

## **Saint Michael's Hospice Winter Super Draw 2018**

### **Rules of Play, Terms and Conditions**

By entering the Winter Super Draw, you agree to be bound by these Terms and Conditions. Any Super Draw entry and participation instructions form part of these Terms and Conditions. Any entries not complying with these Terms and Conditions will not be valid.

### **Background and Legality**

The Saint Michael's Hospice Super Draw provides financial support for the care of local people living with terminal illness and bereavement. All profits after distribution of prizes and other minor costs are utilised for patient care and support.

The Super Draw 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 Super Draw, (Including weekly draws, super draws and sales of single tickets) are also governed by the same licence and terms of compliance as above.

The 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 account number 43419

### **How to join**

Tickets cost £1 each.

Only tickets that have been paid for in advance (and funds cleared) will be entered into the draw.

Individuals can buy Super Draw tickets:-

- Online via our website - <http://www.saintmichaelshospice.org>
- By telephone (01423) 878628
- Direct to a canvasser during door-to-door or other face-to-face promotions
- Via post by returning their raffle stubs with payment

Payment may be made by cheque, cash or debit card.

### **The Draw**

Saint Michael Hospice (The Promoter) 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 and social media

platforms. In the event that a draw is delayed it will take place as soon as possible and winners contacted as usual.

Anyone selling Super Draw tickets on behalf of Saint Michaels, including Saint Michael's staff, canvassers and volunteers, should be aware that they can refuse service to customers if they have any concerns that problem gambling may be involved. Any such incidents must be reported to the Saint Michael's Head of Fundraising as soon as possible. A confidential log will be kept.

Anyone selling Super Draw tickets on behalf of Saint Michaels, including Saint Michael's staff, canvassers and volunteers, should also be aware that they can refuse service to customers if they have any concerns that someone is using money they obtained illegally (the proceeds of crime) to buy tickets. Saint Michaels Hospice has a duty to report such incidents to the National Crime Agency (NCA).

The closing date is Wednesday 16th January 2019. Super Draw tickets received after this date may not be entered into the draw and these monies will be treated as a donation.

The draw will take place on Wednesday 23<sup>rd</sup> January 2019.

Saint Michael's Hospice reserves the right to modify, cancel, terminate or suspend the Super Draw in whole or in part at the Promoter's sole discretion.

Terms and conditions can be modified at any time, and if this is the case all effort will be made to inform the public using the charity's own communications channels of significant changes before these come into effect.

In the event of any dispute regarding the rules, the decision of Saint Michaels Hospice shall be final and no correspondence or discussion shall be entered into.

## **Winners**

Numbers only (not names or addresses) are listed on the Saint Michael's website, online social media platforms, in Saint Michael's charity shops and are also published in the local press (the Advertiser Series).

Current prizes are:-

- 1st Prize £2000
- 2nd Prize £100
- 3rd Prize (30 prizes of £10)

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.

Prizes are subject to availability and Saint Michael's Hospice reserves the right to substitute any prize with another prize of equal or greater value. Prizes are non-transferable, non-negotiable and except where expressly stated no cash alternative

will be available. The person named on the ticket stub will be the only person entitled to the corresponding prize.

All prizes will be allocated to individuals named on winning super draw tickets however if an individual is unable, incapable or did not want to accept the prize personally, Saint Michael's would only transfer the prize to a third party on receipt of written consent from the original winner. Proof of identification from each party would also be required.

The winning entries will be selected from all entries received by the closing date and prizes will be awarded in order of selection. Only tickets for which full payment has been received will be eligible to win a prize.

Winners will be notified using the method of communication provided on the ticket stub e.g. telephone call, email or post.

Cash prizes will be paid by cheque (at the Promoter's discretion) within 28 days of the draw.

If a winning cheque is not cashed for a period of three months or the first prize is not claimed 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 cheque being returned in the post and being marked 'gone away', i.e. the individual has moved and not informed Saint Michael's of their new address, enquiries are made in an attempt to make contact if no contact can be made after a period of 3 months the funds will be treated as a donation.

Saint Michael's Hospice reserves the right to reject an entry and/or award any prize to an alternative winner if the Promoter has grounds to believe that there has been a breach in any of these Terms and Conditions, or the person entering the draw has acted fraudulently or illegally, or on other reasonable grounds. The Promoter shall have no liability to the ticket holder for any loss or damage arising from the Promoter exercising such right.

### **Players' Responsibilities**

It is the responsibility of each player to provide accurate and up to date personal details and Saint Michael's will be in no way liable for any inability to contact any entrant due to errors, omissions or inaccuracies in the details that the entrant has provided.

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 Super Draw.
- Any delays or failures in the banking system used by Saint Michael's or the Super Draw.
- Any event beyond the reasonable control of Saint Michael's Hospice.

## **Responsible Gambling**

Saint Michael's Hospice is committed to encouraging legal and responsible gambling. If you or a family 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).

Members have the option of advising us at any time that they wish to be self-excluded from further Raffle or Lottery participation. This will be noted on our database record to ensure no further raffle or lottery participation 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 Raffle or Lottery is sent to the individual.

As part of our commitment to responsible gambling an individual will not be permitted to purchase more than 50 single Super Draw tickets (5 books) and a group syndicate will be limited to one hundred. – If staff or canvassers are satisfied that an individual is buying more than 50 individual tickets but not for themselves; for example as wedding favours, staff are able to make an exception to this rule however all communications must be logged on DonorFlex. Additional tickets may be requested by emailing [events@saintmichaelsospice.org](mailto:events@saintmichaelsospice.org) or by calling 01423 878628. The amount of additional tickets sent out will be in the absolute discretion of the Promoter.

Super Draw tickets at £1 each are also available in our charity shops and at various local venues or events where promotions are taking place, with the draw date as stated on the ticket. The maximum number of tickets sold to any one individual through a single transaction is limited to 50 tickets.

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.

## **Age Restrictions, Eligibility and safeguarding young People**

Only individuals aged 18 or over who are residents of the UK are eligible to enter Saint Michael's Super Draw without additional consent. Anyone aged 16-18 may enter the super draw but additional parental consent MUST be obtained in order for Saint Michael's to store the individual's data. 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 tickets if this cannot be provided.

No prizes will be distributed to any player found to be under the age of 16. If a winner is found to be under the age of 16 the corresponding prize will be forfeited and one

extra winner will be selected to take the lowest prize to ensure the integrity of the draw.

If tickets are inadvertently sold to a person aged under 18 the cost of such tickets will be refunded to the purchaser.

During sales of tickets a date-of-birth is requested for inclusion on the super draw ticket stubs to ensure that canvassers do not place young people at risk. Canvassers have the right to refuse a sale where age cannot be verified.

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. <https://www.internetmatters.org/>

There are also a number of companies that offer software that will block access to gambling websites. GambleAware provides information about this software.

Employees, volunteers and members of their families are permitted to enter Saint Michael's super draw and will be subject to the same terms and conditions as other members of the public.

Members of Saint Michael's Community Relationships Team are not eligible to enter the Super Draw.

Those persons with identified by the Gambling commission as holding qualifying positions are not eligible to enter the super draw. This includes the named promoter – Mrs K Hedges.

### **How to Complain**

Any complaints relating to the super draw 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.

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**

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 also request a

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

**Harrogate District Hospice Care is known locally as Saint Michael's.**

**Registered Charity No. 518905 Company No. 2121179**

Co-ordinator:	Acting Head of Fundraising
Approved by:	
Issued:	September 2018