

Families of children that are eligible for free school meals will receive a voucher to the value of £30 per child (£15 per week for the 2-week school Christmas holiday) for Sainsburys, Tesco, Morrisons, Asda, M&S Food or Waitrose to help pay for groceries over the festive period.

The code must be used to get the full amount of vouchers in one go. The vouchers are valid for three months from the date they are sent to you by Select.

Only one voucher will be issued per child, so if you are separated from your child's other parent and your child spends part of their time with them, you will need to make your own arrangements to split the voucher once you've received it if necessary.

The letter or email containing the unique code to get the vouchers on the Select website will be sent to the main contact details we have on record, which is usually the parent that made the original application for free school meals.

### **How will I receive the vouchers?**

If you are currently in receipt of free school meals, we will send you one unique code per child which you will use to access your vouchers on the Select website.

To get your vouchers you will need to visit the Select website and input your unique code.

You will then be able to choose your preferred supermarket and add your vouchers to your basket.

Please then checkout of the 'Select' website by providing an email address for them to send you your chosen supermarket vouchers electronically within 24 hours. There is no option to receive physical vouchers by post.

Once you have received the vouchers to your email inbox, you can save them to your phone or tablet to use online or show at the checkout in store. Alternatively, you can print the vouchers off to give to the cashier.

If you are struggling to access your vouchers because you don't have access to the internet or a mobile device to receive and store the vouchers on, and don't have any friends or family to help, please speak to your school.

If your school are unable to do this, please visit your local library for assistance or call our education helpline on 0345 155 1019.

### **Where can the vouchers be spent?**

The vouchers can be used in any of these six supermarkets chains and you can choose the most convenient supermarket for you:

- Sainsburys
- Tesco
- Morrisons
- Asda
- Waitrose
- M&S Food

If you are unable to access any of the major supermarkets listed either in store or online, please contact our education helpline on 0345 155 1019 to discuss alternative arrangements.

### **What can the vouchers be spent on?**

The vouchers should be spent on household groceries. You are free to select the most appropriate food and drink for your child. We would encourage you to select healthy and nutritious food.

### **What if I have more than one child eligible for free school meals?**

Your family will get a supermarket voucher to the value of £30 (£15 per week for the 2-week school Christmas holiday) for each child eligible for free schools meals.

The holiday vouchers are issued individually per child, so families with more than one child entitled to free school meals will receive a unique code for each child to use to get the vouchers from the Select website.

**What if I can't access any of the supermarkets?**

If you are unable to access any of the major supermarkets listed either in store or online, please contact our education helpline on 0345 155 1019 to discuss alternative arrangements.

**What if there's a problem with my code or vouchers?**

If you are currently in receipt of free school meals and were expecting to receive a letter or email from us about the vouchers but didn't, please email our free school meals team at [freeschoolmeals@devon.gov.uk](mailto:freeschoolmeals@devon.gov.uk) or call our education helpline on 0345 155 1019.

If you received a letter or email from us with your unique code, but have lost it, please email our free school meals team at [freeschoolmeals@devon.gov.uk](mailto:freeschoolmeals@devon.gov.uk) or call our education helpline on 0345 155 1019.

If you completed the process of inputting your unique code on the Select website to get your vouchers but they haven't arrived in your inbox yet please remember they can take up to 24 hours to arrive and could be filtered into your junk folder. If you still haven't received the vouchers from Select, please contact them using the form on their website or by calling 0344 693 9901.