

# Huggg FSM Vouchers

## Guidance for Parents and Carers



Hello, and welcome to Huggg.

We're delighted your school has chosen our platform to provide you with supermarket vouchers in lieu of your child's important free school meals.

Please take the time to read through this document thoroughly ahead of your next shop. It will contain all the information and help you will need in order to use your supermarket vouchers successfully.

All the best.

Paul and Team Huggg



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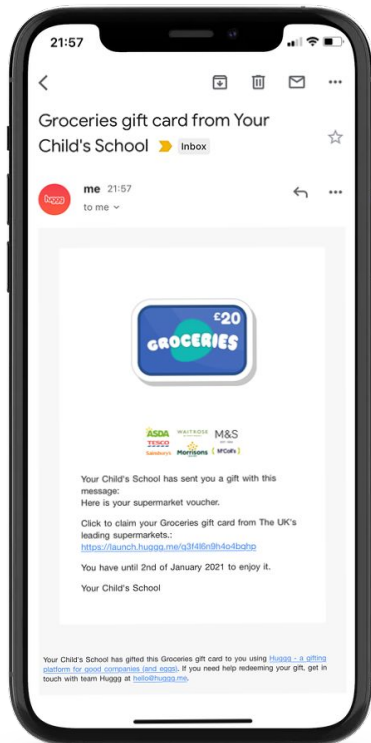
## **Section 1**

### **How to use your voucher(s)**

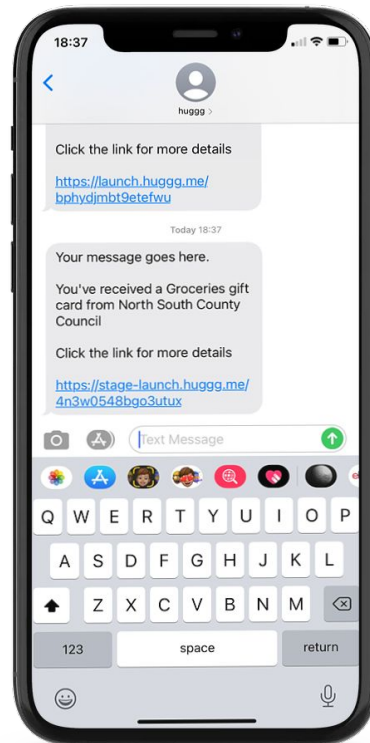
# Step 1

Before you shop, **you will need to activate your supermarket voucher**. To get started, click the link in the communication you have received from your child's school. It'll look something like this:

When sent via email

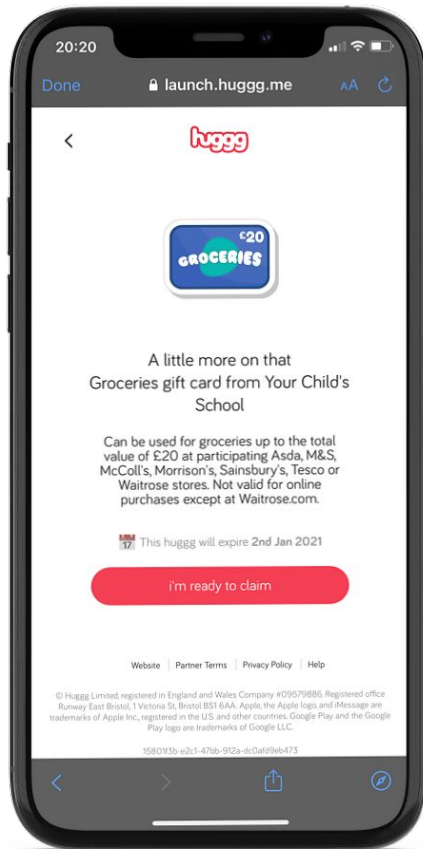
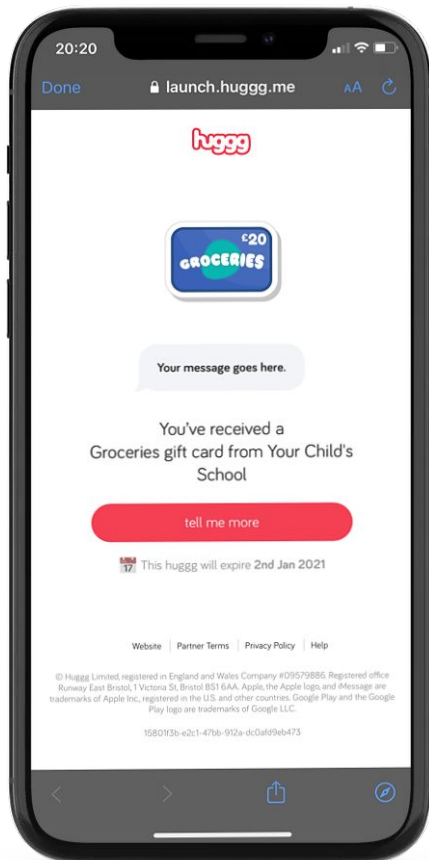


When sent via SMS



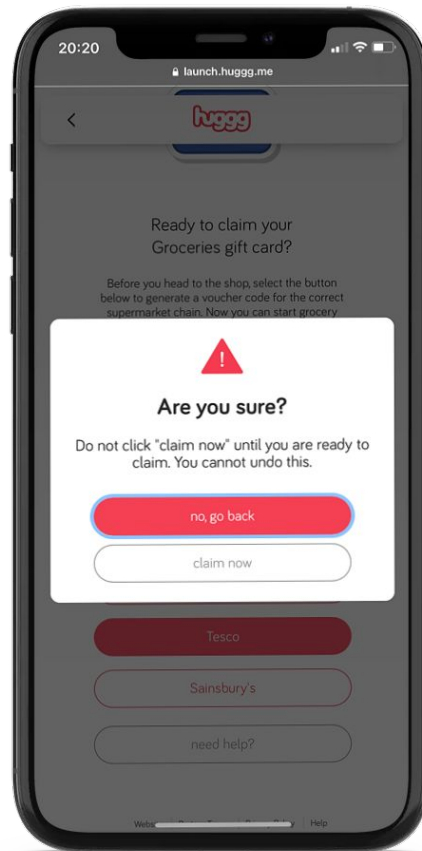
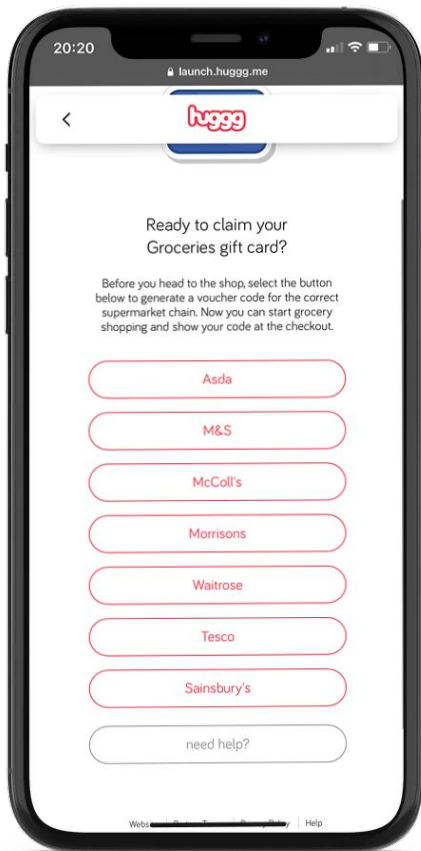
# Step 2

When you land here, click **'Tell me more'** followed by **'I'm ready to claim'**.



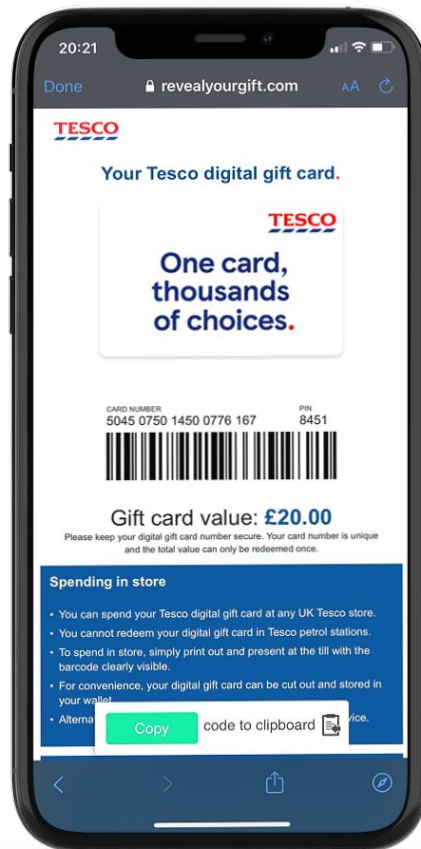
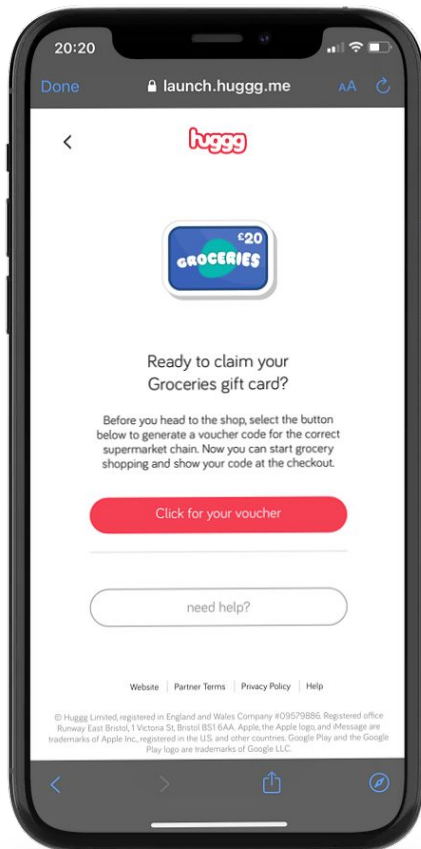
# Step 3

You now need to select **which supermarket** you'd like to shop at. **This step cannot be undone**, so please make doubly sure you're happy with your selection before hitting **'Claim now'**!



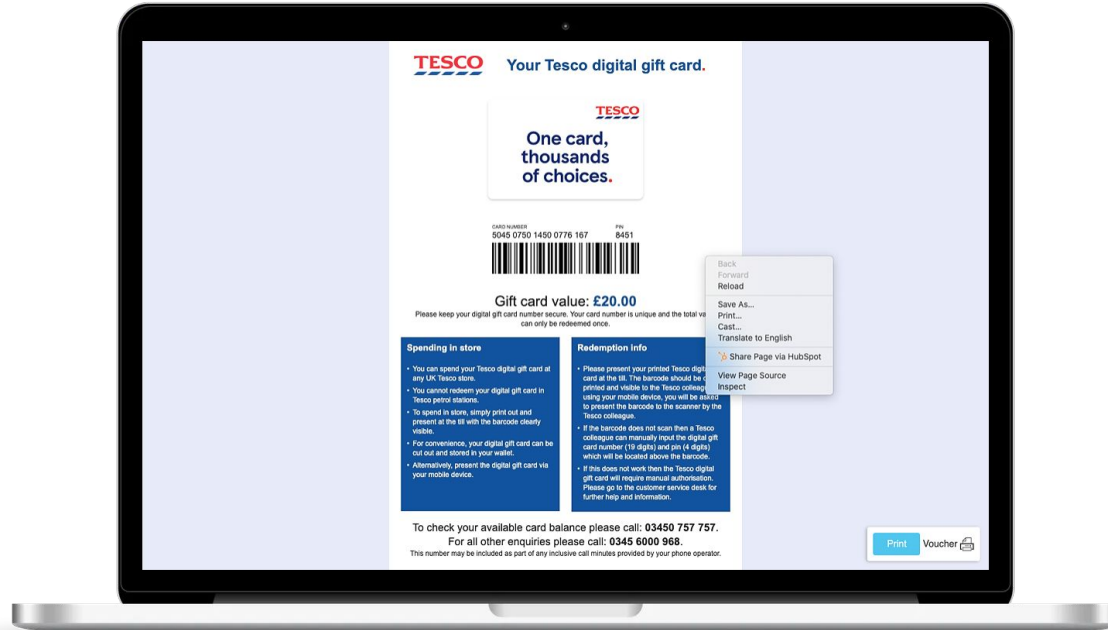
# Step 4

Hit **'Click for your voucher'** to reveal the voucher for your chosen supermarket. **This final screen (with branding for the supermarket you have chosen) is the screen you will need to pay for your shopping.**



# No smartphone? No problem.

Ask one of the helpful team at your child's school if they're able to print the voucher(s) for you.



## **Section 2**

# **Important information on supermarkets**

Once you have turned your Huggg link into a supermarket voucher by making a selection, our services have been completed and you should speak to the supermarket in question if you have any issues or queries.

This section provides helpful information on each supermarket, including which vouchers you can use to shop online, how long you have to claim them, how to get an up to date balance, their terms of use and where to find help if you need it.



| Supermarket                                                                       | Exclusions                                                                                     | Shop Online                                                                                                                                                 | Terms and Conditions       | Checking balance                                              | Valid for              | Getting help                                                 |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------|------------------------|--------------------------------------------------------------|
|  | Aldi or third party gift cards; lottery tickets; scratch cards (or related material); alcohol. | No                                                                                                                                                          | <a href="#">Aldi Terms</a> | By scanning or by entering the code at the checkout in store. | 5 years from issuance. | <a href="mailto:Vouchers@aldi.co.uk">Vouchers@aldi.co.uk</a> |
|  | Third party concessions; gift cards; tobacco; stamps; petrol; lottery tickets.                 | Yes, at the following sites:<br><a href="#">Groceries</a><br><a href="https://www.asda.com">asda.com</a><br><a href="https://www.george.com">George.com</a> | <a href="#">Asda Terms</a> | Yes, by going <a href="#">here</a> .                          | 2 years from issuance  | 0800 519 33 33<br>or<br><a href="#">Online</a>               |

| Supermarket                                                                                    | Exclusions                    | Shop Online                                                                                 | Gift Card Terms               | Check balance                        | Valid for                        | Getting help                                                                                                                            |
|------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
|                | None                          | No                                                                                          | <a href="#">Iceland Terms</a> | Yes, by going <a href="#">here</a> . | Will be printed on your voucher. | Call 0344 375 0739<br><br>OR<br><a href="https://www.love2shop.co.uk/customer-support">https://www.love2shop.co.uk/customer-support</a> |
| <br>EST. 1884 | None                          | Yes.<br><a href="https://www.marksandspencer.com">Marksandspencer.com</a><br><br>NOT Ocado. | <a href="#">M&amp;S Terms</a> | Yes, by going <a href="#">here</a> . | 2 years from issuance            | <a href="https://www.marksandspencer.com/c/gift-card-balance">https://www.marksandspencer.com/c/gift-card-balance</a>                   |
|                | Gift cards<br>Lottery tickets | No                                                                                          | Morrisons Terms               | Yes, by calling 0344 381 9461        | 12 months from issuance          | 0344 3815042<br><br>Or<br><a href="mailto:morrisongiftcardservice@bhnetwork.com">morrisingiftcardservice@bhnetwork.com</a>              |

| Supermarket                                                                      | Exclusions                                                                                                                                                                                                                                                  | Shop Online | Terms          | Check balance                                                        | Valid for        | Getting help                                                                            |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------|----------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------|
|  | <p>Branded gift cards; PayPoint and PayZone products and services including bill payments and E top-ups; mobile top-ups; Oyster; postage stamps; Lottery tickets and games including scratch cards; cigarettes, tobacco and e-cigarettes; HND accounts.</p> | No          | McColl's Terms | <p>By scanning or by entering the code at the checkout in store.</p> | Expires 31/12/21 | <a href="https://www.mccolls.co.uk/contact-us">https://www.mccolls.co.uk/contact-us</a> |

| Supermarket | Exclusions                                                                                                                                                                                                                                                                                                            | Shop Online                                                                                                                                           | Gift Card Terms                          | Check balance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Valid for                    | Getting help                                     |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------------------------|
| Sainsbury's | <p>Branded Gift Cards;<br/>All lottery related products;<br/>PayPoint products and services;<br/>Stage 1 Infant Formula milk;<br/>Tobacco and related products;<br/>Postage stamps;<br/>All in store concessions;<br/>Petrol and Diesel;<br/>Mobile phone top ups;<br/>Online delivery charges;<br/>Travel Money.</p> | <p>Yes via <a href="http://www.sainsburys.co.uk">www.sainsburys.co.uk</a> but you can only redeem up to £50 of gift card on a single transaction.</p> | <p><a href="#">Sainsbury's Terms</a></p> | <p>If your physical Gift Card has a QR code on the back of the card., you can scan this QR code with a smartphone device and follow the link provided to confirm your current card balance and expiry date of your card.</p> <p>You can check the balance of a Gift Card or eGift Card via our automated phone line on 0800 636262 you will need the 19-digit card number and PIN for this process.</p> <p>You can also ask a store colleague at the till to complete a balance check. Note, we will also provide you with a receipt after each transaction to confirm the balance.</p> | <p>2 years from issuance</p> | <p>Contact customer services on 0800 63 62 6</p> |

| Supermarket                                                                       | Exclusions                                                                                                                                                                                                              | Shop Online                                                       | Gift Card Terms                | Check balance                                              | Valid for             | Getting help                                     |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------|------------------------------------------------------------|-----------------------|--------------------------------------------------|
|  | Gift cards                                                                                                                                                                                                              | No                                                                | Tesco Terms                    | Yes, either at any Tesco store or by calling 03450 757 757 | 5 years from issuance | Contact Tesco Customer Services on 0800 50 55 55 |
|   | Tobacco and tobacco products;<br>Postage stamps;<br>Scratch cards;<br>Lottery tickets;<br>Infant milk formula 0-6 months;<br>Prescription products;<br>Mobile top up;<br>Gift cards;<br>Pay cards;<br>Car park charges. | Yes via <a href="https://www.waitrose.co.uk">waitrose.co.uk</a> . | <a href="#">Waitrose Terms</a> | Yes, by going <a href="#">here</a> .                       | 2 years from issuance | 03456 049 049                                    |

## **Section 3**

### **FAQs and where to find help**

# Frequently asked questions

## **What happens if I don't have a smartphone or internet access?**

In those circumstances, your school can provide an alternative, such as a printed version. Please let them know and I'm sure they will be able to help.

## **What happens if I have a smartphone, but no data when I am out and about?**

In those circumstances, all you need to do is to grab the voucher when you are on wifi and then head out with it already on screen. To be extra certain, take a screen grab of the voucher's contents. It should still scan just fine.

## **Can they be spent online?**

Yes, but not at every brand. Asda, Sainsbury's, M&S and Waitrose enable redemption online. Note, this does not include Ocado. Please check terms carefully.

## **I didn't receive my voucher or received fewer than I was expecting. What should I do?**

You will need to contact your child's school or the local authority directly to enquire about any missing vouchers.

## **How often will I receive vouchers?**

This is decided by the sender and they will inform you of this.



# Frequently asked questions

## **Where can they be spent?**

Most Aldi, Asda, M&S, McColl's, Morrisons, Sainsbury's, Tesco, Iceland and Waitrose locations are included, but there are some restrictions. Mainly petrol stations but please see specific terms for a specific answer for each supermarket chain.

## **Where can I find full T&Cs?**

Full Terms for each supermarket can be found in 'Partner Terms' on your voucher screen.

## **I can't see a barcode to scan.**

First, make sure you have chosen a supermarket and created the voucher. If you can see a supermarket voucher but are still unable to see a barcode, check that you have enabled your phone isn't set to dark mode - some barcodes won't show up! If you are in light mode and are still unable to see a barcode to scan, get in touch via our [website](#) and be ready to send your voucher link to us.

## **I am clicking on [insert supermarket name] but it's not working.**

It's likely their gift card inventory has run out. This happens from time to time when the free school meals vouchers are in high demand nationally. It is normally temporary but can last from minutes to a couple of days depending on the brand. Please try again later or choose a different supermarket instead, if possible.



# Frequently asked questions

## **I didn't get my voucher in time and now it has expired.**

We cannot redistribute vouchers on behalf of schools, so you will need to contact your child's school (or local authority if they sent the vouchers directly to you) and ask them to share another.

## **I cannot find the email/text sent to me by my child's school.**

Please check your spam box first. If you still can't find it, please ask your school to resend the email or voucher link.

## **When does the voucher expire?**

It will vary from supermarket to supermarket but you will have at least a year to use it. Check on the voucher for a specific answer to your question.

## **I'm in the shop and it's not working.**

Don't panic. This is incredibly rare. First, ask the cashier to scan the voucher, then ask them to input the code. If neither of these options work, it could be that you are in a store that does not accept it. Please check the terms before you shop.

# Frequently asked questions

## **What do you use my email/phone number data for?**

We only use it to send you the voucher link communication and to allow the sender to re-access any link sent to you. We will never share it, sell it or use it for any other purpose.

## **I chose the wrong supermarket, can I change?**

No, there is a warning screen before a selection is made to avoid a mis-selection and once the gift card is selected, a payment has been made to the supermarket in question and unfortunately can't be reversed.

## **I applied for eligibility/access to the scheme and haven't heard back.**

Please go back to where you made the application and enquire using the contact tools for that local authority. We are only a technology provider and aren't involved at all in matters of eligibility for the service.

# Where to get help

If your question is related to **the link received by your school and was not answered in this document**, please head to our [website](#) and get in touch with us.

If your question is related to **your branded supermarket voucher**, please use the contact details provided on the voucher itself or in section 2 of this guide.