

Dear Parents

I just wanted to update you on the Edenred lunch voucher process (I know a few of you have already processed your redemption code so please ignore this email).

Please be assured that Ms Storey and myself are trying our best to sort the government voucher problems out and looking into a back up plan if this is not resolved this week.

We know this is urgent for many of you but as a school we are now tied into the government process and stuck in a very long waiting queue.

The good news is that some of you have received the emails so please see below for clarification of the process as we processed all your applications together - so we are presuming that all the emails should have been sent.

You will receive two emails to cover your entitlement of two vouchers (they will come at separate times but will be from Edenred) with a redemption code in each to cover week commencing 30/3 and 6/4. You will then need to follow the process below (these instructions are given in the Edenred email):

Visit www.freeschoolmeals.co.uk and enter the 16 digit code

Click the button to add another code – insert the other 16 digit code

Select the food retailer and value you require and add to your basket (if you want to split it over two different retailers then process one code at a time)

'Checkout' to confirm the order and enter the email address you would like the voucher emailed to

You will then be given a reference code please write this down for your safe keeping (this will not be emailed to you but will be needed if your voucher does not arrive)

Please allow 1-2 days for your voucher to be emailed to you as due to the high volume Edenred are a little behind with supplying these.

If you have any queries please do not hesitate to contact me. If you are really struggling and need support urgently, please contact Ms Storey directly and we will see if we can put an emergency package together via the local shop in St Day.