West Kent Housing Association – Faversham activity vouchers - Frequently Asked Questions (FAQs)

I am not sure which activity to choose. Can I speak to someone to help me decide?

Yes. A member of our team will be happy to tell you more about the organisations or activities to help you choose what's right for you.

You can also visit the two organisations' websites for more information:

- West Faversham Community Centre | England | Soft Play | Gym | Venue Hire
- Faversham Pools

Can I get help to fill out the form?

Yes. Please get in touch and a member of the team will complete the form with you.

When do I have to order a voucher by?

The deadline for completing the form is **Friday 20 March 2026.**

How many vouchers can I ask for?

Please select one voucher per household.

If your household needs extra vouchers, please get in touch and we can talk it through with you. This might be because there are more people living with you, or you're finding things financially difficult at the moment.

Just to note, you can only choose one voucher when completing the form.

When will the vouchers be available to use?

The vouchers will be delivered to your home address by Tuesday 31 March in time to use for the Easter holiday break.

Will I need to pay any additional money on the day?

Each voucher will cover the activity you've chosen, exactly as described. You won't need to pay anything extra.

If you decide to add any other activities while you're at the venue, you'll need to pay for those yourself on the day. This includes things like food and drink, or entry for any extra children not covered by your voucher.

Am I allowed to send this link to local friends or neighbours?

No. This offer is only for West Kent residents.

If you have friends or family who live in other parts of Swale and are West Kent residents, please ask them to contact us directly if they'd like to take part.

To contact us:

- Email: communitydevelopment@wkha.org.uk
- Phone: 01732 749400 or 0800 169 1122 (freephone), Monday – Friday, 8:45am to 4pm.
    - Please request a call back from the Community Development Team.