



East Cheshire Hospice Lottery

East Cheshire Hospice Lottery Terms and Conditions

These Terms and Conditions are the Lottery Rules. By entering the Lottery, entrants agree to be bound by these regulations.

Whereby the term "the hospice" is used is to refer to East Cheshire Hospice

Whereby the term "the lottery" is used is to refer to the East Cheshire Hospice Lottery

1. East Cheshire Hospice is promoted by and for the benefit of the East Cheshire Hospice. The Hospice Director, Karyn Johnston, is licenced by the Gambling Commission to run the Society Lottery under the Gambling Act 2005.
2. Applicants must be resident in Great Britain and aged 16 (sixteen) or over. Any member who is found to be under 16 years of age will automatically forfeit any prize and have their membership cancelled.
3. Upon application to the Lottery, players will be given a randomly allocated unique playing number. Players can subsequently request an alternative number, and this will be issued providing that it is not already in use. Any agreed changes will be made within 7 days.
4. The cost of each entry (unique playing number) is £1 per week and players may purchase more than one number to a maximum of 20. Payments must be received and cleared before a number can be played in the weekly draw. Dependent on payment frequency, a unique playing number may have less than £1 credit, and in these weeks the number will not be played. Payment of £1 per entry does not guarantee that a prize will be won.
5. There are 23 weekly cash prizes. The second prize is drawn from all numbers in the Lottery system's sequence, some of which may not be in play, creating a possible rollover. Additional prizes may be offered from time to time.
6. The weekly draw will take place every Friday. East Cheshire Hospice reserves the right to delay the draw if circumstances make it necessary, e.g. public holiday, any failure of administration beyond the control of the hospice. Members do not need to be present at the draw to win a prize. A list of winners is published following the draw on our website and in the local press.
7. Prizes are paid by cheque in the name of the winning player, there are no alternatives to cash prizes and no interest is payable. East Cheshire Hospice makes all reasonable efforts to ensure that winners receive their prizes. Prize cheques must be cashed within six months of the date of issue. The hospice retains the right to treat any unclaimed prizes as a donation to the hospice.
8. All lottery subscriptions are payable in advance for the sole purpose of entering the weekly lottery draw and are non-refundable, subject to the clause number 2. (Players under 16). Advance payments are held by East Cheshire Hospice and are not projected in the event of insolvency, in which case, all advance payers will be treated in the same way as other creditors.

9. Any additional credit which may accumulate from regular payment by banker's order, direct debit, or payroll deduction, may be allocated to provide the member with additional entries in the regular draw until such time as the excess credit is used, or in occasional lottery super draws.
10. Cancellation – membership can be cancelled by notifying East Cheshire Hospice Lottery. The number will continue to be entered into the draw until the remaining balance is used. Any balance under £1 will be treated as a donation to the hospice. Any member remaining dormant for a period of 21 weeks will be automatically cancelled. Any credit that remains on the account will be treated as a donation to the hospice.
11. East Cheshire Hospice Lottery reserves the right to disqualify any member or entrant if it has reasonable ground to believe the member has breached any of these rules.

Complaints

12. Any complaints or disputes relating to East Cheshire Hospice Lottery should be sent in writing to The Senior Lottery Administrator, East Cheshire Hospice, Millbank Drive, SK10 3DR giving the full details of the complaint and supporting documentation. In the event 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 Independent Betting Adjudication Service Ltd (IBAS).

Responsible Gambling

13. We are committed to operating the East Cheshire Hospice Lottery in a socially responsible way. East Cheshire Hospice Lottery is a member of the Hospice Lotteries Association which makes a financial contribution towards The Responsible Gambling Trust – an independent, authoritative and respected voice for responsible gambling in the UK. The Hospice Lotteries Association website has a page dedicated to responsible gambling and includes information about the Responsible Gambling Trust and GamCare, the leading organisations providing practical help for problem gamblers. If you, or someone you know, needs help with problem gambling, any of the following can be contacted for advice or further information.
 - a. GamCare on 0845 6000 133 or online at www.gamcare.org.uk
 - b. Be Gamble Aware on 0808 8020 133 or online at www.begambleaware.org
 - c. The Responsible Gambling Trust on 020 7287 1994 or online at www.responsiblegamblingtrust.org.uk
14. An instruction to be self-excluded, as defined in the Gambling Act 2005, from the East Cheshire Hospice Lottery weekly draw or any other one-off prizes that East Cheshire Hospice Lottery organise, may be submitted in writing, by email, by fax or by phone to the East Cheshire Hospice Lottery office. Self-excluded customers will not be sent any one-off prize draw tickets unless we have been notified otherwise. Customers wishing to use this facility will not be able to re-join the lottery for a minimum of 6 months from the date of exclusion. Whereby members have received credit to play the lottery e.g. via giftcard but do not wish to gamble, payment can then be transferred to a donation.
15. Any member known to be or suspected of using the proceeds of crime to gamble will be reported to the National Crime Agency (NCA) under the Proceeds of Crime Act 2002 and dealt with in accordance with our policy.
16. East Cheshire Hospice is registered under the General Data Protection Regulation (GDPR) 2018 and is committed to protecting members' privacy. Please refer to our Privacy Policy for all our regulations around your data.
17. East Cheshire Hospice Lottery shall not be liable to the member for any loss or damage suffered or arising from:

- a. Any delays or failures in the postal service or any other delivery methods used by East Cheshire Hospice or the member from time to time
 - b. Any delays or failures in software or other systems used by East Cheshire Hospice for the administration of the lottery
 - c. Any delays or failures in the banking system used by East Cheshire Hospice Lottery or the member
 - d. Any refusal by East Cheshire Hospice Lottery to accept registration of an individual as a member or the cancellation of a member
 - e. Any failure to enter the unique number(s) into the draw
 - f. Any event beyond the reasonable control of East Cheshire Hospice
18. We reserve the right to modify these terms and conditions at any time, and without prior notice, by posting amended terms on this website. Each player should retain a copy of these Terms & Conditions for their reference. A printed copy of these rules may be obtained by sending a stamped addressed envelope to East Cheshire Hospice.