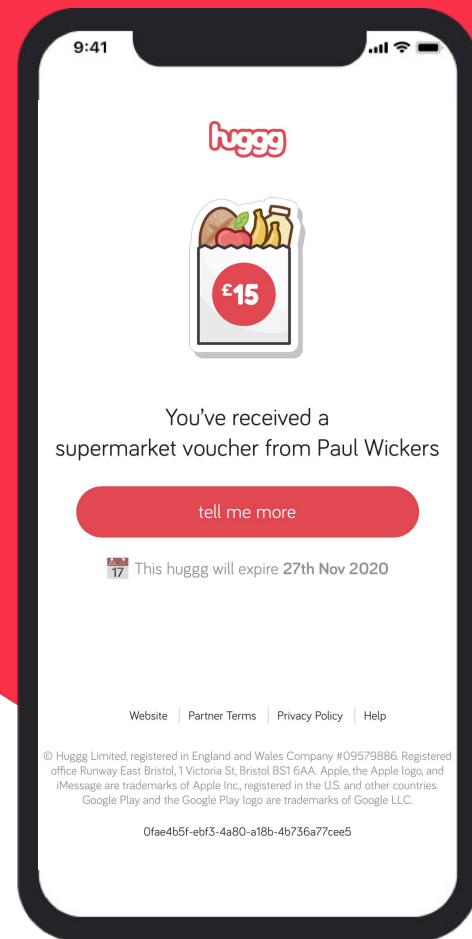




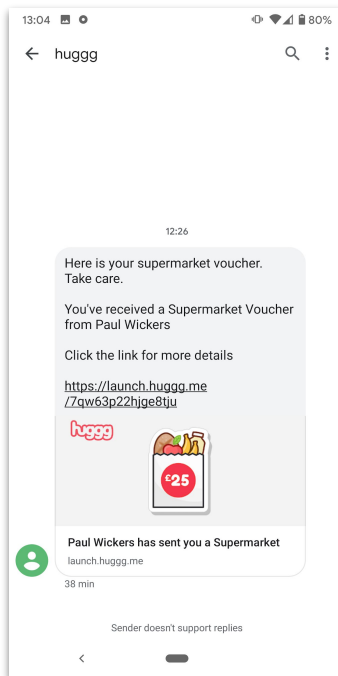
## Guidance for parents and carers



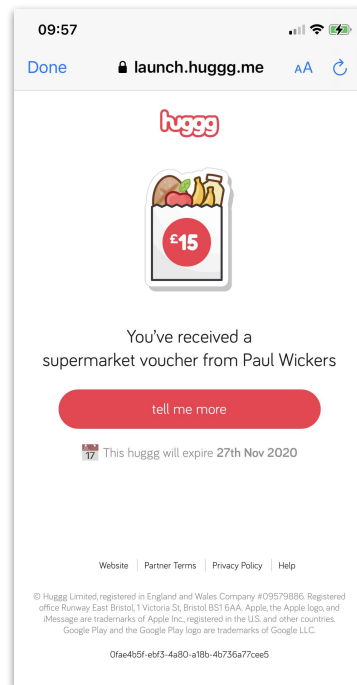
# Before you go to the shop (part 1 of 2)



1. Choose the shop you want to go to. Not all supermarkets are available!



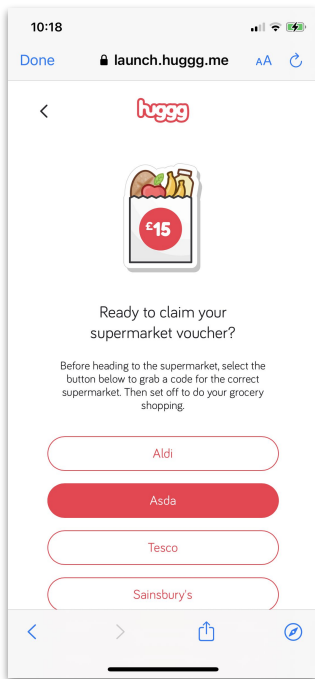
2. Wait to receive a link from your school (this may be via SMS or email)



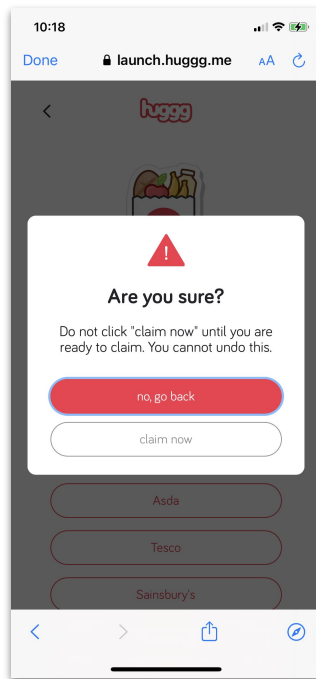
3. Open the link on your phone, check the value of the voucher and plan your shop



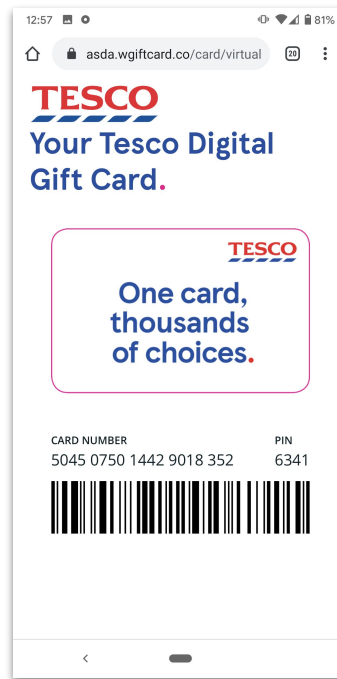
# Before you go to the shop (part 2 of 2)



4. Follow the steps and choose your supermarket. This can't be undone, so choose the right one!



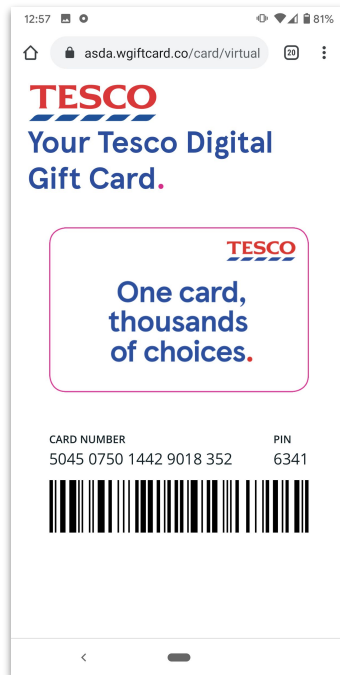
5. Click to confirm your supermarket choice.



6. Opens in a new window. Keep this safe (perhaps screen grab it just in case).



# When you're at the shop...



If you have any issues, please talk to a member of staff. If they are unable to help, contact your school or [hello@huggg.me](mailto:hello@huggg.me)

1. Get your food as normal

2. At the checkout, choose the option for a Gift card, or say to the person at the checkout "I have a Gift card" and then scan the code

# Common questions and info...

**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?**

Most are **not** redeemable for online purchases. You can use your voucher for online shopping at Asda, M&S and Waitrose.

**How often will I get them?**

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

# More common questions and info...

## Where can they be spent?

Most Aldi, Asda, M&S, McColl's, Morrisons, Sainsbury's, Tesco and Waitrose locations are included but there are some restrictions. Mainly petrol stations but please see the terms to the right for an answer specific to 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 shown here.

