



## Important Communication To a households in Lancy

Lancy, 26th August 2020

### Supporting the local economy – a CHF 20.– voucher!

Dear Sir/Madam,

Following the relaxation of some of the precautionary measures to combat the Covid-19 virus, life is gradually returning to normal in our city. The unprecedented semi-confinement and business closures have had a serious impact on the economy. Small businesses have been hit particularly hard during this period.

Throughout these last few months, the Ville de Lancy has carried out a number of actions to help support the local economy. Today, in the same spirit, we are putting in place an initiative to encourage our community to champion local shops and enterprises. Together, in solidarity, we can help them to survive during this extremely difficult time.

To promote this initiative, the Ville de Lancy is pleased to offer each household a “**Solidarity voucher**”. This voucher, which comes in the form of 4 coupons, has a total value of CHF 20.– and can be used at any participating businesses. A list of these can be found in the enclosed leaflet, as well as on the [www.lancy.ch](http://www.lancy.ch) website. These vouchers are available for use from 1<sup>st</sup> September until 30<sup>th</sup> November 2020.

Our community benefits from a wide variety of shops, where you can find everything that you need close to home. We hope that everyone will choose to support, especially now, and at every possible opportunity, our local stores and businesses.

A list of FAQs, which also provide more information on how to use the voucher, is attached to this letter. In addition, we invite you to visit [www.lancy.ch](http://www.lancy.ch) to find out more on the campaign **#LancyVous** *surprendre*.

We hope that you will take great pleasure in (re)discovering all our local businesses in Lancy. With our very best wishes,

Damien Bonfanti  
Mayor



# FAQ Solidarity Voucher

## **When can I use my “Solidarity Voucher”?**

The voucher can be used from September 1 to November 30, 2020.

## **Where can I use my “Solidarity Voucher”?**

The voucher can be used exclusively at any participating business. A list of these is available in the attached leaflet and is also available on the [www.lancy.ch](http://www.lancy.ch) website, where it is regularly updated.

## **How do I use the voucher?**

It is possible to use each of the 4 coupons of CHF 5.-, which make up the voucher, either all at once or separately at one or more businesses. *Example: use one CHF 5.- coupon in one shop XY and the three remaining coupons in another shop (or each in a different shop).*

## **Who will receive a Solidarity Voucher?**

The Ville de Lancy has distributed one Solidarity Voucher to each household in Lancy - one voucher per letter box - regardless of the number of people in the household.

## **Who can use the Solidarity Voucher?**

All residents of Lancy. It is, however, possible to offer the voucher to someone else in the community, as the vouchers are not designated by name(s).

## **What is the minimum purchase amount?**

There is no minimum purchase amount.

## **Can money be returned to me in cash?**

No money is returned if the purchase is less than the value of the voucher. In case of a purchase of an amount greater than the value of the voucher, the customer must pay the balance in cash or by card.

## **Can I be given the value of the Solidarity Voucher in cash?**

No, that is not possible.

## **Are the delivered services the same, if I pay for my purchase with a Solidarity Voucher or in cash?**

All businesses have committed to offering the same goods and services, and to apply the same prices, whether the purchase is paid with or without a Solidarity Voucher.

## **I did not receive / I lost the Solidarity Voucher, what can I do?**

The Ville de Lancy is not able to grant replacement vouchers and is not responsible for a distribution error or loss.

## **Can I block or have lost / stolen Vouchers replaced?**

Vouchers lost or used without your agreement cannot be blocked or replaced.

**What about data protection?**

The Solidarity Voucher is transferable and is not designated by name(s). No personal information is collected nor recorded.