



## **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 & Leigh Hospice Weekly Lottery Terms and Conditions**

- Wigan & 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 persons are Lindsey Butler (Fundraising and Lottery Manager) and Jo Carby (CEO) 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 & 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 forfeit 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, postal order or debit card. A reminder letter is sent when £6 credit remains.
  - By Direct Debit, or standing order either £8.68 monthly, £26 quarterly, £52 half yearly or £104 annually.
  - Please note payments cannot be made via credit card.
- The above payment methods can be made via the following means; direct to the hospice, online via the hospice website, or over the phone by calling the hospice lottery office.

- All members will receive a unique lottery number which is randomly selected by secure computer software for every £2 subscribed. Players may purchase more than one entry.
- The number of entries one person can make in any one week is restricted to 10, any requests above five will be contacted as part of our commitment to social responsibility in gambling.
- 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 525 566.
- The lottery draw will take place each Friday and the winning numbers will be randomly selected using approved lottery software. In the event that the Friday draw is on a bank holiday, the draw will take place the day before. In the event that the draw cannot take place on a Friday due to unforeseen circumstances, the draw will take place on the next available working day.
- Prize winners will be notified in writing within seven working days of the draw date if address details have been provided. Prize money will be sent by cheque within seven working days. The winners will be published on a weekly result sheet displayed in the Hospice main reception and available on the Hospice website [www.wlh.org.uk/support-us/play-our-lottery/check-if-youve-won/](http://www.wlh.org.uk/support-us/play-our-lottery/check-if-youve-won/). If we don't have address details for the winner, it is the player's responsibility to get in touch and claim the winnings within six months. If the winnings are not claimed within the six-month period, the monies will be taken as a general donation to the Hospice.
- The result of each draw is final and no correspondence will be entered into.
- Each week, a £1,000 jackpot prize will be available. These can rollover up to four times, with a maximum of jackpot of £5,000.
- Up to twice a year there will be a 'Bumper Draw', where the Jackpot prize is increased by £2,500 (up to a total winning of £7,500 maximum).
- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance with 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 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 Fundraising and Lottery Manager within seven days. The decision of the Fundraising and Lottery Manager 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 six 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 credit is less than the weekly membership fee. Any income less than the weekly membership fee will be donated back to the Hospice unless the member requests a refund in writing within 14 days of their cancellation.
- When a Wigan & 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, cancellation and refund of any remaining credit, or 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 & Leigh Hospice.
- Any winning cheques that are not cashed after six months from the date of issue will be deemed cancelled and the money donated back to Wigan & Leigh Hospice.
- Wigan & Leigh Hospice 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 & Leigh Hospice Privacy Policy. You can view the hospice privacy policy at [www.wlh.org.uk/privacy](http://www.wlh.org.uk/privacy)
- Wigan & 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: <https://www.wlh.org.uk/support-us/play-our-lottery/>. 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 & 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).

### **Wigan & Leigh Hospice Lottery Bumper Draw Terms and conditions**

**All conditions applying to the weekly draw apply to the Bumper Draw, with the addition of the following:**

- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance with 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 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 Fundraising and Lottery Manager within seven days. The decision of the Fundraising and Lottery Manager will be final.
- Wigan & 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).
- The Bumper Draw jackpot prize will be made up of the usual weekly prizes, with an additional £2,500. This will make the prize draw a maximum of £7,500 for any bumper draw.