FAQs for Parents – Peterborough Holiday Voucher Scheme – October Half Term Holiday

What kind of support is available?

For the October Half Term 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.

Further information on the Peterborough Holiday Voucher Scheme can be found here –

[Holiday Voucher Scheme - Peterborough City Council](#)

Do I need to fill this online form out if I want a food 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. If you do not know if your child is eligible for a free school meal you can complete [this form](#) to check eligibility.

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 winter.support@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 choice for the voucher.
- Text message from 'SchoolMeals'
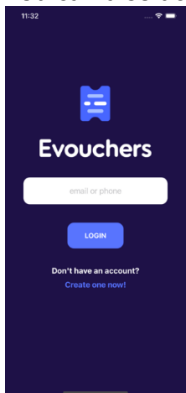- Email from 'vouchers@wonde.com'

Once you have chosen your 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. Please choose carefully as once you have selected the supermarket; it can't be changed. You will be able to choose a different supermarket for each voucher you receive.

You can also access your voucher via the **new 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.

I have made my supermarket choice, but I'm yet to receive my voucher. There may be a number of reasons for this such as:

- If you selected your supermarket choice after 12pm that day, your voucher will arrive the following day.
- You made your supermarket choice after 12pm on a Friday. You'll receive your voucher on Monday.

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

Most vouchers are received within 30 minutes after the retailer is selected. If you select Morrisons or Asda then the following timings apply:

- If selected before 1 pm, the voucher will be received that evening.
- If selected after 1 pm, the voucher will be received the following 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?

We will issue each eligible child/young person with a supermarket voucher for £10 by the end of the day on Saturday 21st October 2023. If you have not received your voucher by Sunday 22nd October, please contact winter.support@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**.

How long have I got to spend my voucher?

You have until midday on Friday 1st December 2023 to select the supermarket and claim the vouchers. If you don't claim by this point the voucher will be removed and re-allocated. Once claimed, each supermarket has different expiry dates but all last over a year.

I'm yet to receive a text or email to choose my supermarket choice.

If you haven't received contact by Sunday 22nd October but feel you should have received a voucher, please contact winter.support@cambridgeshire.gov.uk. **Please include the name of your child / children and the name of the school or early years setting that attend**. We will confirm whether you have received a voucher and how to access it.   It may take up to 3 days to get a reply.

Where can I use my voucher?

The following supermarkets will accept the voucher:

Retailer	Can the voucher be used online?	When does it expire?
Asda	Yes	2 Years
Morrisons	No	1 Year
Aldi	No	5 Years
Tesco	No	5 Years
Sainsbury's	Yes	2 Years
Iceland	No	1 Year
Waitrose	Yes	2 Years
Farmfoods	No	2 Years
M&S	Yes	2 Years from last transaction
B&M	No	1 year

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:

- Asda: Cannot be used in Petrol stations or to purchase tobacco products, stamps, lottery or phone top-ups.
- Morrisons: Cannot be used for gift-card or lottery purchases.
- Aldi: Cannot be used for the purchasing of gift cards, lottery tickets, scratchcards (or related material), alcohol or anything through ALDI's website.
- Tesco: Cannot be used in petrol stations.
- Sainsbury's: Cannot be used in petrol stations, pharmacies, branded gift cards, scratch cards, LPG autogas, infant formula, 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
- Iceland: Cannot be used for alcohol.
- Farmfoods: Cannot be used online.

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

You will receive a voucher for each child separately.

How much money will be on my supermarket vouchers?

You will receive a £10 voucher for the October Half Term Holiday which will be sent on Saturday 21st October

Common issues with vouchers

£0 Balance queries
If the voucher is showing as a £0 balance, please contact the supermarket using the details below.

Gift-card not working
Check the gift-card has a balance. 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 as they will be able to resolve the issue.

TESCO
How to check the balance of a voucher
Balances can be checked by calling 03450 757 757
Other queries
For all other enquiries please call 0800 505555

MORRISONS
How to check the balance of a voucher
When first accessing the voucher it shows the opening balance, you then need to press 'check balance' which show an updated balance.
Other queries
If you have any queries about the voucher card please call 0344 3815042 or email
morrisonsgiftcardservice@bhnetwork.com

SAINSBURYS
How to check the balance of a voucher
Balances can be checked by calling 0800 636262
Other queries
Contact Sainsbury's on 0800 636262

ASDA
How to check the balance of a voucher
Please use the online balance checker; https://cards.asda.com/
Other queries
https://cards.asda.com/contactus or Phone: 0800 952 0101
Disputing a spent voucher
School/parent will need to contact Asda directly on; 0800 952 0101 and select option 2.

Please note: Asda will only respond to Wonde regarding any gift-card queries. If you require more information about an Asda voucher, please email the gift-card number to support@wonde.com and we will forward this to Asda.

ALDI
How to check the balance of a voucher
You can check the balance of ALDI Digital Gift Card at the checkout in-store.
Other queries
If you have any queries about the voucher please contact: vouchers@aldi.co.uk
Please note that you will need to provide the full voucher code and inform them that the gift-card was purchased by Wonde.

ICELAND
How to check the balance of a voucher
Please follow the instructions on the link below; https://www.love2shop.co.uk/balance
Other Queries
https://www.love2shop.co.uk/customer-support

FARMFOODS
How to check the balance of a voucher
You can check the balance of your voucher by going to any **Farmfoods checkout**. Alternatively, a voucher statement is printed at the bottom of your receipt after each transaction
Other Queries
Please contact them directly using their online contact form

M&S
How to check the balance of a voucher
Please use their online balance checker
Other Queries
Please contact them directly on 0333 014 8000

B&M
How to check the balance of a voucher
You can check out your balance at any checkout in store or by calling 0191 607 8281.
Other Queries
If you have any queries about the voucher please contact 0191 607 8281

WAITROSE
How to check the balance of a voucher
Please follow the instructions on the link: Check Waitrose balance
Other Queries
If you have any queries about the voucher please contact 0330 123 0350

How can I get more help?

Further details about other support in your local area can be found at the following links:
- Peterborough City Council coronavirus information

- [Household Support Fund - Peterborough City Council](#)

Further support can also be found here:
- [Citizens Advice](#) - online free advice to help you find a way forward, whatever the problem.
- [Making Money Count](#) - offering everyday help with money, being online, finding work and renting.
- [Connecting Cambridgeshire](#) - information about [low-cost broadband deals and mobile tariffs](#).

Links to Wonde help
[FAQs for parents (supermarket voucher) | Help Centre (wonde.com)](#)