



## **Saint Michael's Hospice Lottery (The Community Jackpot) Rules of Play, Terms and Conditions**

### Background and Legality

Saint Michael's Hospice Lottery was established in 2000 and since then has provided consistent financial support for the care of local people living with terminal illness and bereavement. All profits after distribution of prize money and other minor costs are utilised for patient care and support.

The Lottery is licensed under the Gambling Commission and operates according to the conditions and codes of practice of the Gambling Commission, the recommendations of the Institute of Fundraising and the laws stipulated under the Gambling Act 2005.

Saint Michael's Grand Raffles, Lottery Superdraws and sales of single Lottery tickets are also governed by the same licence and terms of compliance as above.

Saint Michael's Lottery is a member of the Hospice Lotteries Association and uses a database and remote number generator known as Donorflex which is licensed and regulated by the Gambling Commission under licence no 000-041256-N-320727-001.

### How to join

1. Saint Michael's Hospice Lottery operates on a membership basis with a minimum membership of ten weeks at £1 per week.
2. Payments can be made quarterly (£13), half-yearly (£26) or annually (£52).
3. Only Lottery numbers that have been paid for in advance (and funds cleared) will be entered into the draw.
4. Individuals can join the Lottery:-
  - Online via our website - <http://www.saintmichaelsospice.org/fundraising/lottery>
  - By telephone (01423) 878614
  - By completing and returning an application form to Saint Michael's Hospice with your payment.
  - Direct to a canvasser during door-to-door or other face-to-face promotions
5. Payment may be made by cheque, cash, direct debit (the most cost-effective option for Saint Michael's), standing order or debit/credit card.

6. Players' advance payments for future draws are protected by being kept in a separate Lottery bank account and as such will not be used for other purposes.

### The Draw

7. Please be advised that a delay in Saint Michael's receiving payment may lead to your number missing the next draw, which will then be entered in the subsequent draw.
8. Players' funds are retained in a separate dedicated bank account which is used solely for Saint Michael's Lottery funds.
9. Upon joining each member is electronically allocated a random, unique five-digit number which will remain theirs for the duration of their membership.
10. The draw takes place at Saint Michael's every Wednesday, using a computerised Lottery system that selects winning numbers randomly.
11. Saint Michael's reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. Saint Michael's will make every effort to notify the public on its website. In the event that a draw is delayed it will take place as soon as possible and before the next weekly draw and winners contacted as usual.

### Winners

12. Winners will be notified by post, with a cheque enclosed. The weekly winner of the top prize of £1,000 will also receive a telephone call and a personal visit if local. If the winner of the £1,000 is not home the letter and cheque will be left with a note requesting they acknowledge safe receipt.
13. Numbers only (not names or addresses) are listed on our website, in our charity shops and are also published in the local press (the Advertiser Series).
14. Current prizes are:-
  - 1<sup>st</sup> Prize £1,000
  - 2<sup>nd</sup> Prize £100
  - 30 prizes of £10
15. Saint Michael's Hospice reserves the right to change this prize structure at their discretion, and in this case details will be amended on our website.
16. If a winning cheque is not cashed for a period of three months from the date of issue; it is treated as a donation as stated in the winner's letter accompanying each cheque.

In the event of a returned cheque being marked 'gone away', i.e. the member has moved and not informed Saint Michael's of their new address, enquiries are made in an attempt to make contact.

### Renewals and Cancellations

17. Members will be reminded and given the option to renew their membership when their credit has run out. It is entirely at their discretion whether or not they renew their membership.
18. If a member decides to cancel their membership and their number has remaining credit that number will continue to be entered into the Lottery draw until the credit runs out. Alternatively the member may choose to donate their credit direct to the hospice.

### Players' Responsibilities

19. It is the responsibility of each Lottery player to provide accurate and up to date personal details and Saint Michael's will be in no way liable for any failure or inability to contact any entrant due to errors, omissions or inaccuracies in the details that the entrant has provided.
20. Saint Michael's Hospice shall not be liable to the member for any loss or damage suffered or arising from:-
  - Any delays or failures in the postal service or other delivery methods used by either party;
  - Any delays or failures in any software or other systems used by Saint Michael's for the administration of the Lottery.
  - Any delays or failures in the banking system used by Saint Michael's or the Lottery member.
  - Any event beyond the reasonable control of Saint Michael's Hospice.

### Responsible Gambling

21. Saint Michael's Hospice is committed to encouraging legal and responsible gambling. If a member needs support we would recommend that they visit [www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk) (020 7518 0023) or [www.gambleaware.co.uk](http://www.gambleaware.co.uk) (0808 8020 133). In this case members have the option of advising us that they wish to be self-excluded from further Lottery participation. This will be noted on our database record to ensure no further membership can be initiated for a minimum period of six months. Their database record will also be amended to 'no mailing' to ensure no literature potentially promoting the Lottery is sent to the individual.

As part of our commitment to responsible gambling an individual will not be permitted to purchase more than twelve memberships and a group syndicate will be limited to one hundred.

22. Single Lottery or Grand Raffle tickets at £1 each are also available from time to time in our charity shops and at various local venues or events where promotions are taking place, with a specific draw date as stated on the ticket. The maximum number of tickets sold to any one individual through a single transaction is limited to twenty tickets.
23. As a member of the Hospice Lotteries Association, Saint Michael's contributes to the Responsible Gambling Trust to promote awareness and support for people with compulsive gambling issues.
24. The maximum number of tickets sent to any one address will be twenty.

#### Age Restrictions, Eligibility and Safeguarding young People

25. Only individuals aged 16 or over who are residents of the UK are eligible to join Saint Michael's Hospice Lottery. It is illegal to gamble under the age of 16 and Saint Michael's reserves the right to request evidence of age and to refuse membership if this cannot be provided.
26. No wins will be paid to any player found to be under the age of 16 and the prize forfeited. One extra winner will be selected to take the lowest prize to ensure the integrity of the draw.
27. If tickets are inadvertently sold to a person aged under 16 the cost of such tickets will be refunded to the purchaser.
28. During sales of single lottery or Grand Raffle tickets a date-of-birth request is included on the Lottery ticket stubs to ensure that canvassers do not place young people at risk and canvassers have the right to refuse a sale where age cannot be verified.
29. The Internet Matters website, run by an independent not-for-profit organisation to help parents keep their children safe online, provides a guide on how to set parental controls on computers and websites. There are also a number of companies that offer software that will block access to gambling websites. GambleAware provides information about this software.
30. Employees, volunteers and members of their families are permitted to join Saint Michael's Hospice Lottery or purchase single tickets and will be subject to the same terms and conditions as other members of the public

## How to Complain

31. Any complaints relating to the Lottery should be submitted to 'The Promoter', Saint Michael's Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8QL, giving full details of the complaint and supporting documentation.
32. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Promoter. 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 referred to the Independent Betting Adjudication Service Ltd (IBAS) [www.ibas-uk.com](http://www.ibas-uk.com) – 020 7247 5883.

## Data Protection

33. Saint Michael's Hospice is committed to protecting the privacy and data of all members. Data collected from members is used lawfully in accordance with the Data Protection Act 1998. It is not knowingly sold to or shared with any third party.
34. Saint Michael's may utilise members' data to send updates on the Hospice or promote events and other fundraising activities. Each member has the right to opt out of receiving such information and should contact the Fundraising Department on (01423) 878192 to notify their preferences.
35. 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.saintmichaelsospice.org](http://www.saintmichaelsospice.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.

Co-ordinator:  
Approved by:  
Issued:

*Fundraising Manager  
Leadership Team  
November 2015*