

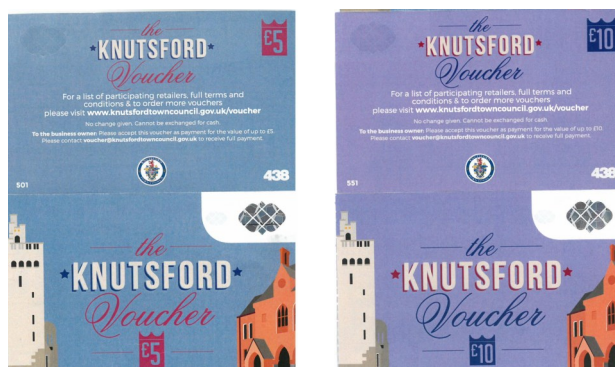
The Knutsford Voucher – a guide for businesses

Security

- Photographs of both vouchers (front and back) are shown below with a close up of the back of the voucher shown on the reverse of this sheet
- It is printed in £5 and £10 denominations
- It is sold via Knutsford Town Council's website or in person at the council offices.

Security Features

- Watermarked paper
- Hologram
- Serial Number
- Knutsford Town Council Expiry date stamp



If you are unsure of the validity of any voucher please email voucher@knutsfordtowncouncil.gov.uk or call 01565 653929

Do not accept a voucher in the unlikely case it is presented already struck through.

Please ensure all your staff are trained on how to accept the voucher, especially when you are absent

Redeeming the voucher

- You do not have to give change
- Ensure the voucher is within its expiry date (on reverse)
- You have 3 months from a voucher's expiry date to pass to the town council for processing a payment. If 3 months have passed since the expiry date the council will be unable to process any payments. For example, if a voucher expires on December 31st you must present it for payment to the council before March 31st.
- Take the voucher from the customer and strike through the back.
- Once a week (or each day if that is easier for you) take a photo of the back, clearly showing the serial number and date stamp to voucher@knutsfordtowncouncil.gov.uk
- Dispose of the voucher
- Customers cannot redeem the voucher 'online'

Payment Schedule

- All redeemed vouchers received by **noon** on Monday will be on Friday's payment run
- Redeemed vouchers received **after** noon on Monday will be on the following week's payment run.
- If you wish to opt out of the scheme at any point please email voucher@knutsfordtowncouncil.gov.uk

How to send vouchers to us.

1. The back of the voucher MUST be crossed through
2. Quote the serial number from the back of the voucher in your email to us
3. Check the voucher has an expiry date stamp and the date of expiry
4. Email a picture/scan of the voucher to email address
voucher@knutsfordtowncouncil.gov.uk

