

High Five for Bookshops: Frequently Asked Questions

High Five for Bookshops is a national e-Gift card giveaway launched during Independent Bookshop Week in 2019, and designed to reward loyal bookshop customers. In 2021, it will see up to £360,000 of National Book Tokens being given to people visiting participating bookshops in the UK and Ireland.

How does the giveaway work?

You will be sent 100 vouchers within a chequebook-style booklet which can slip easily into your till. Each voucher in the booklet is printed with a unique code. This code allows the recipient to download and print a £5/€5 National Book Tokens e-Gift card – a free gift for 100 of your customers!

How does the giveaway benefit me?

Not only does the giveaway give you a lovely reward for your most loyal customers, helping you to promote and celebrate your independent business during what continues to be a challenging time, it should also encourage customers to return to your shop over the summer to spend their \$5/€5 e-Gift card.

Who can I give the vouchers to?

The £5/€5 e-Gift card is intended as a free gift for your customers. Children under the age of 16 won't be able to claim, and only one £5/€5 e-Gift card will be available to claim per person. Other than that, it's entirely up to you how you decide to reward your local customers.

Here are a few ideas to get you started. You could give flyers to...

- ... the first 100 people in your shop during Independent Bookshop Week
- ... your most loyal lockdown customers
- ... attendees of your online events
- ... the members of your book group
- ... customers signed up to your loyalty scheme
- ... a hand-selected group of your favourite customers as and when you see them
- ... anyone who has supported you in the last year

When can I start giving out the vouchers?

The High Five for Bookshops campaign will launch at the same time as Independent Bookshop Week on Saturday 19th June, and customers will be able to claim their free e-Gift cards from this date. As such, we'd recommend holding on to the vouchers until then to avoid disappointment (or customers forgetting to claim). If you do hand any out earlier, customers visiting the website will see a message asking them to return during Independent Bookshop Week to claim their gift.

When do I have to give the vouchers out by?

As in 2020, we've extended the claim period this year as we know people are shopping in different ways at the moment, and we want to make sure that you and your customers have long enough to benefit from the giveaway. The free e-Gift cards can be claimed until Sunday 19th December. After that date, the claim codes will no longer be valid, so please don't hand out any vouchers beyond then. However, we recommend that you aim to give them out sooner rather than later to avoid any disappointment, and benefit from increased footfall during the quieter months of the year.

Can I tell my customers about the giveaway on social media?

It's up to you how you distribute the vouchers, and you may wish to tell customers in order to encourage them to visit your shop and receive their free gift. And since the way you distribute vouchers is unique to each individual bookshop, there will be no general consumer promotion carried out by National Book Tokens or the BA.

If you do decide to actively promote your giveaway, don't forget to upload your offers and events to Caboodle so that they'll be emailed to booklovers near your shop. We also have some [shareable social media banners](#) which you can download for your channels. As with any communication, make sure you include any relevant information, such as 'limited to the first 100 customers only', 'terms and conditions apply' etc. Equally, should you wish to give the gifts as a surprise, there's no need to tell anyone!

How do customers get their free National Book Tokens after I've given them the vouchers?

The instructions for downloading the free e-Gift card are printed on the vouchers. When a customer receives a voucher from you, they just need to visit nationalbooktokens.com/highfive and enter their unique code – alternatively, they can scan the QR code which will take them straight to the page and enter their code for them.

They then need to enter some details, including their email address and the name of the bookshop that gave them their voucher, in order to complete their claim. Their free e-Gift card will be emailed to them on the following day.

Is there any cost to me to participate in the High Five for Bookshops giveaway?

No – there's no cost to you! It's a completely free gift for your customers and the value of any redemptions you get will be credited at month end in the normal way. If you've got any questions about National Book Tokens in general, please don't hesitate to get in touch with our customer service team through their usual channels.

What's the incentive for me to participate?

Other than adding value to your Independent Bookshop Week or general events and activity, rewarding your loyal customers with a free gift, and driving footfall back into your shop, National Book Tokens will also be awarding a bumper hamper of bubbly at the end of the year to the bookshop with the highest number of e-Gift card claims (i.e. customers who have gone on to download their e-Gift cards).

Can I have more vouchers?

Due to the high number of National Book Tokens being given away, unfortunately we can't issue more than 100 vouchers per bookshop.

What should I do if a customer has a question about the giveaway that I can't answer?

For customers, the full terms and conditions for the High Five for Bookshops giveaway can be found at nationalbooktokens.com/highfive from 19th June 2021 onwards, along with a link for getting in touch with National Book Tokens for any further queries. As a bookseller, you can also get in touch with National Book Tokens through the usual channels – by emailing egiftcard@booktokens.co.uk or by calling 020 7421 4640.

What about customers who don't have email addresses?

Customers without an email address – or access to create one – can claim their free £5/€5 National Book Token by post. Instructions for how to do this, and the extra terms and conditions that apply,

are included in the consumer terms and conditions on the National Book Tokens website, replicated at the bottom of this document.

I'm not sure how to process e-Gift cards

If you need help you can contact the National Book Tokens customer service team, who will be able to advise.

However, it's very easy to process e-Gift cards – just treat them in the same way that you would a physical gift card that can't be swiped, and either scan the barcode or enter the long card number manually.

Do I have to participate?

There's no obligation to participate in the giveaway – however, we hope that it will add value to your instore events, help you to promote your shop, increase customer loyalty and drive footfall to your shop over the summer and beyond, giving you lots of reasons to join in and give the free gifts to your customers.

What are the full terms and conditions?

These will be available to view on nationalbooktokens.com/highfive from 19th June 2021 onwards, and are replicated below.

Your free £5/€5 National Book Token will be sent to you by email as a National Book Tokens e-Gift card, which is issued electronically as a downloadable PDF.

e-Gift cards work similarly to physical gift cards; they are valid for 8 years from last use and can be spent in participating bookshops across the UK and Ireland. See nationalbooktokens.com to find out which shops accept them, and for full gift card terms and conditions.

Your National Book Tokens e-Gift card must be claimed by 23:59 on Sunday 19th December 2021. After this date, you will no longer be able to claim, and your unique code will be null and void.

Your e-Gift card will be sent to the email address you provide within 3 days of your online claim, providing the claim is valid.

Book Tokens Ltd. accept no liability in the event of an e-Gift card not being received for reasons beyond its control, such as email providers' spam/junk filters or the incorrect entry of a customer's email address.

This offer is available to customers aged 16 and above and is limited to one £5 or €5 e-Gift per person and per valid email address; no cash or physical gift card alternative will be offered.

Employees of Book Tokens Ltd., the Booksellers Association and participating bookshops are not eligible to claim a free e-Gift card.

This offer is promoted and fulfilled by Book Tokens Ltd., who reserve the right to change or cancel the offer without notice.

Book Tokens Ltd. will only use your email address and other personal information as outlined in our privacy policy.

If you do not have an email address (or do not have access to one) please post your claim to:

High Five for Bookshops - claims
National Book Tokens
6 Bell Yard
London
WC2A 2JR

Please note that due to ongoing disruptions as a result of the Covid-19 pandemic, it may take longer than normal for claims to be processed and for post to be delivered. Please keep a record of your unique claim code in the event that your claim is lost in the post.

Please include:

- 1) Your original High Five leaflet with unique code
- 2) Your full name and postal address
- 3) The name of the bookshop that gave you the leaflet

Terms and conditions for postal claims:

We must receive your claim by Sunday 19th December 2021.

Valid claims - which include a valid High Five leaflet and the above requested information - will be processed within 60 days of the closing date (Sunday 19th December 2021).

Your free £5/€5 e-Gift card will be posted to the address provided.

e-Gift cards work similarly to physical gift cards; they are valid for 8 years from last use and can be spent in participating bookshops across the UK and Ireland. See nationalbooktokens.com to find out which shops accept them, and for full gift card terms and conditions.

Book Tokens Ltd. accept no liability in the event of a claim or an e-Gift card not being received for reasons beyond its control.

This offer is available to customers aged 16 and above and is limited to one £5 or €5 e-Gift per person; no cash alternative will be offered, but Book Tokens Ltd. reserve the right to issue a physical gift card in lieu of an e-Gift card.

Employees of Book Tokens Ltd., the Booksellers Association and participating bookshops are not eligible to claim a free e-Gift card.

This offer is promoted and fulfilled by Book Tokens Ltd., who reserve the right to change or cancel the offer without notice.