

Saint Michael's Hospice  
Make a Will Month April 2019  
Terms and Conditions



Please note that use of our Make a Will Month scheme is directed by the following Terms and Conditions. Please ensure you have read and understood the terms and conditions before registering your interest in our Make a Will Month.

Saint Michael's Make a Will campaign is offered as a will-writing service in which we ask for a donation.

#### General

1. Saint Michael's Make a Will Month is available to anyone over 18 years of age.
2. If you do not receive your pack within two weeks of enquiring, please contact Saint Michael's Hospice to arrange for another pack to be sent.
3. Make a Will Month packs will be sent either via email or post, depending on your chosen method when you make your enquiry.

#### Solicitors

4. Solicitors have agreed to prepare simple wills, or **mirror wills**, in exchange for a donation. However, if the solicitor finds that the will is more complicated, then they are entitled to ask you to pay the difference between their normal fee for a simple will and the actual fee.
5. Solicitors are required to notify you in cases where a fee will be charged and agree this in advance.
6. It is your responsibility to make an appointment with your chosen solicitor once you have received your pack. Some solicitors have set a limit on the number of wills they have capacity to make as part of the scheme. Therefore, you need to be prepared to select an alternative solicitor.

#### Your will

7. Saint Michael's will not receive a copy of the will and all the contents remain a private matter. This is unless you consent to the solicitor sharing information with Saint Michael's that you have kindly chosen to leave a gift in your will to Saint Michael's Hospice and the value of this gift.
8. When you write your will, you can include funeral wishes, appoint guardians for your children and make simple bequests including any gifts to your chosen charities.
9. After you write your will, you'll be asked if you would like to make a suggested donation to Saint Michael's Hospice. Your support means that local families experiencing terminal illness can access support at times when you need it most.

#### Leaving a gift

10. Solicitors may ask that you leave a gift in your will to a charity of your choice but you are under no obligation to do so.
11. Donations left to Saint Michael's in a will, no matter how big or small, enable us to continue to provide care for local families today, as well helping us plan for the future as one in five of our patients are cared for thanks to gifts left in wills.

## Complaints Procedure

12. Any complaints relating to the Make a Will campaign should be submitted to Saint Michael's Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8QL, giving full details of the complaint and supporting documentation.
13. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from Saint Michael's Hospice.

## Refunds

14. We regret that unfortunately we are unable to provide a refund for donations made under this campaign.

## Data Protection

15. Saint Michael's Hospice is committed to protecting the privacy and data of all entrants. Data collected from entrants is used lawfully in accordance with the General Data Protection Act. Your details are safe with us. We will not sell or swap them. We will only use them in accordance with our information notice which can be found on our website: <http://www.saintmichaelsospice.org/information-notice>. You can update your preferences or unsubscribe from marketing at any time by calling us on (01423) 878 628 or emailing [supportercare@saintmichaelsospice.org](mailto:supportercare@saintmichaelsospice.org).
16. Saint Michael's reserves the right to update its terms and conditions in relation to Make a Will month at any time prior to the campaign.

copy by e-mail on [supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org) and telephone 01423 878628.

In the information notice we explain that we will keep in touch to share news and opportunities from departments and across the organisation including fundraising, unless you would prefer us not to. You can update your marketing communications preferences at any time by calling our supporter care team on 01423 878628 or by emailing [supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org)

Saint Michael's Hospice reserves the right to amend these rules at any time. Such amendments or updates will be posted on our website [www.saintmichaelshospice.org](http://www.saintmichaelshospice.org)

As part of the Gambling Act 2005, Saint Michael's and its Fundraisers are committed to:-

- Prevent gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- Ensure that gambling is conducted in a fair and open way
- Protect children and other vulnerable persons from being harmed or exploited by gambling.

### **Who to contact**

For any super draw related queries, please contact the Saint Michael's fundraising team:

[supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org)

01423 878 628