



National Garden Gift Voucher

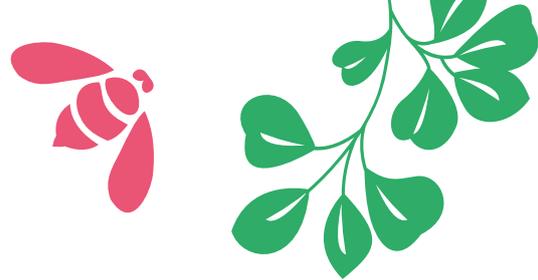
Till Training for Paper Vouchers

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for children in hospices



Till Training



This document gives you the main facts about the National Garden Gift Voucher paper vouchers.

Scheme overview

The HTA (Horticultural Trades Association) is a trade body that your garden centre belongs to. HTA has been running the National Garden Gift Voucher scheme since 1962 to get more shoppers into garden centres. The idea is for people looking for a gift for gardeners to come into garden centres to buy vouchers. The recipient then comes in and spends the voucher. We also use the scheme to support gardening causes and charities like Greenfingers and National Children's Gardening Week.

Independent research shows that when gift vouchers are bought and spent, the shopper tends to spend more than the value of the vouchers. These shoppers also tend to make impulse purchases on their trip into store. Garden centres buy the vouchers from HTA to sell to customers. When customers spend the vouchers with you, your garden centre sends the vouchers to HTA. At this point HTA pays your garden centre for the vouchers you've accepted

Where can vouchers be spent?

Around 1,600 garden centres across the UK accept National Garden Gift Vouchers. Customers can find a list of garden centres that accept National Garden Gift Vouchers on www.thevouchergarden.co.uk/find. This web site link is printed on the back of the vouchers.

What denominations are there?

The paper vouchers come in £1, £5, £10, £25 and £50.

Do vouchers expire?

Yes. Each voucher has an expiry date on the back. The expiry date will almost always be 31st December of a given year. HTA prints and ships vouchers in such a way that the customer should always have three to four years in which to spend it.

HTA will not pay your garden centre for vouchers that have expired. Where vouchers are accepted very shortly before the expiry date there is a grace period of 30 days in which you can send them in. It's very important that before accepting a voucher in payment, you check the voucher has not expired. Please ensure vouchers do not linger in tills and are sent to HTA as per your garden centre's process.

Validating vouchers

When you sell a National Garden Gift Voucher you need to stamp the 'issued by' box on the back. Your garden centre will provide a stamp. Please ensure you stamp vouchers you sell or the customer will not be able to spend them. If a customer tries to pay with a voucher and there is no stamp on the back of a voucher, you should not accept it in payment. Please don't pre-stamp vouchers—only do so as they are sold, this is for security reasons.

Accepting vouchers

When you accept a voucher at the till, you need to stamp the front of the voucher or draw two lines across it in pen (don't use a felt/marker). This is to ensure the voucher cannot be spent again. If the front of a voucher is stamped or has lines on it, then it has already been spent and you should not accept it as payment. Please do not staple or tear vouchers you accept.

Security features

The vouchers carry a holographic foil on the front. The back of each voucher has a unique reference number and a pink strip that changes colour when you rub it with your finger.



Parts of a Voucher



Frequently Asked Questions

The following questions are designed to help you with customer enquiries you may get on the scheme from shoppers.

Why is there an expiry date?

If vouchers were issued without an expiry date, then HTA would (in accounting terms) have an ever-lasting financial liability in its accounts to cover the cost of all vouchers ever issued. That's why gift vouchers of all types (not just ours) tend to have expiry dates on them.

If a voucher only expired a few days ago, why can't HTA be flexible?

HTA won't accept any expired vouchers from consumers, no matter how close to the expiry date they are. Unfortunately we have to draw a line somewhere and ensure this is fair and consistently applied.

How can I tell where the vouchers will be accepted?

If you check www.thevoucher garden.co.uk there is a full listing there. This is shown on the voucher so the recipient will be able to tell this.

Are vouchers legally the same as money?

No. When vouchers are purchased, money is exchanged for the vouchers so what belongs to the customer is the vouchers rather than the money. The vouchers have an expiry date and there's no legal obligation for you to accept an expired voucher.



National Garden Gift Vouchers

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T: 0333 003 3550

W: thevoucher garden.co.uk



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