

Terms & Conditions

- Terms & Conditions are the lottery rules and by entering the lottery, entrants agree to be bound by these rules.
- This lottery is being promoted on behalf of Rowcroft Hospice.
- For the purposes of the Gambling Act 2005, this lottery is defined as a “Society Lottery”
- Rowcroft Hospice Lottery is licensed by the Gambling Commission under the Gambling Act 2005 www.gamblingcommission.gov.uk/

Joining and information

On receipt of an application to join the membership lottery, Rowcroft will issue an introduction letter confirming a membership reference number and a personal 6-digit **unique lottery game number** for each weekly chance/entry applied for. The game number is generated randomly by the secure lottery computer during the application process.

Privacy

Rowcroft Hospice Lottery promises to protect all personal data and not to misuse it. Details on our [data protection policy](#) are available on request.

Age and residence verification

The requirements of the Gambling Act 2005 mean that Rowcroft Hospice Lottery has a statutory duty to verify that all lottery players are aged 18 or over and reside in the United Kingdom. In submitting a request to join the lottery applicants/players agree to Rowcroft carrying out appropriate checks, if deemed necessary, to confirm age and residential status.

Subscription payment

In return for a subscription payment the *unique lottery game number* will be entered the weekly prize draw; carried out normally every Friday (or the preceding weekday when a Bank Holiday falls on a Friday). The cost of each chance/entry is £1 a week in advance.

Subscription payments can be made in any of the following ways:

- By Direct Debit paying - £4.34 per entry/chance monthly
or by playing our Extra chances scheme:

Bronze	£5.00 per month
Silver	£5.50 per month
Silver+	£6.00 per month
Gold	£6.50 per month
Gold+	£7.00 per month
Platinum	£7.50 per month
Super	£8.50 per month
Super+	£8.75 per month
Champion	£9.00 per month

- By Debit card paying - £13.00 per entry/chance quarterly
or £26.00 per entry/chance half-yearly
or £52.00 per entry/chance annually
- By cheque or postal order payment in the post (suggested minimum £10 per entry/chance for ten weeks entry).

Single Tickets

Single lottery tickets can also be purchased in our hospice shops, tickets purchased up to and including a Sunday will be entered in to the following Fridays draw.

Cancellation

Membership may be cancelled at any time. Cancellations received after 4.00 pm on the Wednesday before the weekly prize draw (Friday) may not be cancelled until after the draw, for that week, has taken place. Advance subscription entry payments, once paid, are not normally refundable. If refunds of advance subscription payments are made, these may be subject to a deduction of a £5 administration fee.

No refunds will be given for Gift Memberships.

Acceptance of Membership

Once an application form with individual payment, a completed Direct Debit instruction or card payment has been received the *unique lottery game number* will be issued by the lottery computer. This number remains allocated (one six-digit number for each weekly chance/entry) to the individual player/membership.

To become a lottery member, you must reside in the UK, be aged 18 years or over and agree to our terms and conditions. If you fail to meet this criteria we reserve the right not to accept your membership. In the event that a prize winner is found to be less than 18 years of age the prize will not be paid out.

Multiple entries

The number of entries permitted per membership, per week, is limited to 10. A *unique lottery game number* will be issued for each entry. If more than 10 entries per week are required, please contact the lottery office on 01803 210842 or e-mail to: lottery@rowcrofthospice.org.uk As further checks will need to be made in accordance with Gambling Commission legislation.

Prize Draw and notification of winners

The lottery computer carries out prize draws using a random selection process. Winners prize cheques are sent out automatically by post. **Prizes for single ticket winners must be claimed** by contacting the lottery office. Any winning ticket will have to be returned before payment is issued. Winning numbers are published on our website, in local newspapers and in Rowcroft Hospice shops. A list of winning numbers, for any weekly prize-draw, is available on request.

Rowcroft Hospice Lottery shall not be liable to the member for any loss or damage suffered or arising from:

- Delays or failures of any payment or communication sent by post, direct from a bank or building society, fax or e-mail.
- Delays or failures in computer software or other systems used by Rowcroft Hospice Lottery in the administration of the lottery.

Regulation

Rowcroft Hospice Lottery is licensed by the Gambling Commission under the Gambling Act 2005.



The Gambling Commission
www.gamblingcommission.gov.uk
Telephone: 0121 230 6666

Rowcroft Hospice Lottery is a member of:



The Hospice Lotteries Association (HLA)
www.hospicelotteries.org.uk

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 to protect children and the vulnerable from gambling.

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

The Hospice Lotteries Association, on behalf of its members, makes a financial contribution to Responsible Gambling Trust, which is an organization "...committed to minimizing the level of problem gambling and gambling related harm in Britain through effective education and prevention techniques".

The Hospice Lotteries Association website also has a page dedicated to Responsible Gambling Trust and GAMCARE, the leading organization that provides help to problem gamblers. Further support can also be found on the Gambling-aware website.



Responsible Gambling Trust
www.responsiblegamblingtrust.org.uk



www.gamcare.org.uk
0808 8020 133

gamblingaware.co.uk

www.gamblingaware.co.uk

Self Exclusion

You can advise us that you wish to be excluded from our lottery at any time.

Lottery Members wishing to self-exclude can do so by contacting the Lottery Office and will not be able to rejoin the lottery, or participate in any one-off prize-draws, for a period of 6 months from the date of self-exclusion.

Complaints

Any complaints or disputes will be dealt with in accordance with the Rowcroft Hospice current policies and procedures - a copy of which would be made available on request at such time. In the event that a complaint or dispute cannot be resolved, then it will be referred to arbitration. As a member of the Hospice Lotteries Association, this will be conducted by the Independent Betting Adjudication Service Ltd., (IBAS).



www.ibas-uk.com
020 7347 5883

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