



## **Hospice Lottery: Terms and Conditions**

**All profits from the Wigan & Leigh Hospice Lottery go directly towards the hospice service which helps and supports people with life limiting conditions and their families.**

- Wigan and Leigh Hospice Lottery is licensed and regulated by the Gambling Commission under the Gambling Act (2005) [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).
- The responsible person is Alan Baron (Chief Executive) who can be contacted at the following address: The Lottery Office, Wigan and Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.
- All profits from the Lottery will be used to fund work by Wigan and Leigh Hospice a Charitable Incorporated Organisation (Charity No 513400).
- These terms and conditions shall be construed in accordance with and governed by the laws of England and Wales.
- Lottery members will be notified 28 days prior to any changes to the terms and conditions before they come into effect.
- All members must be aged 16 years or over and a resident of Great Britain (not Northern Ireland). No person under this age is allowed by law to enter Wigan and Leigh Hospice Lottery. Any person found to be under 16 years of age will have their stake returned and automatically forfeits the right to any prize. If prizes have already been paid out, all reasonable attempts will be made to recover them.
- Members can pay their subscriptions by any of the following methods:
  - By cash, cheque or postal order sent direct to the Hospice. A reminder letter is sent when £2 credit remains.
  - By Direct Debit, or standing order either £4.34 monthly, £13 quarterly, £26 half yearly or £52 annually.
  - Please note payments cannot be made via credit card.
- All members will receive a unique lottery number which is randomly selected by secure computer software for every £1 subscribed. Players may purchase more than one entry.
- As part of our commitment to social responsibility in gambling the number of entries one person can make in any one week is restricted to 5.

- All numbers will be entered into the draw on receipt of that week's subscription.
- It is the responsibility of the player to advise us of any corrections to or change of name, address or any other membership details deemed necessary. The Lottery office can be contacted at [lottery@wlh.org.uk](mailto:lottery@wlh.org.uk) or 01942 525566.
- The lottery draw will take place each Friday and the winning numbers will be randomly selected using approved lottery software. In the case that the Friday draw is on a bank holiday, the draw will take place the day before.
- Prize winners will be notified in writing within 7 working days of the draw date. Prize money will be sent by cheque within 7 working days. The winners will be published on a weekly result sheet displayed in the Hospice main reception and available to download on the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk).
- The result of each draw is final and no correspondence will be entered into.
- Weekly Prizes; 1st prize – £1,000 2nd Prize – £250 3rd Prize – £100 4th Prize – £75 5<sup>th</sup> Prize – £50 6<sup>th</sup> Prize – x5 £25 7<sup>th</sup> Prize – x20 £10. Total weekly prize pot – £1,800. Total number of weekly winners – 30.
- Twice a year the Hospice Lottery will promote a 'Bumper Draw' in which the 1st prize is increased to £3,000. All other prizes for that week's draw will remain as above. As a weekly lottery player you will automatically be entered into the 'Bumper Draw', however additional single tickets can be purchased. Please see 'Bumper Draw' Terms and Conditions for more information.
- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance to the marketing for this draw. Cancellation of entry into the raffles is the player's responsibility and any monies paid in advance are not refundable. Please advise us in writing if you wish to cancel your entry into the raffle draws.
- The Hospice will comply with all data protection requirements and protect our members' personal data. Please note that Wigan and Leigh Hospice Lottery will not accept liability for the loss, theft or delay in any communication sent by post, email or for any delays in the banking system.
- The Hospice reserves the right to refuse an application, or to cancel an existing subscription at its absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the

Head of Income Generation within 7 days. The decision of the Head of Income Generation will be final.

- There are no alternatives to any prizes and no interest is payable. Prizes will be sent within seven days to the player's postal address. Players should contact the Hospice Lottery Office, either by phone, post or email, with change of address details. Any winner's cheques which are returned to the Hospice and undelivered by Royal Mail will be marked on the player's record. Winnings can be claimed up to 6 months after the draw date.
- Customer funds are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency.
- Once a player has cancelled their membership, their remaining credit will allow them to play until their subscription is less than the weekly membership fee. Any income less than the weekly membership fee will be donated back to the Hospice unless the members requests a refund in writing enclosing a SAE within 14 days of their cancellation.
- When a Wigan and Leigh Hospice Lottery player is deceased their membership is automatically cancelled once the lottery office is notified. If money for the deceased is still received, the money will be added to the players account but not entered into the draw. The next of kin or executor will then have the option to request the transfer of the lottery number into a new name, the cancellation and refund of any remaining credit or the cancellation and donation of any remaining credit to the Hospice.
- Any remaining credit in a deceased or cancelled lottery player's account that is not claimed within 90 days will automatically be treated as a donation to Wigan and Leigh Hospice.
- Any winning cheques that are not cashed after 6 months from the date of issue will be deemed cancelled and the money donated back to Wigan and Leigh Hospice.
- Wigan and Leigh is committed to protecting your privacy. By purchasing a lottery membership or raffle ticket you consent to the collection and processing of your personal details by us. Data collected from you is used lawfully in accordance with the GDPR legislation and with Wigan and Leigh Privacy Policy.
- Any member has the right to access the information held about them. To obtain this information, please contact Wigan and Leigh Hospice in writing.
- Wigan and Leigh Hospice supports responsible gambling and is a member of the Hospice Lotteries Association, which on behalf of its

members makes a financial contribution towards GAMCARE, the leading organisation that provides practical help to problem gamblers. More information can be found at: [www.gamcare.org.uk](http://www.gamcare.org.uk). Further support can also be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk). The Hospice reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant is suspected of having problems with gambling.

- If you believe you may have a problem with gambling, you can complete a self-exclusion form found on our website. Please submit this form to the Hospice Lottery office so we can remove you from the weekly lottery draw. Players who choose to self-exclude will not be able to re-join the lottery for a minimum of six months and will be removed from all gambling related marketing.
- Wigan and Leigh Hospice shall not be liable to you in contract, tort, and negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including loss of the opportunity to enter the Lottery and/or the chance of winning a prize).
- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. 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 the "Independent Betting Adjudication Service" (IBAS).
- A copy of these terms & conditions may be obtained by sending a stamped addressed envelope to Wigan and Leigh Hospice. Alternatively they are available online at [www.wlh.org.uk](http://www.wlh.org.uk).

## **Hospice Lottery Bumper Draw: Terms and Conditions**

**All profits from the Wigan & Leigh Hospice Lottery go directly towards the hospice service which helps and supports people with life limiting conditions and their families.**

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- The responsible person is Alan Baron (Chief Executive) who can be contacted at the following address: The Lottery Office, Wigan and Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.
- All profits from the Lottery will be used to fund work by Wigan and Leigh Hospice a Charitable Incorporated Organisation (Charity No 513400).

- These terms and conditions shall be construed in accordance with and governed by the laws of England and Wales.
- Lottery members will be notified 28 days prior to any changes to the terms and conditions before they come into effect.
- All members must be aged 16 years or over and a resident of Great Britain (not Northern Ireland). No person under this age is allowed by law to enter Wigan and Leigh Hospice Lottery. Any person found to be under 16 years of age will have their stake returned and automatically forfeits the right to any prize. If prizes have already been paid out, all reasonable attempts will be made to recover them.
- Weekly Lottery members will automatically be entered into the 'Bumper Draw'.
- Entry can be made into the 'Bumper Draw' by any supporter. Players can purchase single tickets to the 'Bumper Draw' by any of the following methods:
  - By cash, cheque or postal order sent direct to the Hospice.
  - Payments can also be made over the phone or via the Hospice website.
  - Please note payments cannot be made via credit card.
- When a 'Bumper Draw' is taking place, there will be a deadline for single ticket entries one week before the draw date that will be stated on the tickets. Any payments received after the deadline date stated, will be treated as a donation to Wigan & Leigh Hospice.
- All single tickets are given a unique lottery number which is clearly printed on the ticket and stub. Players may purchase more than one entry, if ticket purchases exceed 300, approval from Head of Income Generation must be sought.
- It is the responsibility of the player to advise us of any corrections to or change of name, address or any other membership details deemed necessary. The Lottery office can be contacted at [lottery@wlh.org.uk](mailto:lottery@wlh.org.uk) or 01942 525566.
- The lottery 'Bumper draw' will take place on a specified date which will be communicated on the tickets and on our website. The winning numbers will be randomly selected using approved lottery software.
- Prize winners will be notified in writing within 7 working days of the draw date. Prize money will be sent by cheque within 7 working days. The winners will be published on a weekly result sheet displayed in the Hospice main reception and available to download on the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk).

- The result of each draw is final and no correspondence will be entered into.
- 'Bumper Draw' Prizes; 1st prize – £3,000 2nd Prize – £250 3rd Prize – £100 4th Prize – £75 5<sup>th</sup> Prize – £50 6<sup>th</sup> Prize – x5 £25 7<sup>th</sup> Prize – x20 £10. Total weekly prize pot – £1,800. Total number of 'Bumper Draw' winners – 30.
- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance to the marketing for this draw. Cancellation of entry into the raffles is the player's responsibility and any monies paid in advance are not refundable. Please advise us in writing if you wish to cancel your entry into the raffle draws.
- The Hospice will comply with all data protection requirements and protect our members' personal data. Please note that Wigan and Leigh Hospice Lottery will not accept liability for the loss, theft or delay in any communication sent by post, email or for any delays in the banking system.
- The Hospice reserves the right to refuse sale of single tickets at its absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Head of Income Generation within 7 days. The decision of the Head of Income Generation will be final.
- There are no alternatives to any prizes and no interest is payable. Prizes will be sent within seven days to the player's postal address. Players should contact the Hospice Lottery Office, either by phone, post or email, with change of address details. Any winner's cheques which are returned to the Hospice and undelivered by Royal Mail will be marked on the player's record. Winnings can be claimed up to 6 months after the draw date.
- Customer funds are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency.
- Any winning cheques that are not cashed after 6 months from the date of issue will be deemed cancelled and the money donated back to Wigan and Leigh Hospice.
- Wigan and Leigh is committed to protecting your privacy. By purchasing a single ticket you consent to the processing of your personal details by us. Data collected from you is used lawfully in accordance with the GDPR legislation and with Wigan and Leigh Privacy Policy.

- Any member has the right to access the information held about them. To obtain this information, please contact Wigan and Leigh Hospice in writing.
- Wigan and Leigh Hospice supports responsible gambling and is a member of the Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards GAMCARE, the leading organisation that provides practical help to problem gamblers. More information can be found at: [www.gamcare.org.uk](http://www.gamcare.org.uk). Further support can also be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk). The Hospice reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant is suspected of having problems with gambling.
- If you believe you may have a problem with gambling, you can complete a self-exclusion form found on our website. Please submit this form to the Hospice Lottery office so we can remove you from the 'Bumper draw'. Players who choose to self-exclude will not be able to participate in any aspect of the Hospice lottery for a minimum of six months and will be removed from all gambling related marketing.
- Wigan and Leigh Hospice shall not be liable to you in contract, tort, and negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the 'Bumper Draw' (including loss of the opportunity to enter the 'Bumper Draw' and/or the chance of winning a prize).
- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. 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 the "Independent Betting Adjudication Service" (IBAS).
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