

**Terms and Conditions**

**Worcestershire Hospices Lottery Ltd, trading as The Hospices Lottery.**

Is jointly owned by St. Richard’s Hospice, Acorns Children’s Hospice & Primrose Hospice. A proportion of the ticket monies is deducted to pay the expenses of running the lottery and prizes. After this, all profits are equally divided between the three hospices to contribute towards their day to day running costs.

1. New members will be sent a unique randomly selected draw number(s), which also acts as a membership number, created by approved computer software.
2. All subscriptions received at a minimum of £1 per week payable in advance will be entered into the weekly draw using the unique draw number. The draw will take place each Friday. We reserve the right, subject to holidays and unforeseen circumstances, to change the draw date without notice, in that event, the draw will take place as soon as possible and before the next weekly draw. Monthly subscriptions of £4.34 includes 34p which accumulates and funds the thirteenth week, which occurs every three months.
3. Prize winners are notified by post within 1 week of the draw taking place which will include the relevant cheque. The top five winning numbers are printed in the local press (space allowing) and on the lottery page of St. Richard’s Hospice website, or follow the link from Acorns Children’s Hospice or Primrose Hospice website. Players may also obtain a full list of winning numbers by sending a SAE to Worcestershire Hospices Lottery.
4. The weekly prize structure is 1st prize £1000. 2nd prize\* £100, 3rd prize £50, 2 prizes of £25 and 50 prizes of £10.
5. The lottery computer randomly picks a number for each prize from the paid up lottery numbers for that week. However, on the \*£100 prize the computer picks a number from all of the lottery numbers, if the chosen number has no matching number in credit, it rolls over to the following week and continues to do so, until it is matched to a paid up number, or reaches a limit of £3000, when it then becomes a guaranteed winner, as the computer will chose from an active paid up number.
6. The regular payment facility can be by standing order, credit/debit card or by cash collection where available. Standing orders may only be set up using a written mandate. Available on our leaflet, from the lottery office or by downloading from the website. We do not store credit/debit card details.
7. We promise to comply with all Data Protection Act requirements and protect your personal data as well as storing securely bank information. Even though the lottery is owned by the three hospices, an individual’s data is not shared across the organisations, nor will we pass on your details to any other organisation .It will be appreciated by members that The Hospices Lottery cannot accept liability for the loss or delays in or theft of any communication sent by post or e-mail, or for any delays in the banking system.
8. Membership cancellation can be carried out at anytime although those received after 17.00 hours on a Wednesday evening may not be actioned until after the weekly draw. If you pay by standing order then you must notify your bank in writing, with a copy to The Hospices Lottery, at St Richard’s Hospice, Wildwood Drive, Worcester WR5 2QT. Refunds will only be made in exceptional circumstances and at the discretion of the Lottery Manager.
9. We reserve the right not to accept an application, or to cancel an existing subscription at our absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Lottery manager within 7 days. The decision of the Lottery Manager will be final.
10. It is the responsibility of the member to advise us of any change of address or other membership details deemed necessary, as winners cheques are sent to the address that we hold on our data base. If a member has moved and failed to notify us, any returned or uncashed prizes will be taken as a donation after 6 months.
11. Worcestershire Hospices Lottery office personnel & their directors are not permitted to enter into the lottery draw.
12. An instruction to be self excluded, as defined in the Gambling Act 2005, from The Hospices Lottery or one off prize draws, may be submitted in writing, e-mailed or telephoned through to The Lottery office. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months from the date of exclusion.
13. The Gambling Act 2005 confirms that The Hospices Lottery has a statutory duty to verify that members and potential members are 16 or over, It is an offence for anyone under the age of 16 years to participate in a lottery. The Hospices Lottery will, where appropriate carry out checks to verify this requirement, if necessary seeking confirmation from relevant agencies who can provide such information. If a prize winner is found to be under the age of 16, we will refund their money and withhold the prize.
14. The Hospices Lottery is a member of The Hospices Lottery Association, who on behalf of their members make a financial contribution towards Gamcare [www.gamcare.org.uk](http://www.gamcare.org.uk), the leading organisation that provides practical help to problem gamblers. Or Freephone Gamcare Helpline 0808 8020 133. Or [www.begambleaware.org](http://www.begambleaware.org)
15. All complaints and disputes relating to the lottery should be sent in writing in the first instance to Dawn Scott, Lottery Manager, Worcestershire Hospices Lottery, at St Richard’s Hospice, Wildwood Drive, Worcester WR5 2QT. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of The Hospices Lottery Association this will be The Independent Betting Adjudication Service (IBAS).
16. The Hospices Lottery reserves the right to amend or modify these terms and conditions. Members will be informed of any changes within 14 days. Players may obtain a copy by sending a SAE to the address below.

Worcestershire Hospices Lottery, at St Richard’s Hospice, Wildwood Drive, Worcester. WR5 2QT

Tel: 01905 760909/10

Fax: 01905 760930

Email: [SWHLottery@strichards.org.uk](mailto:SWHLottery@strichards.org.uk)

Promoter/Lottery Manager: Dawn Scott

Company registration number 3689508

The Hospices Lottery is licensed by the Gambling commission- [www.gamblingcommision.gov.uk](http://www.gamblingcommision.gov.uk)