

School Meal Vouchers FAQ's

I cannot see the amount I need to redeem.

Most of our retailer's will be in £5 increments. For example: If you have a cheque for £15 and want to redeem this on a supermarket retailer that does not have a £15 denomination, you will need to order a £10 & a £5 eVoucher to spend the full amount on your voucher cheque. If you have a £30 cheque and cannot see a £30 denomination, you will need to order a £25 & a £5 eVoucher. This rule applies to all values you have received.

Alternatively, if some of the denominations mentioned above are not available, you can order other denominations to equal to the amount you need to spend your voucher cheque. For example, 3 x £5 to order £15 worth.

I don't have a printer.

All supermarkets allow you to display the eVoucher on a mobile device. If the you can't favourite the eVoucher then send them the link via email by using the cheque number to find the eVoucher code. Alternatively, you should be able to take a screen shot of the eVoucher to present at till point

What retailers are included?

Asda, John Lewis, Marks and Spencer, Tesco, Sainsburys and Morrisons.

Received one voucher for one child, not for the other?

Please refer to the school or local authorities if not received within 24 hours of the other voucher.

Can I use my retailer eVoucher online?

Waitrose can be spent online however; all other supermarkets are instore only.

What if I can't get to a shop?

Unfortunately, retailers don't have the facility to redeem online except if it is Waitrose.

Redeemed for Morrisons, the local store is Morrisons Daily and won't accept them

Unfortunately, you will need to go to a larger store.

Why is it less for one child than for another?

Amounts are set by the schools and local authorities. If you need further information on this, please speak to your school or local authorities.

Can the cheques be added together?

No, you will need to redeem one cheque at a time if you have received multiple voucher cheques.

How long is the voucher cheque valid for?

It is valid for 3 months from receiving the voucher.

How long is my eVoucher valid for?

Please see expiry date detailed on the eVoucher. Most retailers are valid for 1 year minimum

My Cheque Number or Validation Code doesn't work?

Your cheque number is 8 numbers long usually and your validation code is usually 7 numbers and letters long. Please be sure that the validation code you're entering matches what you've been given.

Handy Tip! The zero's and O's look similar, as do the one's and the l's. If you've tried all the combinations, then call us to check the details.

I can't click on my eVoucher link that you've emailed me?

Some email providers or browsers are blocking the link that you click on. If yours blocks this, then simply copy and paste the link into a web browser and your eVoucher will appear. Your eVoucher will have the supermarket logo on and a bar code, this is what you need to show the supermarket teams. You may have more than one eVoucher.

I haven't received my emails.

Your email provider might be popping our emails into your junk or spam folders. Please check here before contacting us.