



## Rowcroft Hospice Lottery

T/A Rowcroft House Foundation Limited

### Full Terms & Conditions

Revised April 2024

For regular updates please see our website.

To contact our lottery team please call 01803 210842

Thank you for your continued support at this challenging time for us all.

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Rowcroft Hospice Lottery trading as Rowcroft House Foundation Limited, operates a society lottery on behalf of Rowcroft Hospice and is licensed and regulated in Great Britain by the Gambling Commission under account number **4273**. Responsible person(s): Julie Fletcher

All profits from our lottery go to Rowcroft Hospice (Registered Charity No. 282723) to fund the care of patients and their families, living with life limiting illness.

This document sets out the Terms & Conditions ('t&c') for our lottery.

### Definitions

For the remainder of this document, 'you/your' refer to the lottery player and 'we/our/us' refers to Rowcroft Hospice.

'Our website' refers to [www.rowcrofthospice.org.uk](http://www.rowcrofthospice.org.uk).

'Regular weekly plays' refers to plays with continual or renewable payments where player details are held.

'Single tickets' refers to one-off ticket purchases for a particular draw where player details are not captured.

### Introduction

Throughout the year we operate a number of lotteries/raffles including:

- A weekly lottery draw
- Special event draws / raffles

Our lotteries are open to individuals who are aged 18 years or over and are a resident of Great Britain.

To take part in our lottery, you must agree to the terms and conditions, which may be amended from time to time. We do not notify players individually of all changes, but an up-to-date copy of our t&c will be available on our website at least 14 days before any changes take effect.

Any major changes to our t&c will be communicated to the Gambling Commission and players with 28 days' notice.

**Our terms and conditions are available on our website or by calling the Lottery Office. If you require additional copies or a large print version of our terms and conditions, please telephone: 01803 210842 or visit [www.rowcrofthospice.org.uk/lottery](http://www.rowcrofthospice.org.uk/lottery)**

## Weekly Lottery Draw

### How is the draw held?

Our weekly lottery draw is conducted using lottery software (Combase) and is fully licensed and regulated by the Gambling Commission.

### Draw date

Our weekly lottery draw normally takes place on a Friday. We reserve the right, due to holidays and unforeseen circumstances, to change the draw date without notice. In the event that a draw is delayed it will take place as soon as practically possible and before the next scheduled weekly draw takes place.

If multiple draws are delayed due to events outside our control, draws will be run in order as soon as it is practically possible to do so, and only players who had credit on the original draw date will be entered into each draw.

### Winners and prizes

There are a total of 17 weekly prizes, the current prize structure is:

**1<sup>st</sup> prize £1,000**

**2<sup>nd</sup> prize £100**

**Plus 15 prizes of £20 each**

Winners are selected by a Random Number Generator (RNG) within the Combase lottery software. The RNG has been approved by the Gambling Commission.

### How to check winning numbers

A list of the weekly winning numbers will be available, on our website [www.rowcrofthospice.org.uk/lottery](http://www.rowcrofthospice.org.uk/lottery) at our hospice shops or by calling the Lottery Office on 01803 210842. Where possible, the top winning numbers and town of residence will also be published in the Torbay Weekly. Names of winners will not be publicised without prior permission.

### How to sign up to play our weekly lottery

- Online at [www.rowcrofthospice.org.uk/lottery](http://www.rowcrofthospice.org.uk/lottery)
- Visit or phone the lottery office on 01803 210842
- Complete the application form in a lottery leaflet
- Speak to one of our lottery hospice fundraisers
- Hospice reception or hospice shops

Once we have received and processed your lottery application, you will receive a confirmation letter with your unique lottery number.

Single ticket players will receive a lottery ticket at the point of sale.

## Player types

- **Individual** - any winnings will be made payable to the named person.
- **Gift** - lottery gifts are available for special occasions (from £10). Further information is available from the Lottery Office or on our website. Both the person buying the gift and the recipient must satisfy the terms and conditions.
- **Syndicates** - a group of individuals can choose to play the lottery as a syndicate, we require the number to be registered with us under the name of one nominated syndicate player. It is advisable for individuals within a syndicate group to take professional advice on syndicate membership and make a formal syndicate agreement in writing before buying lottery tickets. We do not accept liability for the actions or agreements made by a syndicate group.

## Cost of entry

Each entry costs £1 per weekly draw and is paid in advance, only lottery numbers that have been paid for are entered in the draw. Payments received by post after 1pm on a Wednesday are not guaranteed to be entered into that week's draw. If regular lottery players miss a payment their lottery number will not be entered in the lottery draw for the period missed. We accept no liability for missed draws due to late payment.

## Multiple entries

The number of lottery numbers per regular player, per week, is limited to 10. If you wish to buy more than 10 regular entries, please contact us prior to your application.

The maximum number of single lottery tickets per player, per week, is limited to 100. Any requests to play over these limits, is at the discretion of the Lottery Manager and will be subject to a customer interaction.

## Payment frequency

Regular lottery payments can be made annually (£52), quarterly (£13), or monthly (£4.34). Monthly payments of £4.34 (£52 divided into 12 equal payments) include 34p to accumulate and pay for the fifth week in five-week months and are by Direct Debit/standing order only.

We also offer pattern pricing options i.e. £4.34 monthly lottery payments are rounded up to £5, this gives you additional entries per year, for example:

£5.00 monthly = 60 entries per year

£7.00 monthly = 84 entries per year

£9.00 monthly = 108 entries per year

£10.00 monthly = 120 entries per year

## Types of payment

### 1) Continuous payment

This is the most cost-effective way to play the lottery; it saves the hospice money and ensures you are in each draw.

- **Direct Debit** - payments will continue unless you cancel your Direct Debit payment with us or your bank.
- **Standing Order** - payments will continue unless you cancel your standing order payment with your bank (we are unable to stop a payment for you).
- **Payroll** - currently Rowcroft employees can join and have lottery subscriptions deducted from their salary.

### 2) Renewable payments

- **Cheque or debit card** - you will receive a renewal reminder by letter or email 4 weeks before your credit expires and a further reminder letter or email once you have no credit remaining.

### 3) One-off - single tickets

One-off single tickets for a particular draw can be bought in the following ways:

- At Rowcroft Hospice shops
- In person at the hospice - payment by cash, debit card, cheque
- By telephone - payment by debit card only.

We reserve the right to remove tickets from sale at any of our hospice shops without prior notice.

Any tickets purchased after the close for the current week's draw will be entered automatically in the following week's draw. The rollover prize amount is not guaranteed until the current week's draw has taken place.

Lottery entry payments are held in a specific bank account and identified as advance payments for future draws.

- a. In the event of us ceasing the operation of the Lottery we will refund any remaining player credit to you following the last draw held.
- b. In the unlikely event of insolvency these funds are not protected, and you would not be able to access any such funds in this eventuality.

## How to claim if you have won

**For regular weekly plays, there is no need to claim** - prizes will be sent out by post, usually within 7 working days of the draw taking place. Prizes may occasionally be delayed due to signatory absence or other circumstances out of our control.

**For single ticket players** purchased in our hospice shops it is your responsibility to keep your ticket and check if you have won a prize (see how to check winning numbers above).

- **Winnings up to £1,000** can be claimed by completing your details on the back of the ticket and returning it to us either in person, by post or via one of our hospice shops. The winning ticket will be required before prizes will be paid out.
- **Winnings over £1,000** must be claimed in person (initial claims can be made by telephone). The winning ticket will be required before prizes will be paid out (proof of ID may be requested). Prizes will only be paid out in the name of the person who bought the ticket.

In the first instance please contact the lottery office on 01803 210842. Photocopied, scanned, damaged or defaced tickets will not be accepted, and no prizes will be paid out for lost tickets. We do not take responsibility for tickets lost in the post and therefore recommend that any winning ticket claims are made in person or via recorded post.

Any uncashed cheques, unclaimed prizes or expired vouchers will be taken as a donation to the hospice after 6 months.

## Player administration

### Change of personal details (regular players only)

It is your responsibility to advise us of any change of name, address or other relevant details. This is important as we will issue letters and winners' cheques to the name and address held on our database.

If we become aware that you have moved from the address we hold (e.g. returned mail), and we are unable to contact you to obtain your new details, your lottery number may be suspended or cancelled, with remaining credit and future payments received treated as donations to the Hospice.

Any returned winnings will be held for 6 months, and if remain unclaimed, will be taken as a donation.

## Cancellation

You may cancel your lottery number at any time by contacting the Lottery Office. If you cancel after 5pm on a Wednesday, your number may still be entered in that week's draw, if there is available credit. We reserve the right to cancel a lottery number(s) without giving reason and any credit will be refunded in full.

If your lottery number has remaining credit on cancellation your number will continue to be entered into the draw until the credit runs out unless we are advised otherwise. Alternatively, you may request a refund of the remaining credit or donate it to the hospice. Refunds may be subject to a £5 administration fee.

If you pay by standing order, you must also cancel your agreement with your bank (as we are unable to do this).

If you pay via payroll you must notify payroll and the lottery office to cancel.

On cancellation of lottery gifts or single tickets, no refunds will be given. You can choose to either donate credit to the Hospice or to leave your number in the draw.

### Deceased players

Where a player is reported to us as deceased, the lottery number will be cancelled, if there is remaining lottery credit, the number will continue to be entered into the draw until the credit expires. Any winnings during this period will be made payable to the Estate / Executor.

Alternatively, we will accept instructions from an Executor or next of kin to:

- transfer the lottery number into a new name (proof of executor or beneficiary status may be required)
- cancel and refund any remaining credit to the estate (this may be subject to a £5 admin fee)
- cancel and donate any remaining credit to the Hospice

If payments are made by standing order, the Executor must also cancel the agreement with the bank (as we are unable to do this). If we continue to receive payments from the bank after being notified a player has deceased, these will be held for 6 months awaiting instruction. After 6 months, any remaining credit held without instruction will be accepted as a donation to the Hospice.

### Raffles

In addition to our weekly lottery, we run one-off special event draws/Bumper Raffles, currently this is around Christmastime. Further details, closing date and draw date will be advertised on the tickets and associated correspondence. If different terms & conditions apply, these will be prominently displayed and will be available on our website prior to the draw.

### Winners and prizes

The prize structure for each raffle is shown on the raffle tickets, on point of sale material and on our website. Our current raffle prize structure is:

1st £3,000 cash

2nd £1,000 cash

3rd £500 cash

Plus 5x £100 cash

We may offer additional prizes through an 'early entry' prize draw full details will be advised within raffle materials. We take no responsibility for entries delayed in the post.

We reserve the right to amend the prize structure for future raffles.

Winners are selected using a Random Number Generator within raffle draw software provided by Combase Software Limited, licensed and regulated by the Gambling Commission.



Winners will be notified, and prizes will be sent out by post, usually within 14 days of the draw taking place.

Where there is a cash or prize alternative choice, contact will be made with the winner to determine the choice. If no contact can be made within 14 days of the draw, the cash prize will be issued. Where a non-cash prize is chosen, a cash difference will not be paid if the value of the prize is lower.

Winning numbers will be published in our hospice shops and on our website and where possible, the top winning numbers and town of residence will be published in the local press. Top winners will be invited to take part in publicity. Names of winners will not be publicised unless permission is given.

Any uncashed or expired prizes will be taken as a donation to the hospice 6 months after the date of issue.

### How to buy tickets

- Mailing (cheque or debit card)
- By calling the Lottery Office (debit card)
- At Hospice Receptions (cash, cheque or card)

**Cost of entry** - raffle tickets cost £1 each.

**Multiple entries** - the maximum number of tickets per draw is limited to 100 per person. Any request to buy more than 100 tickets is at the discretion of the Lottery Manager and will be subject to a customer interaction.

**Closing date**- the draw closing date will be clearly advertised on the tickets and at all points of sale. Any payments received after the draw closing date will be taken as a donation to the hospice.

We reserve the right to defer the draw date if unforeseen circumstances beyond our control prevent the draw taking place on the advertised date (for example processing delays). In these circumstances the draw will be held as soon as it is practically possible to do so and no tickets sold after the closing date will be entered in the draw.

### Raffle Administration

**Change of personal details** -it is your responsibility to advise us if you change your name or address between buying a ticket and the draw date. This is important as we will issue prizes to the name and address provided. Proof of identity may be required for a change of name.

**Cancellation** - you may cancel your entries into a raffle by contacting the lottery office. If you require a refund, you must contact us at least 7 days prior to the draw date and any refunds may be subject to a £5 admin fee.

Where a person is reported to us as deceased, and they have already bought tickets in a forthcoming raffle, the numbers will continue to be entered into the draw unless we are instructed otherwise. Any winnings will be made payable to the Estate/Executor. Alternatively, we will accept instructions from an Executor or next of kin to:

- change the name on the raffle tickets (proof of executor status will be required)
- cancel and refund the cost of the tickets (this may be subject to a £5 admin fee)
- cancel the tickets and donate the money to the Hospice

## General Information

### Identification of Hospice Lottery Fundraisers

All our hospice fundraisers wear a Rowcroft uniform and have identification cards which should be clearly visible. The identity card has their photograph, name, and the contact number of the Lottery Office (01803 210842).

If you are unsure of a caller's identity, do not give out any personal details or payment. Genuine lottery fundraisers are happy to call back once you have verified their identity by contacting the Lottery Office 01803 210842 during normal working hours (Monday-Friday, 9am to 3pm).

If you believe you have been visited by a bogus caller, please contact your local Police immediately and also advise us as soon as possible on 01803 210842.

### Payment errors

Occasionally errors are made when processing lottery payments. In these circumstances, you would be informed as soon as an error had been identified, and this would be corrected at no cost to you. Rowcroft Hospice accepts no additional liability for missed draws due to a payment error.

### Payment security

Online card payments take place via a secure third-party payment site (Cardstream) and no card details are transferred to us. We do not store any payment card details. If you telephone us to pay by card or send your card details to us through the post, all details are securely shredded and destroyed as soon as your payment has been processed.

Online Direct Debits are managed through a secure third-party payment site (Secure Collections)

### Staff Participation

Employees of Rowcroft Hospice and Rowcroft Hospice Lottery are permitted to participate in the lottery draw, as this generates additional funds for Rowcroft Hospice, and they have no control or influence over the lottery and draw results. We do not permit our gambling licence holders to participate in the lottery (although legally this is permitted) as they make decisions on the way the lottery is run.

## Data Protection

By playing our weekly lottery and/or raffles, you are helping Rowcroft Hospice to care for local people and their families, living with a life-limiting illness. We value the support we receive from our local community and take the protection of personal data very seriously.

Rowcroft Hospice Lottery will hold and use your data for administrative purposes. We will never pass your information to anyone outside the hospice who isn't directly working on our behalf, and we will keep your details safe and secure.

For security purposes you may be asked to confirm your personal information before we discuss your lottery details. We cannot accept liability for third party loss, delay or theft of any communication sent by post or email, nor for any delays in the banking systems which are beyond our control.

## Keeping in touch

As a valued supporter, we will occasionally send you information about our work, events and activities by post, based on our legitimate interest to do so, unless you tell us otherwise. We will only communicate with you by email, text and telephone if you have positively indicated you are happy to hear from us in these ways.

You can change your communication preferences at any time by contacting us to let us know by email to [supportercare@rowcrofthospice.org.uk](mailto:supportercare@rowcrofthospice.org.uk) or online at [www.rowcrofthospice.org.uk/keepintouch](http://www.rowcrofthospice.org.uk/keepintouch).

Our full privacy policy is available at [www.rowcrofthospice.org.uk/privacy-policy](http://www.rowcrofthospice.org.uk/privacy-policy) or by calling 01803 210842

## Regulation

Rowcroft Hospice Lottery is licensed and regulated in Great Britain by the Gambling Commission under account number 4273. Responsible person(s): Julie Fletcher

The Gambling Commission [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)  
Telephone: 0121 230 6666

We are also members of the Hospice Lotteries Association (HLA) - [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk)

The HLA was established to enable hospice lotteries across Great Britain the opportunity to network and share best practice. Members include both adult and children's hospice lotteries and all work closely with the Gambling Commission to keep crime out of gambling and protect the vulnerable.

## Responsible Gambling

Rowcroft Hospice Lottery promotes responsible gambling. Under the Gambling Act 2005, we have a duty to ensure gambling is free of crime and protect children and the vulnerable from gambling.

You must be aged 18 or over to participate in the Rowcroft Hospice Lottery, this is to protect young people and shows our commitment to responsible gambling. Where we think

that a person may be under 18, we may ask for proof of age. It is an offence for anyone under the age of 18 years to participate in a lottery.

The Hospice Lotteries Association, on behalf of its members, makes a financial contribution to BeGambleAware, which is a charity “committed to minimising gambling-related harm”.

BeGambleAware funds education, prevention and treatment services and commissions research to broaden understanding of gambling-related harm. The aim is to stop people getting into problems with their gambling and ensure those that do receive fast and effective treatment and support.

The Hospice Lotteries Association website also has a page dedicated to responsible gambling via the support offered by BeGambleAware and GAMCARE, the leading organisations that provides practical help to problem gamblers.

Further support can also be found on the BeGambleAware website.



Gamble Aware

[www.begambleaware.org](http://www.begambleaware.org)



GAMCARE

[www.gamcare.org.uk](http://www.gamcare.org.uk)

0808 8020 133

### Self-Exclusion

If you are concerned about your gambling, you can advise us that you wish to be excluded from our lottery at any time. Anyone wishing to be self-excluded will have their details placed on an exclusion database and will not be able to take part in any of our lotteries for a minimum of 6 months. For further information please request a copy of our self-exclusion policy.

### Concerns and complaints

If you have a concern or complaint, please contact us as soon as possible.

Complaints will be dealt with in accordance with our hospice complaints policy.

In the event of a gambling complaint or dispute not being resolved, it will be referred to arbitration at no cost to the complainant. As we are a member of the Hospice Lotteries Association, this will be referred to The Independent Betting Adjudication Service Limited (IBAS).



[www.ibas-uk.com](http://www.ibas-uk.com)

020 7347 5883

## Company Information

Rowcroft Hospice, trading as Rowcroft House Foundation Limited,  
(Registered Charity Number 282723)

Rowcroft Hospice is an independent charity funded primarily by voluntary giving. It is a member of Hospice UK

## Contact Us



Ella's Gardens  
Avenue Road  
Torquay  
Devon  
TQ2 5LS

Lottery office direct number **01803 210842**

[lottery@rowcrofthospice.org.uk](mailto:lottery@rowcrofthospice.org.uk)

[www.rowcrofthospice.org.uk/lottery](http://www.rowcrofthospice.org.uk/lottery)

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Julie Fletcher - Lottery Manager