Hope – FAQ's for NDNA Members

The main benefits of your NDNA Membership through Hope are:

- **15% discount on all orders (applied to account)**
- **A yearly single use 20% discount code (valid until 31st March 2024) (Required to quote promotion code found in the NDNA member area)**
- **Up to 70% savings on over 200 essential items (applied to account)**
- **Free delivery on all orders, no minimum spend (however please consider the environmental impact of placing lots of small orders)**

Ways to activate NDNA discounts with Hope

We will need your full address, contact details and NDNA membership number to activate your exclusive membership discounts. You can request this by;

1. Entering your details via our online portal by clicking here.

2. Calling 03451 20 20 55

3. Emailing NDNAmembers@hope-education.co.uk (this is for benefit activation only)

4. Chat online at www.hope-education.co.uk

Q: How do I access my NDNA discounts?

A: Please contact Hope via one of the methods above to register your account, providing us with your NDNA membership number and postcode for validation. Once registered and confirmed and you are set up to order online, your core list prices and 15% discount will automatically be applied to your account and your orders.

Q: How do I use my 20% one off discount code?

A: Every April you will receive a single use discount code, which will give you 20% discount on a single order. This code will be valid from 1st April until 31st March. The code will then change the following year (on the 1st April again), for you to receive another one off 20% discount. The promotion code is NDNA20.

Q: Up to 70% off on essential items?

A: Up to 70% off is available on a core list of essential items of over 200 products. The prices are reviewed every 6 months. You will to add these benefits to your new or existing account by contacting us today by contacting us above via one of the methods. Once logged in the savings will be clearly visible. Please go to www.hope-education.co.uk/NDNA to see the items eligible under the 'save up to 70% on over 200 essentials' section.

Shop online at hope-education.co.uk
Blog blog.hope-education.co.uk

HOPE
is all you need

Q: My 20% discount code is not working, who do I contact?

A: Please contact the Hope Customer Service Team via phone (03451202055) or email (enquiries@hope-education.co.uk).

Q: Do all products qualify for the discounts?

A: The discount does apply to the majority of our products that are full price, however there are some items that are discount exempt. You will be notified of these when at the "check-out" stage of placing your order.

Q: I am an existing Hope customer, how do I access my NDNA discount?

A: Please contact the Hope Customer Service Team via one of the methods above. and they will happily set up your account with the agreed NDNA discounts. You will need to provide your post code, Hope account number and your NDNA membership number.

Q: I am an existing Hope customer with a discount arrangement in place, am I able to access the NDNA discount too?

A: If your nursery or nursery group have an existing discount agreement in place with Hope, then you will already be receiving a fantastic service, great savings and benefits as part of that agreement. You will not receive the 15% discount or the single use/once per year 20% discount code.

Q: What is the free nursery design service? And how do I access it?

A: Whether you are modifying an existing setting or starting from scratch – we have the full solution to help you visualise your nursery. Simply send your enquiry to enquiries@hope-education.co.uk and we will arrange a FREE consultation, we will then create your FREE design plans & provide a detailed list of suitable EYFS linked resources and furniture. If you wish to proceed, you place the order with us and we will arrange for the delivery and installation on a date/time to suit you (lead time permitting). We will also remove and recycle the packaging.