

St Catherine's Hospice Lottery Terms & Conditions



The St Catherine's Hospice Lottery is a membership lottery the purpose of which is to advance the objectives of St Catherine's Hospice in its Memorandum of Association.

Joining the St Catherine's Hospice Lottery

On receipt of your application form to join our membership lottery, St Catherine's Hospice will send you an introduction letter advising you of your membership number and your unique draw number. This has been generated randomly by our secure membership software during our application process.

Multiple membership are welcome, to a maximum of 10 per person.

We reserve the right not to accept an application, or to cancel an existing membership without giving reason and at our absolute discretion. It is the responsibility of the member to advise us of any change of address or any other membership details deemed necessary.

Your payment

The weekly cost of entry into our lottery draw is £1, payable in advance. In return for your membership payment your unique draw number will be entered into the weekly Friday draws.

Payment can be made by regular standing order, cheque or by cash collection if there is a St Catherine's Hospice lottery collector working in your area.

St Catherine's Hospice cannot accept liability for the loss or delays in or theft of any communications sent by post, email or fax, nor for any delays in the banking system.

Lottery membership payments are not eligible for gift aid.

Standing Order Payments

Your written authority is required to set up a regular payment using the standing order method.

Your regular payments will continue until you cancel this agreement with your bank personally.

Prizes and Notification

You will be notified in writing of any prize that you win within one week of the draw. A cheque for your prize will be sent with your notification letter.

Cheques are valid for 6 months from the date of issue. If cheques remain unclaimed after a year, prizes will be transferred into the general funds of the hospice as a donation.

Prize winners may wish to donate all or part of their prize money to the hospice. It is very helpful for us to know if you decide to donate your winning back helping to benefit hospice patients and their families sooner.

The weekly winning numbers are published in our shops, in the local press and on our website: www.stch.org.uk/howyoucanhelp.

Details of winners and of all other members' personal details remain confidential in line with the hospice Data Protection policy.

Privacy

St Catherine's Hospice promises to protect your personal data and not to misuse it. We will not share this information with any third party. On joining we will occasionally send you information to keep you up to date with the work that your lottery membership helps to fund. However, you can notify us at any time if you do not wish to receive this information. Please be advised however that it can take up to eight weeks from the date of making this request for mailings to stop.

Age & Residence Verification

The requirements of the Gambling Act 2005 mean that St Catherine's Hospice now has a statutory duty to verify that you are over 16 years old and reside in the UK.

It is an offence for anyone under the age of 16 to participate in a lottery.

By submitting your request to join the lottery you are agreeing to St Catherine's Hospice carrying out checks in any way it may deem appropriate.

Cancellation

If you wish to cancel your membership you may do so at any time. Cancellations received after 17.00 hours on a Thursday afternoon may not be actioned until after the following draw.

Please contact the Lottery Administrator on 01293 447373 if you wish to cancel.

St Catherine's Hospice is required by the Gambling Commission to keep all documentation relating to the Lottery and its draws for a minimum of three years.

Complaints and Disputes

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 Ltd (IBAS).

Self Exclusion

Any requests to be excluded from the St Catherine's Hospice Lottery should be notified directly to the lottery office. Those wishing to use this facility will not be eligible to rejoin the lottery for a minimum of 6 months thereafter when the arrangement will be reviewed.

Right to Amend

St Catherine's Hospice reserves the right to amend or modify these terms and conditions without notice.

Regulation

St Catherine's Hospice Lottery is registered with the Gambling Commission
www.gamblingcommission.gov.uk

St Catherine's Hospice is a member of the Hospice Lotteries Association (www.hospicelotteries.org.uk) which on behalf of its members makes a financial contribution to the Responsibility in Gambling Trust (RIGT). We are also a member of the Lotteries Council (www.lotteriescouncil.org.uk)

Support for problem gamblers can be found on the Gamble Aware website www.gambleaware.co.uk or the GAMCARE website www.gamcare.org.uk