



The  
Bay  
School

## Grocery Card Fundraising Program



### Frequently Asked Questions

#### What's the Grocery Card Program?

The Grocery Card Program is an ongoing fundraiser to support The Bay School. Participants route their grocery shopping dollars through The Bay School's reloadable gift card agreement with the Blue Hill Co-op and Hannaford (Tradewinds is a Hannaford affiliate), and the stores give the school 5% of the total dollar amount. Participants get the full dollar value of their money loaded to their gift card. The stores make the donation, not participants. Over the last four years, the program has raised \$22,000 for The Bay School!

#### What is the money used for?

The funds raised through the program go to The Bay School's general operating account, to help close the gap between tuition revenue and the actual cost of educating each student.

#### How does it work?

The Bay School gives you a reloadable gift card for the store of your choice. You can have a Blue Hill Co-op card, a Hannaford card, or both. Hannaford cards are good at any Hannaford store, not just Tradewinds. A card does not expire as long as it has a balance greater than \$0.

To add funds to your card, we can set up an automatic payment from your bank account on a weekly, semi-monthly, or monthly schedule. Or you can bring cash or a check to the school office. Your funds need to be at the school office or in our bank account before we can load your

card. We keep track of your card number and add funds to the card electronically each time you want to reload it, no need to bring the card to us each time.

### **How often can I reload my card?**

We send our orders to the stores weekly, usually on Thursday afternoon to have the funds available on your card Friday morning. The schedule may vary on holiday weeks, and we'll send out word ahead of time. You can reload your card as frequently or infrequently as you wish, with the following caveats:

- The minimum reload amount is \$25
- The maximum reload amount is \$500
- A Hannaford card cannot have more than \$500 on it, so if you request a reload that would put the card over that limit, we will load it to the \$500 level and hold your remaining funds until the following week's order. You would need to spend down the card balance before we can add the remaining funds.
- A Hannaford card will be deactivated by the store if it is at a \$0 balance for 30 days, and we cannot reactivate that card. If your card has been deactivated, we will be notified the next time we try to load it. We can issue you a replacement card on the spot, and you would need to come to the school office to get it. We will not send a card with value on it through the mail.

### **How do I know what the balance is on my card?**

Your store receipt will show you the remaining balance on the card each time you use it. At Hannaford stores, you can run your card through the scanner and do a balance inquiry. Or you can check the balance online by going to the Hannaford website.

### **What if I lose my card?**

If you lose a card with value on it, contact customer service at the store right away to have them deactivate the card and transfer the balance to a new card. If you need your card number, contact us. We can't deactivate the lost card or transfer the balance to a new card, you have to have the store's customer service do that. Make sure you give us the NEW card number, so we can update our list and load the new card going forward.

### **Can I have two cards for the same store, one for me and one for my spouse/child?**

Sure! Just let us know how you want your funds distributed between the cards.

### **I need to change the amount of my automatic withdrawal, or cancel it.**

No problem. Please let the school office know as soon as you can. We need to have you sign a new authorization form for the bank, and they need 5 business days to process it, so be sure to leave enough time before your next automatic withdrawal to process the change. Stop by the school office to fill out the form, or we can email it to you for you to download, print, sign, and return to us. Please DO NOT dispute an automatic withdrawal or stop payment on it without letting us know – remember, your funds are coming to The Bay School and the school is paying the store. We don't have the ability to take money off your card and refund it to you once it has been loaded.