

St Catherine's Hospice Lottery Terms & Conditions

The St Catherine's Hospice Lottery is a membership lottery, the purpose of which is to generate funds to advance the objectives of St Catherine's Hospice.

When purchasing a St Catherine's Hospice lottery membership you agree to and are bound by the following Terms and Conditions.

Terms and Conditions

1. Joining the Lottery

To enter the lottery members must be a UK resident and aged 16 years of age or over, a requirement of the Gambling Act 2005. On receipt of the application form and payment method, we will send out a welcome letter with details of the membership number & unique draw number, generated randomly by our secure lottery membership software.

2. Age Verification

It is an offence for anyone under the age of 16 to participate in a lottery, and where an underage member is discovered, StCH will refund all subscription credits and withhold or reclaim any prizes won in the weekly draw.

By submitting an application for the lottery, applicants are agreeing to StCH carrying out the necessary checks to verify the applicant meets this requirement.

3. Subscriptions

Cost of entry into the weekly Friday draw is £1 per membership, payable in advance. Members can improve their chances of winning by buying multiple chances per draw to a maximum of 10 chances.

4. Payments

Subscriptions are paid in advance using any of the following methods; standing order; direct debit; cheque; bank card

StCH cannot accept liability for loss, delays or theft of communications sent by post, email or fax, nor delays in the banking system. Once a payment has been processed, it is the policy that StCH will not give a refund.

It is the responsibility of lottery members to advise StCH of any changes to their lottery membership including contact details, payment method, and cancellation of regular bank payments or to the amount payable.

5. Prizes and Results publication

The draw takes place on a Friday each week. If the usual draw day falls on a public holiday, the draw will be postponed until the next work day. Any changes made to either the total prize fund or the prize structure will be communicated to our lottery members prior to the amendment.

A lottery winning notification letter will be sent with a prize cheque attached, made payable in the name of the member only. Weekly winning numbers are available in our shops, local press & on our website www.stch.org.uk/lottery. StCH reserves the right to use winner's names for promotional purposes. The result of each draw is final and no correspondence will be entered into.

6. Uncashed Prizes

Lottery prize cheques are valid for 6 months from the date of issue. Winning prize cheques which remain uncashed after this period will be deemed as cancelled and will be treated as a donation to hospice general funds. Winners may choose to donate their prize back to the hospice prior to the cheque expiry date.

7. Privacy

In line with StCH Data Protection policy, members' personal details remain confidential and not shared with a third party. Regular communications about hospice activities and the work lottery contributions help to fund will be sent to members unless instructed otherwise.

8. Right to Decline Lottery Applications

StCH reserves the right to decline to accept an application, or cancel or suspend an existing membership at our discretion. Any rejection or cancellation may be reconsidered on submission of a written appeal to the lottery manager, whose decision is final.

9. Cancellation

Lottery membership cancellation requests can be carried out at any time by contacting the lottery office. Notifications received after 5pm on a Wednesday may not be actioned until after the following Friday's draw. The outstanding credit can be either donated to the hospice or the membership will continue to be entered into the draws until the credit expires. Any outstanding credit less than £1 will be taken as a donation to hospice general funds.

10. Complaints and Disputes

All complaints and disputes will be dealt with in accordance with our Hospice Complaints Policy, copies of which are available from the lottery office and is also available on the hospice website [insert link](#). 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 Betting Adjudication Service (IBAS).

11. Responsible Gambling

StCH is committed to promoting responsible gambling. Through its membership of the Hospice Lotteries Association (www.hospicelotteries.org.uk) it makes an annual financial contribution to the Gamble Aware, a charity committed to helping to minimise gambling related harm. For confidential help contact the National Gambling Helpline on 0808 8020 133 (8am – midnight) , website www.gamcare.org.uk or www.begambleaware.org

12. Self Exclusion

Self exclusion requests are to be notified directly to the lottery office and will be actioned immediately, excluding the member from the lottery and from receiving any materials promoting StCH lottery or raffles. The minimum exclusion period of 6 months applies.