

Construction Voucher Program

Frequently Asked Questions

2026

What is the Construction Voucher Giveaway Program?

The Construction Voucher Giveaway Program is a Downtown Guelph Business Association (DGBA) initiative designed to encourage residents and visitors to continue shopping, dining, and supporting local businesses during the downtown construction period.

Customers receive a \$25 Construction Voucher that can be spent at businesses within the Downtown Guelph Business Association boundary.

Who can accept Construction Vouchers?

Any business located within the Downtown Guelph Business Association boundary is encouraged to accept Construction Vouchers.

Do I need to register to participate?

No. Businesses within the DGBA boundary can accept Construction Vouchers without registering.

What is the value of a Construction Voucher?

Each Construction Voucher has a value of \$25.

Can customers spend more than \$25?

Yes. If a customer's purchase exceeds \$25, they simply pay the remaining balance using another payment method.

Example:

Purchase total: \$40

Construction Voucher: \$25

Customer pays: \$15

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Can customers receive cash back?

No. Construction Vouchers cannot be exchanged for cash and no cash back may be provided.

What happens if a customer's purchase is less than \$25?

The voucher is accepted as payment for the purchase, but no cash or store credit is provided for any unused balance.

Example:

Purchase total: \$18

Construction Voucher: \$25

Cash back: \$0

How do I know if a voucher is valid?

Valid vouchers will include:

- A unique serial number
- An expiry date
- Official DGBA embossing

Do not accept vouchers that appear altered, damaged, or expired.

How do I process a Construction Voucher?

1. Verify the voucher has not expired.
2. Accept it as \$25 toward the customer's purchase.
3. Record the total transaction amount on the back of the voucher.
4. Keep the voucher.
5. Redeem it through the DGBA office.

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Why do I need to record the transaction amount?

The DGBA is tracking the economic impact of the program. Transaction information will be used only for reporting purposes and will remain confidential.

What information should I write on the back of the voucher?

Please record:

- Business name
- Date accepted
- Total transaction amount

How do I receive reimbursement?

Bring redeemed vouchers to the DGBA office during redemption hours. The DGBA will verify the voucher and reimburse your business.

Where do I redeem vouchers?

Downtown Guelph Business Association, 42 Wyndham St N - above Capistrano, overlooking St George's Square.

When can I redeem vouchers?

Redemption Hours

Wednesdays, 12:00 p.m. – 1:00 p.m.

Thursdays, 12:00 p.m. – 1:00 p.m.

How long do I have to redeem a voucher?

Businesses must redeem vouchers within 30 days of accepting them.

What happens if I miss the 30-day redemption deadline?

Please contact the DGBA immediately. Late reimbursements are not guaranteed.

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Can I accept multiple vouchers from the same customer?

Yes, multiple vouchers from one customer can be accepted.

What if a voucher has expired?

Expired vouchers cannot be accepted and will not be reimbursed by the DGBA.

What if a voucher is damaged?

If the serial number, expiry date, or security features cannot be verified, please contact the DGBA before accepting the voucher.

What if I suspect a voucher has been copied or altered?

Do not accept the voucher. Contact the DGBA for assistance.

Who should I contact if I have questions?

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