and introducing them.

✓ Letting the Sales Manager, Ash, know about a prospective purchaser before their first visit or appointment.

Referrals That Would Not Qualify

✗ Informing us after the customer has already reserved or purchased a home.

✗ Being friends with, related to, or knowing a purchaser if no referral was registered beforehand.

✗ Mentioning a prospective purchaser casually to a member of staff without formally registering the referral.

✕ Any referral that cannot be verified as having taken place before the prospect's first appointment.

New Referral Form

To make sure every referral is recorded consistently and fairly, we are introducing a simple Resident Referral Form.

This should be completed in the Sales Office:

- Before the prospective purchaser's first appointment; or
- At the time you introduce them to the Sales Office.

This protects both residents and Sandy Bay by ensuring every referral is properly documented from the outset.

Referral Rewards

The current reward structure remains:

- 1st Qualifying Referral - £2,000
- 2nd Qualifying Referral - £3,000
- 3rd Qualifying Referral - £4,000

After the 3rd qualifying referral, the structure resets to the 1st Referral Rate (£2,000).

The referral structure also resets on 1 January each year. Referral rewards do not carry forward between calendar years.

For example, if two qualifying referrals are achieved in one year and a third referral completes the following year, that referral would restart at the 1st Referral Rate (£2,000).

Important Scheme Terms

To ensure the scheme operates fairly for all residents:

- A completed Referral Form must be submitted before the prospect's first appointment or at the point of introduction. Forms are available in the Sales Office
- Referrals submitted after a prospect's first appointment, reservation or sign-up will not qualify.
- All referrals remain subject to verification and approval by Sandy Bay Management.
- Sandy Bay Management may request additional information to support a referral claim where required.
- Referral payments are not transferable and have no cash alternative unless agreed in writing.

- Sandy Bay Management reserves the right to amend referral values, qualification criteria, payment timings and payment structures.
- Sandy Bay Management also reserves the right to amend, suspend or withdraw the scheme at any time.
- Any attempt to deliberately circumvent or misrepresent the referral process may result in the referral being voided and any associated payment being withheld.
- The decision of Sandy Bay Management regarding qualification, entitlement and interpretation of the scheme shall be final.

Thank You

This clarification is not intended to change the spirit of the scheme. Quite the opposite.

We want to ensure that every resident who genuinely refers a new purchaser is recognised fairly, while maintaining a process that is clear and consistent for everyone.

Thank you once again for being such fantastic ambassadors for Sandy Bay. Your recommendations, support and enthusiasm continue to play a huge part in making Sandy Bay such a special place to live.

If you have any questions about the referral process, please contact the Sales Office.

Sandy Bay Residential Resort

