

## **Frequently asked questions about St Catherine's Hospice Lottery**

### **How does the lottery draw work?**

When you join the lottery you'll be allocated a membership number and a unique draw number. Your membership details will be sent to you in the post. Providing your lottery account is in credit by at least £1, your unique number is entered into our electronic lottery draw each Friday. Our computer randomly selects 41 of these unique numbers as winners. The order in which the numbers are selected determines which unique number is allocated which cash prize.

### **How do you recruit members?**

We use an external company who specialise in recruitment of lottery members. The company do this by door to door canvassing or at various venues within West Sussex and East Surrey. Canvassers are **not** St Catherine's volunteers and they all carry an ID badge. If you would like additional verification of a canvasser please contact our lottery team on 01293 447373. Please note, the law states that lotteries must not be played by anyone under the age of 16.

### **How do I pay to join?**

There are various ways you can pay to take part in the lottery including [by direct debit](#), by cheque or by a debit card.

### **What are the prizes?**

There are 41 weekly prizes available. The first prize is £1,000 and a further 40 prizes of £20.

### **How will I know if I've won?**

If you're a lucky winner we will send you a prize cheque in the post after the draw. Winners are also listed on our website each week.

### **What if I don't want to claim my winnings?**

Please return your prize cheque to us, or give the lottery team a call on 01293 447373 to let us know about your wish to donate. Your generosity in donating your winnings will help us provide care to even more local people in the future. We can even claim Gift Aid on this type of donation - thank you.

### **Can I have more than one number?**

Yes. You can have up to 10 chances going through the draw each week.

### **Do I pay for missed draws?**

No, never. You're only included in each Friday draw if your lottery account is in credit of £1 or more. If there is less credit in your account, you're not entered into any draws until further credit is received.

### **A lottery member I know has died. What do I do?**

We understand that this can be an upsetting and worrying time. Please let us know as soon as possible especially if you are the next of kin or have power of attorney for a lottery member who has died. Please call our lottery office on 01293 447373 or email [lottery@stch.org.uk](mailto:lottery@stch.org.uk).

### **Do I need to tell you if I change banks or move house?**

Yes. Please let us know so we can update all your details for you. This makes sure you don't miss out on any of our weekly draws or from receiving your prize cheque if you're a winner. Please call us on 01293 447373 or email [lottery@stch.org.uk](mailto:lottery@stch.org.uk) to let us know if your details have changed.

### **How do I cancel my membership?**

Regardless of how you pay for your membership, if you don't want to continue, please call us on 01293 447373 or email [lottery@stch.org.uk](mailto:lottery@stch.org.uk). This will prevent us sending you any unwanted lottery communication letters when your account runs out of credit.

### **I think I have a problem with gambling. What do I do?**

If you think you may be affected by gambling issues, or know someone who is, we recommend you get in contact with the National Gambling Helpline on Freephone **0808 8020133** or visit [begambleaware.org](http://begambleaware.org) for more information.

Please always gamble responsibly.

### **How does my £1 make a difference?**

Along with your chance, every Friday around 18,000 chances go through the draw. We're very proud that you and your fellow lottery members, nearly pay for one whole day of our hospice care each and every week - thank you.

### **How does the money raised help the hospice?**

All of St Catherine's care is provided to patients and their families free. This is largely thanks to the generous support of fundraisers and donors like you who help us raise several million pounds each year.

### **Can I Gift Aid my lottery membership payments?**

Thank you for asking but unfortunately lottery payments aren't eligible for us to claim Gift Aid, but we can on any lottery prizes donated to us.

### **How secure is my data? What happens to my details?**

We take the security of your data very seriously and will never sell your details onto a third party. Any information supplied by you will be stored electronically and will be used to contact you about the work your lottery membership helps support. For more details, please see our [privacy policy link](#).

**How do I change the way St Catherine's contacts me?**

Please give our Supporter Services team a call on 01293 337360 or email [supporterservices@stch.org.uk](mailto:supporterservices@stch.org.uk) at any time to change the way we contact you.

**Can I take a look at the lottery Terms & Conditions?**

Of course you can. [Please click here to download our lottery T&C's.](#)

**I can't find the answer to my question. How do I get in touch?**

If you need any further information or help please give our lottery office team a call on 01293 447373, or email [lottery@stch.org.uk](mailto:lottery@stch.org.uk)