

## **FAQs for Parents – Cambridgeshire Holiday Voucher Scheme – Summer Holiday Vouchers**

### **What kind of support is available?**

For the Summer Holiday, our support is focused on providing supermarket vouchers for families eligible for income-based support. The criteria for access are available with the letter that accompanies this document.

### **Is this the last time I will receive a voucher?**

This summer holiday is the last time the scheme will be running. However, the Council is working with schools and education providers to ensure families are supported. The County Council website provides detailed information about some of the food support available across Cambridgeshire and neighbouring authorities, which you can find here: [Food support in your area](#)

### **Who is eligible and how do I receive the voucher?**

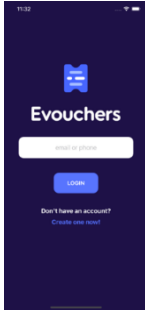
If your child is eligible for Free School Meals, Early Years Pupil Premium, Funded 2-year-old support or is 16-19 and eligible for free school meals or the 16+ bursary, you will automatically receive a voucher.

### **What if I don't want my voucher?**

If you do not want/need your voucher, please do not activate it. Either delete or ignore the email/text you receive, or do not open the link and download the voucher. This way, we can reallocate your voucher to another family in need. Alternatively please email [holidayvoucherscheme@cambridgeshire.gov.uk](mailto:holidayvoucherscheme@cambridgeshire.gov.uk) and the voucher will be removed.

### **How do I use my voucher?**

You will receive a text or email to choose your supermarket of choice for the voucher. The text message will be from 'SchoolMeals' and the email will be from '[vouchers@wonde.com](mailto:vouchers@wonde.com)'. Once you have chosen the supermarket, you will receive your voucher by text or email. You can then click the link in the text or email and download your voucher code. You can then use this voucher in your chosen supermarket. You must choose your supermarket before you can receive your voucher, so choose carefully as once you decide, you cannot change the supermarket. You can choose a different supermarket for each voucher you receive.



You can also access your voucher via the **Evouchers app**. If you've been sent an Evoucher by text message or email, this app will enable you to easily access your existing and new vouchers through your registered account. If you're new to Evouchers.com, you're also able to register for an account through the app. Any vouchers previously assigned to your email address or mobile number will appear in your account.

Support can be found here: [Evouchers](#)

### How long does it take for the voucher to be received?

Most vouchers are received within 30 minutes after the retailer has been selected. However, if a voucher hasn't been received, there are a few reasons for this:

- If you selected your supermarket choice after 12pm that day, your voucher will arrive the following day.
- If you made your supermarket choice after 12pm on a Friday, you will receive your voucher on Monday.
- If you select Morrisons or Asda before 1pm, the voucher will be received that evening.
- If you select Morrisons or Asda after 1pm, the voucher will be received on the next working day.

### If I don't spend the whole voucher in one visit, can I keep it to use on my next shop?

Yes, you can. If your shopping comes to more than the voucher total, you will need to pay the remaining balance using another method (i.e. debit card)

### When will I get my voucher and who do I contact if I have not received it?

We will issue each eligible child with a supermarket vouchers for £60 by the end of the day on Saturday 18 July. If you have not received your voucher by Sunday 19 July, please contact [holidayvoucherscheme@cambridgeshire.gov.uk](mailto:holidayvoucherscheme@cambridgeshire.gov.uk) . **Please include in any correspondence the name of your child and the name of the school or early years setting they attend.** We will be able to confirm if you should have received a voucher and how to access it. It may take up to three days to get a reply.

### What happens if I have multiple children at the same school?

You will receive vouchers for each child separately.

### How long have I got to spend my voucher?

You have until **midday on Friday 11 September** to select the supermarket and claim the voucher. **If you don't claim** by this point **the voucher will be removed**. We are **not able to reinstate removed vouchers**. Once claimed, each supermarket has different expiry dates.

## Where can I use my voucher?

The following supermarkets will accept the voucher:

Retailer	Can the voucher be used online?	When does it expire?
<a href="#">Aldi</a>	No	5 Years
<a href="#">Aldi Groceries</a>	No	5 Years
<a href="#">ASDA</a>	Yes	24 months from date of last transaction
<a href="#">B&amp;M</a>	No	1 Year
<a href="#">Farmfoods</a>	No	1 Year
<a href="#">HelloFresh</a>	Yes	3 Years
<a href="#">Iceland   The Food Warehouse</a>	No	2 Years
<a href="#">Morrisons</a>	No	1 Year
<a href="#">M&amp;S - Marks &amp; Spencer</a>	Yes	2 Years from last transaction
<a href="#">Tesco</a>	No	5 Years
<a href="#">Sainsbury's</a>	Yes	2 Years
<a href="#">Sainsbury's Grocery Only</a>	No	2 Years
<a href="#">Waitrose &amp; Partners</a>	Yes	2 Years

## Can I use the voucher on my mobile phone?

Yes, you can.

## Are there any restrictions on what the vouchers can be used for?

The restrictions for each supermarket are listed below:

Supermarket	How to check the balance of a voucher	For all other queries	Restrictions
<a href="#">Aldi/ Aldi Groceries</a>	<a href="https://help.aldi.co.uk/gift-card-balance">https://help.aldi.co.uk/gift-card-balance</a> You can check the balance of ALDI Digital Gift Card at the checkout in-store or by emailing <a href="mailto:vouchers@aldi.co.uk">vouchers@aldi.co.uk</a>	<a href="mailto:vouchers@aldi.co.uk">vouchers@aldi.co.uk</a> Please note that you will need to provide the full voucher code and inform them that the gift-card was purchased by Wonde.	ALDI Digital Gift Cards cannot be used for the purchase of: (a) ALDI or third party gift cards; (b) lottery tickets, scratchcards or related material; or (c) anything through ALDI's website(s).

<a href="#">ASDA</a>	Please use the online balance checker <a href="https://cards.asda.com/">https://cards.asda.com/</a>	<a href="https://cards.asda.com/contactus">https://cards.asda.com/contactus</a>	Cannot be used in Petrol stations or to purchase tobacco products, stamps, lottery or phone top-ups.
<a href="#">B&amp;M</a>	You can check out your balance at any checkout in store.	Please visit <a href="https://www.bmstores.co.uk/contact">https://www.bmstores.co.uk/contact</a>	
<a href="#">Farmfoods</a>	You can check the balance of your voucher by going to any <b>Farmfoods checkout</b> . Alternatively, a voucher statement is printed at the bottom of your receipt after each transaction.	Please contact them directly using their online <a href="#">contact form</a>	
<a href="#">HelloFresh</a>	<a href="https://www.hellofresh.com/about/giftcardterms">https://www.hellofresh.com/about/giftcardterms</a>		
<a href="#">Iceland   The Food Warehouse</a>	Please use the online balance checker - <a href="#">click here</a> . Alternatively, you can check your balance in any Iceland store.	<a href="http://www.iceland.co.uk/customer-support/contact-us">www.iceland.co.uk/customer-support/contact-us</a>	
<a href="#">Morrisons</a>	You can check the balance of your Morrisons voucher <a href="#">here</a> .	Please call 0344 3815042 or email <a href="mailto:morrisonsgiftcardservice@bhnetwork.com">morrisonsgiftcardservice@bhnetwork.com</a>	Cannot be used for gift-card or lottery purchases. Cannot be used in Morrisons Daily stores or Morrisons fuel stations.
<a href="#">M&amp;S - Marks &amp; Spencer</a>	Please use their online <a href="#">balance checker</a>	Please contact them directly on 0333 014 8000	
<a href="#">Tesco</a>	Balances can be checked by calling 03450 757 757 or online at <a href="https://www.tescogiftcards.com/balance-check">https://www.tescogiftcards.com/balance-check</a>	Please call 0800 505555	Cannot be used in petrol stations.
<a href="#">Sainsbury's</a>	Balances can be checked by calling 0800 636262	Contact Sainsbury's on 0800 636262	Cannot be used in petrol stations, pharmacies, branded gift cards, scratch cards, LPG autogas, tobacco and related products, BT phone cards, E top-up, savings stamps, postage stamps, National lottery products, online delivery charges, concession coffee shops and restaurants

<a href="#">Sainsbury's Grocery Only</a>	Balances can be checked by calling 0800 636262		Can only be used to purchase food and toiletries, not accepted in Sainsbury's petrol stations.
<a href="#">Waitrose &amp; Partners</a>	Please follow the instructions on the link: <a href="#">Check Waitrose balance</a>	Please contact 0330 123 0350	

**Please note:** The information provided is subject to change without notice. While every effort has been made to ensure the accuracy and reliability of the information presented, no guarantee is made regarding voucher restrictions. We would advise recipients to verify the information with the chosen retailer independently.

### Common issues with vouchers

£0 Balance queries

If the voucher is showing as a £0 balance, please contact the supermarket using the details in the table above.

Gift-card not working

Check the gift-card has a balance using the details in the table above. Often gift-cards do not work because the balance has already been spent. Please ensure the 'Gift-Card' option is selected at a self-checkout. You may also need to remind staff that they are gift-cards and not vouchers.

If you have issues with any of the vouchers, please contact the supermarket.

For more information or support with queries, visit: [Cambridgeshire Holiday Voucher Scheme | Cambridgeshire County Council](#) or email [holidayvoucherscheme@cambridgeshire.gov.uk](mailto:holidayvoucherscheme@cambridgeshire.gov.uk)

### How can I get more help?

- [Citizens Advice](#) - online free advice to help you find a way forward, whatever the problem.
- The Holiday Activities and Food (HAF) Programme: [Cambridgeshire Holiday Activities and Food \(HAF\) Programme | Cambridgeshire County Council](#)
- [County Council's webpages on support with the cost of living](#) provides information on accessing grants and debt advice, support on getting all the money you're entitled to and more information about the government's recent support measures. There is also a telephone application route for pensioners through our partners Age UK Cambridge & Peterborough on 01223 221929.
- [Connecting Cambridgeshire](#) provides information about low-cost broadband deals and mobile tariffs.
- Information and ideas about how to eat more healthily as a family can be found here: <https://www.nhs.uk/change4life/recipes>.

### Links to Wonde help

[I'm a recipient – Evouchers](#)