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Cottingham High School  
and Sixth Form College



18.05.20

Dear Parent/Carer

Re: Free School Meal Voucher Final Update

Further to my previous email sent to you on 28<sup>th</sup> April, I would like to provide you with a further update on free school meal vouchers.

Many of you are now receiving and redeeming the Edenred Government vouchers although there are still a number, some since 20<sup>th</sup> April, that have not yet been redeemed.

To confirm, we have issued the following vouchers since the school closed:

Voucher period	Value	Number of days of vouchers	Company used	Voucher issued via
23/3 to 3/4	£23.00	10 (£2.30 per day, per child)	Wonde	Text or email
6/4 to 17/4	£23.00	10 (£2.30 per day, per child)	Wonde	Text or email
20/4 to 24/4	£15.00	5 (£3.00 per day, per child)	Edenred	Email or printed
27/4 to 8/5	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed
11/5 to 22/5	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed
<i>May half term is not covered by the Government scheme</i>				
1/6 to 12/6	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed
<b>To be ordered shortly:</b>				
15/6 to 26/6	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed

If you are experiencing issues receiving your vouchers or redeeming them, please read the frequently asked questions at the bottom of this email which will hopefully provide an answer. If not, please email [fsm@cottinghamhigh.net](mailto:fsm@cottinghamhigh.net) providing full details of your query.

For parents of students of Year 11, please note that their official last school day is Friday 26 June so vouchers for these students will no longer be issued after this date.

Kind regards

Cottingham High School



## FREQUENTLY ASKED QUESTIONS

### ***Are vouchers always emailed to me on a Monday?***

Orders are placed to become active at the beginning of each voucher period but as they are sent automatically from Edenred we would always recommend waiting 3 days until contacting the school to check where they are.

### ***Why were the vouchers worth £2.30 with one system and £3.00 with another?***

The initial system we used with Wonde was financed by the school and at that time we were unable to adjust the value. The newly launched Government Edenred voucher scheme is a set rate of £3.00 per day that all eligible children in the Country are able to spend.

### ***Why can't I have the vouchers sent to my mobile phone?***

Unfortunately, the Government scheme does not have this facility. Vouchers are only issued directly from Edenred via email.

### ***I have children at a primary school as well as at Cottingham High School. How do I know which child the voucher refers to?***

I try and ensure there is reference to Cottingham High School in the body of the email so you know the vouchers are for students with us.

### ***I have chosen the wrong supermarket. Can I change my mind?***

Unfortunately, once the voucher/e-Gift card has been issued for that supermarket, you cannot change your mind. However, when the next set of vouchers are issued, you can choose again.

### ***I haven't claimed any of my vouchers yet. Will I lose them?***

For the first two vouchers issued via Wonde, you have 1 month to activate them. With the new Government scheme they are allowing 4 months to be activated before vouchers become inactive.

### ***Do I have to spend the voucher all in one go?***

No, supermarkets will allow you to have a reducing balance on them so you can use them in subsequent shopping trips.

### ***When do the vouchers expire?***

Most of the vouchers (also known as e-Gift cards) will be valid for 12 months.

### ***I have a valid email and I haven't received any vouchers from the new Government scheme. What can I do?***

Firstly, please check your inbox and your junk/spam folders. The company sending them to you is called Edenred. If you are unable to find the emails, please contact the school using [fsm@cottinghamhigh.net](mailto:fsm@cottinghamhigh.net)

### ***I have recently changed my email address and haven't informed the school. Will I still get my vouchers?***



As the orders are put through the system a week before they are issued, the vouchers will be sent to the old email address. Please inform the school of your new email address so that the initial vouchers can be cancelled and a new order placed with your new email address.

***My child is in Year 11. When will the vouchers stop?***

The official last school day for Year 11 students is Friday 26<sup>th</sup> June so vouchers will no longer be issued after that date.

***I am receiving free school meal vouchers but I don't want to use them. Do I have to?***

No, you do not need to use them.

