



How to redeem

GIFT CARDS & EVOUCHERS

A customer may present you with a gift card (physical) or an eVoucher (on a phone or printed). Simply scan the barcode to redeem it.



TERMINAL USER GUIDES

For full details on how to use your type of terminal, please visit

hta.org.uk/quick-start-guides

If you have an EPOS system, please check with your provider to see if it is integrated. If so, they will be able to provide you with full details of how their system should be used to process National Garden Gift Cards.



ORDER MORE STOCK

To order more gift card and point of sale stock, visit:

hta.org.uk/member-store

All stock is free of charge and easy to order, please ensure your gift card stands are fully stocked.

Please note that we occasionally use a third party provider to update stock in garden centres.



CONTACT US

services@hta.org.uk
0333 003 3550

If a customer has a query about their gift card, eVoucher or paper voucher please direct them to the below link or contact a member of the team.

nationalgardengiftcard.co.uk

MORE INFORMATION

For more information about the National Garden Gift Card Scheme, please visit:

hta.org.uk/nggc

PAPER VOUCHERS

Customers may still present paper vouchers. Check for an expiry date before redeeming; do not accept expired vouchers.

Security features: Ensure the voucher has a holographic foil on the front and a pink strip on the back that changes colour when rubbed. It must also include the issuing member's stamp on the back, showing the garden centre's name and address.

At the till, stamp the front of the voucher or draw two lines across it with a pen (not a felt/marker) to prevent reuse. If a stamp is already present on the front, the voucher has been redeemed.



Thank you for your continued support with the National Garden Gift Card scheme!