

# FAQs

## **What is the voucher scheme?**

The voucher scheme was set up by Dr Challoner's High School and has been running for several years. Together with other local schools we are able to bulk-buy supermarket gift cards at a discount.

## **Do I lose money by using the scheme?**

No! If you load £100 onto a gift card, that is yours to spend. But Woodside receives 4% of that in commission; so for every £100 you spend, Woodside gets £4.

## **Do I have to pay every month?**

No, you can order one-off gift cards. If you're ever buying gift cards as birthday or Christmas gifts, remember to purchase them through the school!

## **Can I still collect supermarket loyalty points?**

Yes, using the gift card does not stop you collecting loyalty points as normal.

## **Who can sign up?**

The scheme is open to all, not just Woodside parents and carers. If you know grandparents, friends, neighbours who would be interested in supporting the school they can sign up for gift cards too.

## **How do I get my card?**

The best way is to arrange to meet Kate Wagstaff (Year 4 and Year 6 parent) at drop off or pick up. If this is not possible, the card can be left for you to collect from the office.

## **Do I need a new card every month?**

No, the cards are reloadable so please keep hold of them. Money needs to be received in the Woodside account by the 1st of the month, and cards are reloaded around the 8th of the month. You will be emailed to confirm when this has happened and that your money is ready to spend.

## **Can I have a card for more than one store?**

Yes - you just need to email with clear instructions as to how much money is going on which card, eg. Tesco £75, John Lewis £25.

## **I used the scheme previously at a different school, do I need new cards?**

You can keep using the same card(s), you just need to email with your details, a photo of the card number and remember to change the standing order to pay into the Woodside account.

## **How much money do I need to put onto a card?**

The minimum amount is £5, and all orders need to be in increments of £5. All the commission adds up, so having a small amount on a gift card is still worth it. The maximum allowed on John Lewis and Waitrose cards is £2,500, Sainsbury's £2,000 and Tesco £1,000.

**What do I do if I lose my card?**

The cards should be treated as cash, but if you do lose it or it is stolen, email [woodside.voucher@gmail.com](mailto:woodside.voucher@gmail.com) and we can cancel that card and transfer the existing balance to a new card.

**What if I need to change or cancel my order?**

Email [woodside.voucher@gmail.com](mailto:woodside.voucher@gmail.com) with details of the change. If you have a standing order please remember to amend or cancel it in time.

**I'm planning to make a large, one-off purchase from John Lewis - can I use the scheme?**

Please do! E-vouchers can be organised mid-month if necessary. Get in touch via email to discuss.

If you have any other questions please email Kate at [woodside.voucher@gmail.com](mailto:woodside.voucher@gmail.com)