

Cheshire East COVID Support Grant– Voucher Guidance – Parent/Carers

This is a step by step guide for Parents/Carers who have received their COVID Support Grant Scheme Voucher for the May half term holiday.

Important Information –

- Vouchers codes are sent as 2 x £20 per child/young person to cover the 2 weeks of your half term break.
- **All vouchers have an expiry date, so please spend the full amount on your vouchers so the money is not lost.**
- You will receive a digital gift card via email.
- You can use your digital gift cards multiple times until you've spent it all but must be before the expiry date.
- You must use the correct email address so please double check it. If a voucher goes to the wrong email it is very difficult to get the money back. If this happens, please contact <https://www.select-your-reward.co.uk/ContactUs> or 0344 693 9901.

Guide for Parents/Carers/Young People

Step 1:

Once you click the links, you will be taken to a webpage where you can download your vouchers.

Step 2:

You will need to choose your supermarkets of choice and the amount you wish to spend with each supermarket. For example, with one voucher you may choose £15 for Tesco and £5 for Asda. The vouchers are limited to: Aldi, Tesco, Morrisons, Sainsburys, Asda, M&S and Waitrose. This is due to the supermarkets available on the voucher scheme and cannot be changed.

Step 3:

Enter the checkout where you can view your cart to ensure you have claimed the full voucher value of £20. Enter your email address, please ensure your email address is correct.

Step 4:

Digital gift cards will be emailed to you. If you cannot show the voucher on your phone or print it out from your email, please contact your Cheshire East case worker you are working with and they will help you by printing your vouchers out for you. If they cannot, please email CovidSupportGrant@cheshireeast.gov.uk Please allow for up to 72 hours to receive your gift card, please do not worry if you do not receive it before this time. If it has been over 72 hours and you still haven't received your gift card, please contact <https://www.select-your-reward.co.uk/ContactUs> or 0344 693 9901. Please make a note of your order code (that you will receive with your confirmation email after checkout on the website) as Select will ask for this. Please check your SPAM/JUNK mailbox regularly to see if the vouchers are in that mailbox.

To use your gift card in the supermarket, either

- download the gift-card from your emails and show on your smartphone, which will be scanned or
- print out the gift-card and the supermarket will scan the barcode on it.

On this scheme, Select cannot directly issue physical vouchers to families by post.

For Further guidance please visit one of the below links:

OFFICIAL

- <https://www.select-your-reward.co.uk/HowItWorks>
- <https://www.select-your-reward.co.uk/ContactUs>