

Flu Voucher FAQs

- **When can I buy the vouchers?**

You can buy your vouchers now

- **How long will it take for my vouchers to arrive?**

Your vouchers will be sent to your registered address by special next day delivery at an additional cost of £10 as soon as your payment has cleared. If you have requested digital vouchers we will set you up within 24 hours.

- **Will my staff have to add any additional money to the voucher to get their flu vaccination?**

No. The Flu Voucher entitles you to a single dose Quadrivalent flu vaccination. The flu Voucher cannot be exchanged for cash.

- **I want to purchase multiple vouchers for my company; do all employees need to register?**

Not for paper vouchers, although you can use our portal for staff to request one.

Digital vouchers – Yes, staff will need to register in order to receive a code to take to a participating pharmacy

- **Is there a minimum order?**

Yes. There is a minimum order of 5 flu vouchers.

- **Is the purchase system secure?**

Yes. We use encrypted secure servers backed by Worldpay the UK's leading on-line payment system.

- **How can I pay for the vouchers?**

You can pay on-line by using your debit or credit card. Your vouchers will be dispatched once your payment has cleared. Or if digital your portal will be set up the next working day.

- **When can I redeem my Flu voucher?**

Flu Vouchers can be redeemed at participating retailer between September 2022 and 31st March 2023.

- **Where can I redeem my Flu vouchers?**

Flu Vouchers can be redeemed at participating retailers in England Wales and Scotland.

- **Do I need to book an appointment at one of the retailers?**

Due to the current coronavirus situation please check with individual stores or the retailers website to ensure stock and to check current procedures before you visit. If you book online and fail to attend your appointment, the retailer reserves the right to cancel your voucher.

- **What is the value of the Flu voucher?**

The flu voucher has no value as it is only exchangeable for a flu vaccine.

- **Are all retailers charging the same price for their flu vaccination?**

No. Each retailer has set their own prices but the flu voucher is sold at a fixed price and can be used at any of the participating retailers regardless of their retail price.

- **When I insert my postcode no stores come up?**

If no stores are listed for your postcode there are no retailers offering the vaccinations in your area. Try the postcode for you next nearest town inserting the first 2 letters and numbers e.g. LS1 for Leeds centre then work outwards entering LS2, then LS3 etc until you find a store in your area.

- **Will the Flu vouchers be usable next year if I don't use it this year?**

No the flu vouchers will expire on 31st March each year for that years flu vouchers. There will be no refunds for unused flu vouchers.

- **If I get to the retailer and find I can't have a flu vaccination for medical reasons can I get a refund on my flu voucher?**

No, because by purchasing you have agreed to our terms and conditions which includes the main reasons as to why you may not be suitable to receive a vaccine.

- **Can the vouchers be copied?**

No we use the latest technology to produce our vouchers and they contain a number of security devices.

- **Are the vouchers available to download and print?**

No, printable vouchers are not yet secure enough to be able to print. The code for a digital voucher is unique and is checked by the pharmacy

- **If I lose my voucher will you replace it?**

No. Only on payment for a new voucher.

- **Can I go to the retailers at any time?**

Due to the current coronavirus situation please check with individual stores or the retailers website to ensure stock and to check current procedures before you visit.

- **I am one of the people in the designated 'at risk' category. Can I get my flu voucher free?**

No. This is a private service. If you are entitled to a free flu vaccine you should contact your own GP in the usual way.

- **Do I need to notify my GP that I have had a flu vaccination?**

You are advised to tell your GP that you have had a flu vaccination but it is not essential. The choice is yours.

- **I am pregnant. Can I get a flu vaccine from one of the retailers?**

Providing you are outside your first trimester.

- **I have tried using my voucher at a retailer who tells me their branch is no longer offering the flu vaccine. Can I get a refund?**

No. Flu Xpress Ltd cannot be held responsible for the supply of vaccines or the accuracy of the retailers lists. The stores lists are supplied to Flu Xpress Ltd by the retailers, we rely upon them to update us of any changes.

- **Can everyone receive the Flu Vaccination?**

The majority of people can safely receive the flu vaccination.

However, if you have had a confirmed anaphylactic reaction to a previous flu vaccination or an allergic reaction to any component of the vaccine (including neomycin) you will **NOT** be offered the jab.

Additionally, the vaccines are prepared in hens' eggs and will **NOT** be given to individuals with a known allergy to chicken or egg products. Vegans/vegetarians may not want a vaccination

You will **NOT** be vaccinated if you are ill with a fever on the day of vaccination.

You will **NOT** be vaccinated if you are aged 65 or over: this is because the quadrivalent vaccine is NOT the optimal flu vaccination for your age group. It is recommended by Public Health England that you avail of the free NHS flu vaccination from your GP surgery which has been specifically developed by the manufacturers for maximal protection against the flu virus for the over 65s.

There are no meat products or alcohol in this vaccine.

- **Who are Flu Xpress Ltd?**

Flu Xpress Ltd are the leading provider of Flu Vaccinations for Organisations and their employees.