



May, 2010

The Nature Sanctuary has just received approval from Thrifty Foods to extend our participation in their Smile Card program for another year. This program provides an easy way for you to support a special Nature Sanctuary project to replace the aging floating wharf below the Swan Lake Nature House (an important facility in our outdoor classroom), *at no cost to you.*

How Does it Work?

Pick up a Smile Card at the Nature House office, take it to Customer Service at any Thrifty Food store, and put enough cash on the card to pay for a number of shopping trips. When you use the card to pay for groceries, Thrifty Foods will contribute 5% of the value of your purchase to the Nature Sanctuary. When you reduce the value of the card to zero, you can load it up again, and Thrifty Foods will continue to make the contributions to the Nature Sanctuary. The current cards will be active until May, 2011.

How do I get a Card?

If you would like to pick up a card, drop in to the Nature House at 3873 Swan Lake Road Monday to Friday, from 8:30 a.m. to 4:00 p.m. or on weekends from 12:00 noon to 4:00 p.m.

If you are unable to come in, call the Nature Sanctuary office at 250-479-0211 and we will be happy to drop a card in the mail (they have no monetary value until you take the card into Thrifty Foods).

We also encourage our supporters to buy Smile Cards as gifts for friends and family. And please tell your friends about the opportunity to support the Nature Sanctuary through this program.

Happy Grocery Shopping!



By shopping at Thrifty Foods, here is an easy way to support the Swan Lake Christmas Hill Nature Sanctuary:

1. Phone the Nature Sanctuary office at 250-479-0211, or e-mail info@swanlake.bc.ca and ask for a Thrifty Foods Fundraising Smile Card.
2. Take the Smile Card with you to Thrifty Foods when you go grocery shopping. Ask the cashier to load any amount you wish onto the card **before** paying for your grocery order. Pay for the card load with cash, debit card or credit card.*
3. Pay for your grocery order with the Smile Card.

It's that simple!

*Thrifty Foods will donate 5% of the amount loaded on your Smile Card to the fundraising group. There is absolutely no cost to you. When the card is running low, load it again to continue to support your group every time you shop!

Cardholder Frequently Asked Questions

What if I do not have enough funds on my Smile Card to pay for my grocery order?

The cashier can apply all available funds on the card to your order. The outstanding balance can be paid in cash, debit card, or credit card. Cashiers cannot load a Smile Card once a grocery order has been rung through the till.

What if there are funds remaining on my Smile Card once I've paid for my grocery order?

Use the funds to pay for purchases next time you shop at Thrifty Foods! Many customers will load an amount equal to their weekly, biweekly or monthly grocery budget on payday or at the beginning of the month and use the card for their next several purchases. This speeds up the purchase transaction time as no pin number or signature is required.

How do I know the current balance of my Smile Card?

Your grocery receipt will show the remaining balance of your Smile Card after each purchase or a cashier can swipe the card at the till and do a balance inquiry. You can also check your card balance at www.thriftyfoods.com under Our Services, Smile Card, Check My Smile Card.

How do I know I'm supporting my group/organization?

Your grocery receipt will print a message at the bottom stating, "Group XXX – Thanks for your support!" Groups are required to apply for participation in this program annually and are advised of specific eligibility dates. If the group name does not display on the receipt, the group has not reapplied for funding and is not currently active. For example, schools can fundraise during the school year (September to May), soccer teams for the soccer season (September to March), etc. Cardholders should check with the group for specific information on eligibility dates.

What if my Smile Card is lost or stolen and there is a balance on it?

Lost or stolen cards should be reported immediately by calling Thrifty Foods Customer Service (250-544-1234 or 1-800-667-8280) or by going to any Thrifty Foods store. Once reported, existing funds on the card are locked. A replacement card can be obtained from the Customer Service desk at any Thrifty Foods location. Keep a record of your 19 digit card number, located on the back of the card, for reference in case of loss/theft.

Should I keep my Smile Card after the fundraising dates are over?

Yes – if the group applies for future funding, previously issued cards will be valid for the next approval period.