

Recommend a Friend Open Day Offer 2026 - Terms and Conditions

1. Promoter

- 1.1. The promoter of this offer is Bright Horizons Family Solutions Limited ("Bright Horizons", "we", "us" or "our").

2. Offer

- 2.1. Existing Bright Horizons families may refer friends or family members to attend a Bright Horizons nursery's October 2026 open day ("Open Day").
- 2.2. Subject to these Terms and Conditions, both the referring family ("Referrer") and the new family ("New Family") may qualify to receive one week's free childcare where:
 - 2.2.1. the New Family attends an Open Day at a Participating Nursery;
 - 2.2.2. the New Family subsequently enrolls their child at the Participating Nursery where the Open Day was attended; and
 - 2.2.3. all qualification criteria set out in these Terms and Conditions are satisfied.
- 2.3. Participating Nursery means any of the following Bright Horizons nurseries participating in the October 2026 Open Day Referral Trial:
 - Hatch End Day Nursery and Preschool
 - Hounslow Day Nursery and Preschool
 - West Hampstead Day Nursery and Preschool
 - East Greenwich Day Nursery and Preschool
 - Twickenham Meadway Day Nursery and Preschool
 - Guildford Day Nursery and Preschool
 - Barford Day Nursery and Preschool
 - Callands Day Nursery and Preschool
 - Southgate Day Nursery and Preschool
 - Elizabeth Terrace Day Nursery and Preschool
 - Dandelions Day Nursery and Preschool
 - Wish Park Day Nursery and Preschool
 - Springfield Lodge Dartford Day Nursery and Preschool
 - Chantry Hall Day Nursery and Preschool
 - Teddies Day Nursery and Preschool
 - Guildford Boxgrove Day Nursery and Preschool
 - Clairmont Day Nursery and Preschool
 - Timperley Day Nursery and Preschool
 - Bury St Edmunds Day Nursery and Preschool
 - Kew Day Nursery and Preschool
 - Wooldale Day Nursery and Preschool

3. Eligibility

- 3.1. The promotion is available only at Participating Nurseries.
- 3.2. The Referrer must have an active childcare placement with Bright Horizons at the time of referral and at the time the reward is issued.
- 3.3. The New Family must:

- 3.3.1. attend a participating October 2026 Open Day;
- 3.3.2. submit the applicable referral code when making their Open Day booking; and
- 3.3.3. subsequently enrol a child at the Participating Nursery.
- 3.4. The following are not eligible to participate:
 - 3.4.1. families who have previously visited the Participating Nursery;
 - 3.4.2. families already registered for an Open Day before the promotion is launched;
 - 3.4.3. families already on a waiting list;
 - 3.4.4. families already engaged in discussions with the nursery regarding a placement;
 - 3.4.5. self-referrals; and
 - 3.4.6. any referral submitted after registration or enrolment has already commenced.
- 3.5. There is no limit on the number of successful referrals that a Referrer may make, provided that all eligibility requirements are met in respect of each referral.
- 3.6. Employees, agency workers and contractors of Bright Horizons, together with their immediate family members, are not eligible to participate in this promotion unless expressly authorised by Bright Horizons in writing.
- 3.7. Bright Horizons reserves the right to cancel, postpone or reschedule any Open Day at a Participating Nursery where reasonably necessary. Where this occurs, a New Family who attends an alternative Open Day or rescheduled date offered by Bright Horizons within a reasonable period shall remain eligible to participate in the promotion, subject to compliance with these Terms and Conditions.

4. Referral Process

- 4.1. Bright Horizons will provide each participating Referrer with a unique referral code.
- 4.2. The New Family must provide the referral code when completing the designated Recommend a Friend booking form.
- 4.3. Failure to provide the referral code at the time of booking may result in the referral being ineligible.
- 4.4. Where more than one Referrer claims to have referred the same New Family, Bright Horizons will recognise only the first referral recorded against the New Family within its systems. Bright Horizons' decision regarding referral attribution shall be final.
- 4.5. The Referrer must only share a referral code with individuals whom they know personally and who would reasonably expect to receive information about the promotion.
- 4.6. The Referrer must not provide Bright Horizons with any personal information relating to a prospective New Family unless they have obtained the individual's permission to do so.

5. Qualification for the Reward

- 5.1. To qualify for the reward:
 - 5.1.1. the New Family's child must enrol at the Participating Nursery;
 - 5.1.2. the New Family's child must commence attendance;
 - 5.1.3. the New Family's child must remain enrolled and attending the nursery for a continuous period of at least three months from their start date;
 - 5.1.4. all nursery fees must be paid in accordance with the applicable childcare agreement;
 - 5.1.5. both the Referrer and New Family must continue to hold active childcare placements with Bright Horizons at the time the reward is issued.

- 5.2. No reward shall be issued if:
 - 5.2.1. the New Family's child leaves during the three-month qualification period;
 - 5.2.2. either family's account is in arrears;
 - 5.2.3. Bright Horizons reasonably determines that the promotion has been abused or misused; or
 - 5.2.4. any eligibility criteria are not satisfied.
- 5.3. Bright Horizons may determine that a participant is not eligible for a reward where any qualification criteria are not satisfied. Bright Horizons is not required to disclose information relating to another participant's account or circumstances when making such determination.

6. Reward

- 6.1. The reward consists of one week's free childcare based on the child's normal booked attendance pattern at the time the reward is applied.
- 6.2. The reward includes:
 - 6.2.1. childcare fees;
 - 6.2.2. meals; and
 - 6.2.3. consumables.
- 6.3. The reward does not include;
 - 6.3.1. additional sessions;
 - 6.3.2. extracurricular activities;
 - 6.3.3. ad hoc bookings; or
 - 6.3.4. any other services not forming part of the child's normal attendance pattern.
- 6.4. Where government-funded childcare hours apply, the reward shall apply only to the chargeable childcare element and shall not apply to funded hours.
- 6.5. The reward:
 - 6.5.1. has no cash value;
 - 6.5.2. is non-transferable;
 - 6.5.3. may not be exchanged for any alternative benefit; and
 - 6.5.4. may not be transferred to another child or family member.

7. Reward Application

- 7.1. Eligibility will be reviewed and verified by Bright Horizons' Customer Experience Team.
- 7.2. Once eligibility has been verified, the reward will be applied as a credit or discount against the fourth invoice issued following completion of the qualification requirements.
- 7.3. Bright Horizons reserves the right to request evidence or conduct checks to verify eligibility before issuing any reward.

8. Expiry

- 8.1. Any reward must be redeemed by 31 December 2027.
- 8.2. Any unused reward will automatically expire after that date and shall not be replaced, renewed or converted into cash.

9. Fraud and Abuse

- 9.1. Bright Horizons reserves the right to withhold, cancel or recover any reward where it reasonably believes:
 - 9.1.1. false information has been provided;
 - 9.1.2. the promotion has been manipulated;
 - 9.1.3. duplicate or fraudulent referrals have been submitted; or
 - 9.1.4. a participant has breached these Terms and Conditions.
- 9.2. Bright Horizons reserves the right to reverse, cancel or recover any reward that has been awarded in error, whether as a result of administrative, technical or other mistake.

10. Data Protection

- 10.1. Any personal data provided in connection with this promotion will be processed by Bright Horizons in accordance with applicable data protection legislation and the Bright Horizons Privacy Notice.
- 10.2. Personal data collected through the Recommend a Friend booking form will be used for the purposes of administering the promotion, processing Open Day bookings, assessing eligibility for the reward, managing nursery enquiries and, where consent has been provided, sending marketing communications.
- 10.3. Participants should review the Bright Horizons Privacy Notice for further information regarding how personal data is collected, used, stored and shared, together with details of individuals' privacy rights. The Privacy Notice is available at: [Bright Horizons Global Consumer Privacy Notice | Bright Horizons](#).
- 10.4. By submitting information in connection with this promotion, participants acknowledge that they have read and understood the Bright Horizons Privacy Notice.

11. General

- 11.1. Bright Horizons reserves the right to amend, suspend or withdraw this promotion at any time where reasonably necessary for operational, legal or regulatory reasons. Any reward already validly earned prior to such amendment, suspension or withdrawal shall not be affected.
- 11.2. Bright Horizons' decision regarding eligibility, qualification and reward entitlement shall be final.
- 11.3. Participation in the promotion constitutes acceptance of these Terms and Conditions.
- 11.4. Nothing in these Terms and Conditions excludes or limits any rights that a participant may have under applicable consumer protection laws.
- 11.5. Bright Horizons shall not be responsible for any loss or damage arising from participation in the promotion except where such loss arises from Bright Horizons' negligence, fraud or any other liability that cannot legally be excluded.

12. Territory

- 12.1. This promotion is available only at a Participating Nurseries located in England.
- 12.2. Nurseries outside of England are not eligible to participate in this promotion.

13. Governing Law and Jurisdiction

- 13.1. These terms and conditions and any dispute or claim arising out of or in connection with them, their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England.
- 13.2. The courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this promotion or these Terms and Conditions.