

This document sets out the terms and conditions for the Weekly Lottery and Raffle.

## **Weekly Lottery Draw**

### **Aims of the Hospice Lottery**

The Hospice Weekly Lottery is a wholly owned subsidiary of Eden Valley Hospice and all profits from the company are gifted to the charity. We are a charity dedicated to providing specialist care to adults from the local area and children throughout Cumbria, as well as caring for their families, friends and carers. We believe that every detail, every moment and every person matters. This belief allows us to achieve the highest standards of nursing and medical care, to sustain quality of life and dignity and to give help to people when they need it most.

### **Joining and additional information**

On receipt of your request to join the membership lottery, Eden Valley Hospice Lottery will send you an introduction letter advising you of your unique membership number(s) generated randomly by our approved secure membership software. If purchasing a single ticket, a ticket will be received at the point of purchase, this ticket will be on a separate receipt. The receipt will show the unique six-digit Lottery number and draw date.

Eden Valley Hospice reserves the right not to accept an application or to cancel any existing subscription at our discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Lottery Manager within seven days. The decision of the Lottery Manager will be final. It is the responsibility of the player to advise Eden Valley Hospice of any change of address or any other membership details.

If Eden Valley Hospice Lottery becomes aware that a player has moved from the address held on the database i.e. returned postmarked gone away, and are unable to obtain new details, any returned winners' cheques will be taken as a donation to Eden Valley Hospice after six months.

In line with Gambling Commission LCCP Licence Condition 15.2.2 – Other reportable events, Eden Valley Hospice Lottery, will inform the Gambling Commission if they become aware of a supporter who have gambled with them, and then subsequently died of suicide.

**Cancellation**

Cancellation of Lottery number(s) can be carried out at any time and Lottery number(s) will remain in the draw until the last round of £2 has been played. Upon cancellation any remaining credit amounting to less than £2 will be treated as a donation to Eden Valley Hospice. Cancellations must be notified to the Lottery office and if payment is made by Direct Debit or Standing Orders, to the players bank. If payment continues to be received, payment will be accepted as a donation to Eden Valley Hospice, unless an alternative instruction is given.

**Deceased Players**

In the event that a player dies, we will refund any unused credit on a players account to the deceased players estate, if requested at the time of cancellation. If no request is made for the transfer of remaining credit to the estate, any unused credit will be donated to Eden Valley Hospice. Play will cease immediately on notification. Any prizes unclaimed / uncashed will be paid to the deceased estate via the Executor. Where contact has not been made by the deceased estate and the estate cannot be reached, any prizes unclaimed or credit held will be treated as a donation to Eden Valley Hospice after 6 months.

If payments are made by Standing Order, the next of kin or Executor must cancel the instruction with the bank as Eden Valley Hospice Lottery is unable to do this. If payments continue to be received, payment will be accepted as a donation to Eden Valley Hospice, unless an alternative instruction is given. Eden Valley Hospice Lottery will accept instructions from next of kin to transfer the Lottery number(s) into their name straight away and can be played in memory of the deceased player. Proof of status may be required. Eden Valley Hospice will accept instructions from the Executors to transfer the Lottery number(s) into a new name and can be played in memory of the deceased player, once the last round of £2 has been played.

**Cost of entry**

In return for your subscription payment, your unique membership number(s) will be entered into the weekly draw carried out normally every Friday. The weekly cost of entry is £2 in advance.

For weekly entries, Lottery numbers are a randomly selected six-digit unique number, selected from a number range created and approved by an approved secure Lottery system.

## **Multiple Entries**

You can purchase a maximum of 20 tickets per week. This maximum does not apply to Wedding Favours / Celebration / Gift Cards or Gift Vouchers.

## **Payment Frequency**

Payments can be made annually, half yearly, quarterly, monthly or as a weekly single ticket entry via single ticket, gift voucher, wedding favours or celebration card.

## **Payment of Subscription**

Entry into each lottery draw is subject to successful receipt of the relevant subscription payment. If a payment is returned unpaid and subsequently collected at a later date, the associated entry will be included in the next available draw, subject to applicable processing timeframes and draw administration deadlines.

## **Player Types**

### **Individual (Regular Players)**

Any winnings will be made payable to the named person.

### **Gift Vouchers**

Lottery Gift Vouchers are available to purchase over the phone, or by emailing: [lottery@edenvallyhospice.org](mailto:lottery@edenvallyhospice.org). The minimum gift voucher purchase amount is £10 and these are sold in multiples of £10. Both the purchaser and the recipient must satisfy the terms and conditions.

### **Single Tickets**

If purchasing a single ticket via our hospice retail shops/reception or at any of our events, your ticket number is only entered in the draw for that week's draw.

For single tickets, the Lottery numbers allocated from tickets sold are sequentially selected from a pre-set number range provided by the Lottery office and if purchased in our shops / reception, held by our till provider.

No prizes will be paid out where a ticket cannot be produced.

Winning ticket numbers will be displayed weekly on our website and tickets purchased in shops, can also be scanned on any hospice shop till.

It is the responsibility of the ticket holder to claim their prize, no personal or contact details are taken with single ticket purchases. Prizes can be claimed by contacting our lottery team.

### **Wedding Favours / Celebration Cards**

These are available by contacting the lottery team via the website / email or phone. Wedding favours and celebration cards purchased in support of the Hospice Lottery operate as single lottery ticket entries.

Each wedding favour or celebration card sold is allocated to a specific wedding or celebration and is entered into the specified Hospice Lottery draw.

The allocated ticket number for each favour / card will be entered into the draw in the same way as all other lottery entries and will have the same chance of winning as any other single ticket.

Any prize awarded in connection with a wedding favour or celebration card entry will be payable to the individual nominated at the time of purchase or gifting. Prizes are not paid automatically and must be claimed in accordance with the instructions provided.

Wedding favour and celebration card entries are valid only for the specific draw to which they are allocated and do not constitute an ongoing or rolling lottery entry.

### **Privacy and data protection**

Eden Valley Hospice complies with all Data Protection Act requirements and promises to protect your personal data and not to misuse it. When you pay your lottery subscription, your personal data, bank information will be stored in a secure location within our premises or on our server. If you have any concerns regarding the security of this system please email us at [lottery@edenvalleyhospice.org](mailto:lottery@edenvalleyhospice.org)

Eden Valley Hospice cannot accept liability for the loss or delays in or theft of any communication sent by post, email or fax, or for any delays in the banking system.

Personal data is processed lawfully in accordance with UK GDPR and the Data Protection Act 2018. Data is used solely for Lottery administration, prize fulfilment and regulatory compliance.

**Age verification and location**

It is against the law for anyone under the age of 18 years to participate in a lottery. A player must be a resident of Great Britain to play. The requirements of the Gambling Act 2005 mean that Eden Valley Hospice now has a statutory duty to verify that you are 18 years old or over. Where appropriate we shall carry out checks to verify this.

**Players Funds**

We are required by a condition on our licence issued by the Gambling Commission, to advise you that customer funds are not protected in the event of insolvency. However, Eden Valley Hospice and its lottery trading subsidiary are well funded and we do not see insolvency as a likely event in the foreseeable future.

**Card Payments**

Payments for lottery entries may be made by debit card where offered. All card payments are processed securely by our appointed payment service provider. Eden Valley Hospice Lottery does not store full card details. Personal data is handled in accordance with our Privacy Policy.

In accordance with Gambling Commission requirements, credit cards are not accepted for remote gambling transactions, including online or telephone lottery purchases. Credit card payments may only be accepted for in-person purchases of single tickets in hospice shops, where permitted.

**Prizes and notification**

The draw takes place each Friday, however should circumstances beyond Eden Valley Hospice Lotteries control, dictate, the draw may take place on another day. In extreme circumstances, such as a pandemic, the draw may have to be postponed. Players will be kept up to date on the Eden Valley Hospice Website and via our social media channels. You will be notified in writing of any prize that you win within one week of the draw. A cheque for your prize amount will be sent with your notification letter. Our winning weekly numbers are published on our website or you can call the Lottery office on 01228 817614. Winners are selected by a random number generator in the Lottery software; donorfex is fully licensed and regulated by the Gambling Commission and their Random Number Generator has been independently tested, using a variety of industry-standard statistical tests.

**Prize Structure**

1st Prize – £1000

\*2nd Prize – £100 (our Rollover prize up to £10,000)

3rd Prize – £50

4th Prize – 55 x £10

\*The Rollover prize will become the 1st prize once it is greater than £1000 and the £1000 1st prize will become 2nd prize.

Any uncashed winning cheques after a period of six months are donated to the Hospice. Winners can automatically donate their winnings back to the Hospice, by completing the back of the winning cheque and returning it to the Hospice.

### **Right to amend**

Eden Valley Hospice reserves the right to amend or modify these terms and conditions without notice.

### **Self-exclusion policy**

An instruction to be self-excluded, as defined in the Gambling Act 2005, from the Eden Valley Hospice Lottery weekly draw or any other one-off prize draws that Eden Valley Hospice Lottery may organise, may be submitted in writing, by email or by phone to the Eden Valley Hospice Lottery office. Self-excluded customers will not be sent any one-off prize draw tickets unless we have been notified otherwise. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months from the date of exclusion.

### **Complaints**

All complaints and disputes shall be dealt with in accordance with the Eden Valley Hospice policy. A copy of the policy can be obtained by contacting our lottery office. For gambling-related complaints, you can refer your complaint to the Independent Betting Adjudication Service (IBAS). Eden Valley Hospice is registered with IBAS via its membership of The Hospice Lotteries Association (HLA). Please contact us first to resolve.

### **Responsible Gambling**

Please remember – you must be aged 18 or over to play.

Eden Valley Hospice Lottery is a member of the Hospice Lotteries Association. We encourage all our players to participate in the Lottery responsibly. If a player feels that gambling may be becoming a problem, or is concerned about their own or someone else's gambling, free and confidential support is available from GambleAware, an independent charity providing practical advice and support.

Further information and support can be found at [www.begambleaware.org](http://www.begambleaware.org).

Players may also contact the hospice lottery team if they wish to discuss their participation.

The Eden Valley Hospice Lottery is operated by Eden Valley Hospice (Shops) Limited, Registered Office, Durdar Road, Carlisle CA2 4SD Registered in England & Wales No

2727939. The company is a wholly owned subsidiary of Eden Valley Hospice a Registered Charity No. 1008796. All profits from the company are gifted to the charity. The lottery is registered with the Gambling Commission under the Gambling Act of 2005 under account number [5200](https://www.gamblingcommission.gov.uk) ([www.gamblingcommission.gov.uk](https://www.gamblingcommission.gov.uk)) Promoter Eden Valley Hospice, Durdar Road, Carlisle CA2 4SD. Telephone 01228 810801.

## **Raffles**

- 1) By taking part in our raffles eligible participants confirm that they accept the terms and conditions set out below.
- 2) Participants in this raffle costs £1 per raffle ticket.
- 3) The raffles are promoted by and on behalf of Eden Valley Hospice.
- 4) Eden Valley Hospice is licensed by the Gambling Commission, license number 5200.
- 5) To enter the Raffle you must be 18+ years old and a resident of Great Britain.
- 6) First Prize £1000, 2nd Prize £500 and 3rd Prize 10 x £50. No alternative prizes are offered.
- 7) All raffle entry sales are final and no refunds or exchanges shall be made at any time and must be claimed within 6 months after the draw, otherwise it becomes a donation to Eden Valley Hospice.
- 8) All entrants acknowledge that their payment to enter the raffle does not guarantee that they will win a prize.
- 9) Any ticket entries received after the close of draw date will be considered as a donation to Eden Valley and Jigsaw Hospice.
- 10) Payment for participation in the raffle can be made by cheque or postal order (Payable to Eden Valley Hospice), debit card, cash or online using a debit card only, and raffle tickets will be entered in to the draw once the payment has been cleared.
- 11) The winner of the raffle will be notified by telephone on the day of the draw or as soon as possible. If unable to be contacted, then further contact shall be made by letter/email if we have their address details.
- 12) The draw for the raffle shall take place, via our Donorflex raffle module, in house at the Eden Valley and Jigsaw Hospice.
- 13) Notification of the winners shall be on our website's: [www.edenvalleyhospice.org](http://www.edenvalleyhospice.org) and [www.jigsawhospice.org](http://www.jigsawhospice.org), on our usual social media pages and in our retail shops.
- 14) All entrants are solely responsible for providing Eden Valley and Jigsaw Hospice with their accurate and up-to-date contact details and neither will be in no way liable for any failure or inability to contact any entrant due to any errors, omissions, or inaccuracies in the contact details that the entrant has provided.
- 15) Monies raised from our raffles will support the work of Eden Valley Hospice and

Jigsaw Children's Hospice.

16) Personal data is processed lawfully in accordance with UK GDPR and the Data Protection Act 2018. Data is used solely for Raffle administration, prize fulfilment and regulatory compliance.

17) Eden Valley and Jigsaw Hospice reserves the right to amend these rules at any time. If Eden Valley Hospice and Jigsaw Children's Hospice does this, it will publish these amended rules.

18) Eden Valley Hospice and Jigsaw Children's Hospice reserves the right to disqualify any entrant if it has reasonable ground to believe the entrant has breached any of these rules.

19) The raffles are a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact Gamble Aware helpline 0808 8020 133 or visit their website: [www.begambleaware.org](http://www.begambleaware.org)

20) A copy of these rules may also be obtained upon request by contacting the Lottery department at Eden Valley Hospice, Raffle, Durdar Road, Carlisle CA2 4SD.