

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



Section 1

How to use your voucher(s)

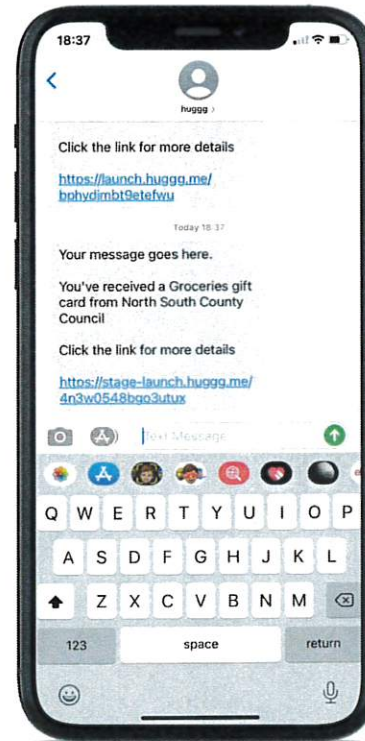
Step 1

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

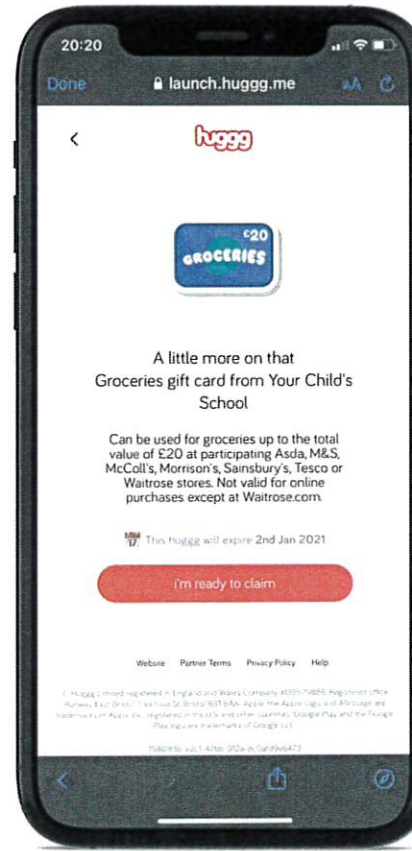
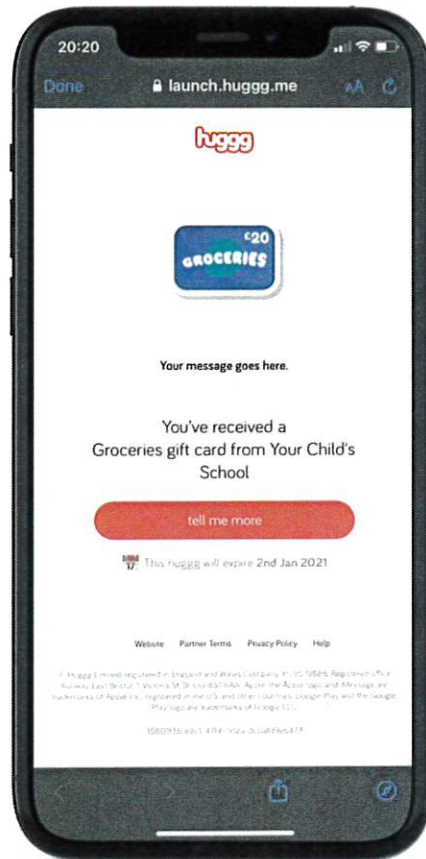


When sent via SMS



Step 2

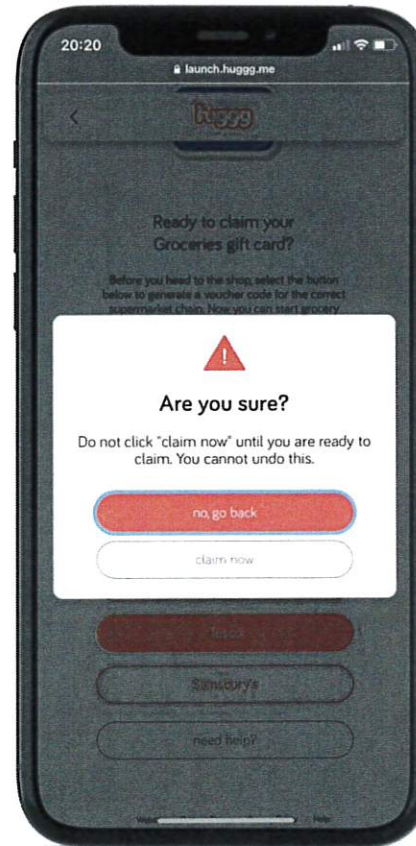
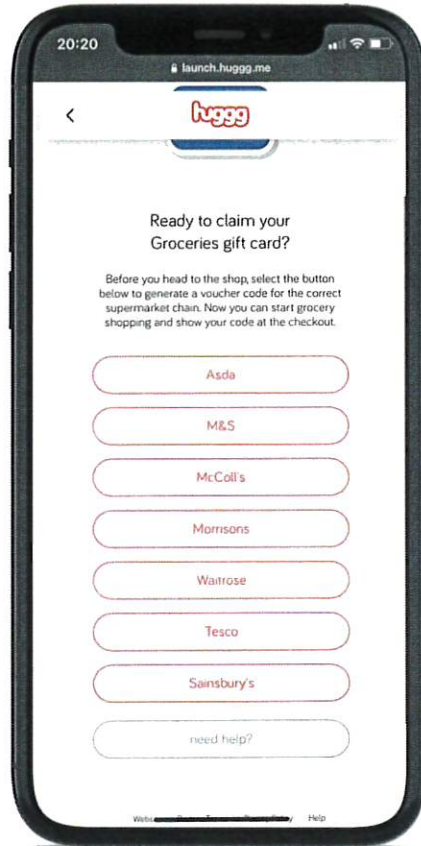
When you land here, click **'Tell me more'** followed by **'I'm ready to claim'**.



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Step 3

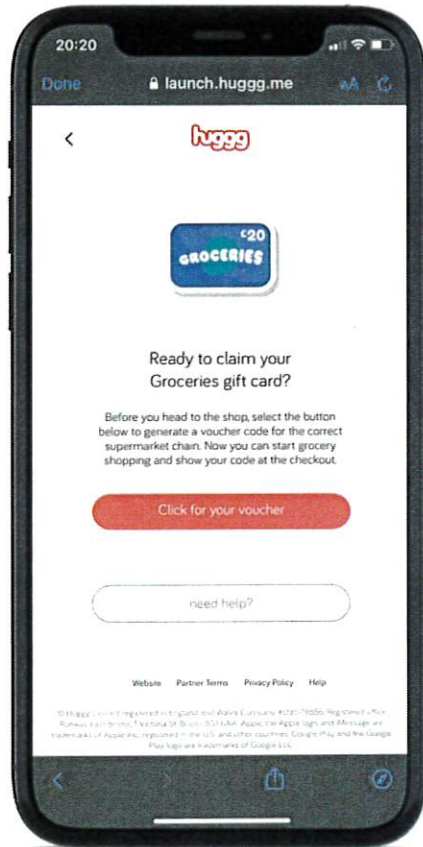
You now need to select **which supermarket** you'd like to shop at. **This step cannot be undone**, so please make doubly sure you're happy with your selection before hitting '**Claim now**'!



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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.**



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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.

