FAQs for Parents – Cambridgeshire Holiday Voucher Scheme – Easter Holiday Vouchers

What kind of support is available?

For the Easter 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 Cambridgeshire Holiday Voucher Scheme can be found here –

Cambridgeshire Holiday Voucher Scheme - Cambridgeshire County 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.

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.

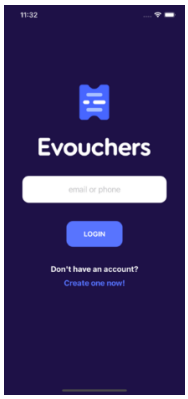
How do I use my voucher?

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.

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?

The vouchers will be sent on the 1st April but may take a short time to arrive.
If you have not received your voucher by the 4th April, please contact winter.support@cambridgeshire.gov.uk . Please include in any correspondence the name of your child, their date of birth 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 the 13th May 2022 to select the supermarket and claim the voucher. 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 the 4th April 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
McColl's	No	2 Years
Waitrose	Yes	2 Years
Farmfoods	No	2 Years
M&S	Yes	2 Years from last transaction

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.
- McColl's: Cannot be used to purchase branded gift-cards, Pay Point products and services, E top-up, postage stamps and National lottery products (including scratch cards).

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 £30 for the Easter Holiday – this will come as one £30 voucher which will be sent on the 1st April.

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

McCOLL'S
How to check the balance of a voucher
The balance can be checked in-store at the till.
Other Queries
https://www.mccolls.co.uk/contact-us

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

We live in Cambridgeshire but my child attends a school outside of the County. Are we eligible?

Where we are aware of children attending schools outside of the area, we will allocate a voucher. If you haven't received a voucher and would like to apply, we need to check your eligibility. Please complete our application form. If you are eligible, we will allocate a voucher. The voucher scheme for each holiday period will close on the last day of each holiday period and we will not be able to backdate any vouchers. We are aware of other Local Authorities providing similar schemes and we will not provide a voucher where another authority is funding a voucher.

What is the Cambridgeshire Holiday Activities and Food Programme (HAF) – I received a voucher?

The Holiday Activities and Food Programme (HAF) offers eligible family's free childcare over the Easter, holidays. Each participating holiday scheme provider offers a variety of activities, experiences and sports to take part in as well as the opportunity for children to socialise, have fun and receive a free meal. Vouchers were issued on 28 February to eligible families for the Easter holiday HAF Programme which offers a free

childcare place with one of our providers for 16 hours. The voucher has a £0.00 value shown as it is issued to prove eligibility for your child to attend the Easter HAF Programme. Please select 'Cambridgeshire Holiday Activities and Food Programme (HAF) – Easter 2022' as the retailer and proceed through the screens to find your booking code. You will then be able to browse our Provider Directory and book your child's place with a local holiday scheme.

- Please click on this link for A How to Guide on how to redeem your voucher.
- For more information relating to the HAF Programme please visit this link Parents HAF Webpage
- If you have any questions, please email the HAF Team: HAF@cambridgeshire.gov.uk

How can I get more help?

The Council is working with schools and education providers to ensure families are supported during this time. To find out about other help and support available in your local area; you will find further details at the following links:

- If you live in Cambridge City
- If you live in East Cambridgeshire
- If you live in Fenland
- If you live in Huntingdonshire
- If you live in South Cambridgeshire
- If you live in Peterborough
- If you are not sure or want further information (Cambridgeshire)

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.

Links to Wonde help

FAQs for parents (supermarket voucher) | Help Centre (wonde.com)