

# Robertswood Supermarket Voucher Scheme – Frequently Asked Questions

## What gift cards are available?

Tesco gift cards, in £100, £50 and £20 denominations

John Lewis gift cards, in any denomination ending in £0 or £5, with a maximum of £2,500

Sainsbury's gift cards – topped up remotely each month with any amount up to £2,000

## Is there an expiry date on the cards?

The Tesco cards are valid for five years from the date of last use

The John Lewis cards are valid for two years from the date of last use

The Sainsbury's cards have a rolling two year expiry date

In all cases, simply checking the balance on the card will renew the start date of that period.

## How often are the gift cards available?

We place an order every month. The timetable for orders is on the Robertswood website. We sell Tesco and John Lewis cards from September to July. The Sainsbury's cards can be topped up every month, including August.

## Do I still get Clubcard and Nectar points?

Yes, show or scan your Clubcard or Nectar card at the checkout before paying with your gift card and you will still get all your points.

If you have a Tesco credit card, but choose to pay with a gift card, you will not get the extra Clubcard points. However, the low number of extra points is relatively insignificant compared to the extra 5% discount the school receives, so please bear this in mind.

Likewise, if you have a John Lewis credit card, you get 1% cash back. However, this is insignificant compared with the 7.5% discount we received, so please consider using our gift cards for some of your shopping.

## How secure are the gift cards?

All cards should be looked after carefully and treated like cash. If you do have a problem, please contact [robertswoodvouchers@gmail.com](mailto:robertswoodvouchers@gmail.com) for assistance. However, you should note that:

Tesco cards cannot be stopped.

John Lewis gift cards can be stopped and the balance transferred to another card, as long as you have made a note of the 19 digit serial number on the back of the card. We recommend you do this upon receipt.

Sainsbury's will block and transfer the balance to a new card. Because the cards are top-up cards, we hold a central register of the serial numbers.

## Have many cards gone missing in the past?

The scheme has been running for over seventeen years. We are only aware of one incident of cards/vouchers being lost, and one of an adult's purse being stolen. In the latter case, we were able to stop their Sainsbury's card before someone tried to use it.

## What do the gift cards look like?

The Tesco cards are blue and red with the value printed on them.

The John Lewis/Waitrose cards are white and silver. They come in a cardboard wallet, on which we will write the amount on the card, and come with an envelope. They are suitable for use as presents.

The Sainsbury's cards are either green (everyday shopping cards) or orange and brown (dual shopping cards).

## What are Sainsbury's dual shopping cards?

Two cards are issued jointly, with the same serial number, so that two people in one family can have a card each, and access the same funds.

## Where can the cards be used?

Tesco cards can be used in all Tesco stores, Tesco petrol stations, Esso petrol stations with a Tesco Express shop, at Tesco Direct, Tesco Entertainment and Tesco Wine-by-the-case. However, they cannot currently be used for online grocery shopping.

John Lewis gift cards can be used in all John Lewis and Waitrose stores, at [johnlewis.com](http://johnlewis.com) and at [waitrose.com](http://waitrose.com)

Sainsbury's cards can only be used in Sainsbury's stores.

*Please note that Ocado is no longer able to accept John Lewis cards, as Waitrose now offers its own delivery service.*

## How do I place an order?

Simply email [robertswoodvouchers@gmail.com](mailto:robertswoodvouchers@gmail.com) with your requirements (no form needed), or print out a form from the website and send it in to school. It should be posted in the "Supermarket Voucher" mail box, which is in the school reception, on the wall with the other school mail boxes.

## When do I get my gift cards?

The gift cards are available the week after the orders have been placed. See the timetable for details. An email is sent out to advise that your gift cards are ready for collection.

## How do I get my gift cards?

They can be collected at school on the Wednesday morning at drop off time inside the blue gates. After this they can be collected from Mrs Chawhan in the school Finance Office.

If you are unable to pick up the vouchers yourself please let us know the name of the person who will be collecting them. Vouchers can only be collected by an adult.

## How can I pay for the gift cards?

The easiest way to pay is to set up a standing order. You will receive the same order every month, without having to think about it. The standing order form is on the school website.

If you prefer, you can pay on a monthly basis, making a payment directly into our bank account, or by sending a cheque to school with your order form, to be posted in the "Supermarket Voucher" mail box.

## What discount does the scheme get?

Tesco gives 5%

John Lewis gives 7.5%

Sainsbury's gives 4%

## How much of this discount goes to the school?

All of it. The money is donated to the school via the Robertswood School Fund, as it is a registered charity.

## Who runs the gift card scheme?

The scheme is administered entirely by parents who volunteer. If you think you can help, either now or in the future, please contact us at [robertswoodvouchers@gmail.com](mailto:robertswoodvouchers@gmail.com).