



## East Cheshire Hospice Lottery

### **East Cheshire Hospice Lottery Scratch Card Terms and Conditions**

These Terms and Conditions are the Lottery Scratch Card Rules. By purchasing a scratch card, entrants agree to be bound by these regulations.

1. East Cheshire Hospice is licensed and regulated in Great Britain by the Gambling Commission under account number 5094.
2. Players must be resident in Great Britain and aged 18 (eighteen) or over. Any member who is found to be under 18 years of age will automatically forfeit any prize and have their scratch card voided.
3. All players, both buyers and recipients must be over 18 and must confirm this at point of purchase. If any staff member has any reason to doubt the age confirmation, please expect to be challenged and asked for verification.
4. All prizes can be claimed by filling out the back of the scratch card and returning to us at the hospice (*East Cheshire Hospice, Millbank Drive, Macclesfield, SK10 3DR*). A cheque with your winnings will then be sent, in the name of the winning player, via the post. There are no alternatives to cash prizes and no interest is payable. Prize cheques must be cashed within six months of the date of issue. The hospice retains the right to treat any prizes unclaimed at this point as a donation to the hospice. East Cheshire Hospice makes all reasonable efforts to ensure that winners receive their prizes however it remains the responsibility of the player to inform the hospice of changes in their contact details. If your prize is £10 or under you may claim this at the main Hospice reception till where winnings can be received in cash.
5. Each scratch card is uniquely identified and any that are reported stolen will be rendered void.
6. Winning scratch cards must be surrendered in order to receive a prize.
7. All prizes must be claimed within 180 day of game close date. The game close date can be found on the back of that scratch card.
8. Scratch cards can be bought as gifts / table favours however the buyer must confirm at point of purchase that all recipients are 18+.
9. Any damaged scratch cards will be rendered void.
10. Maximum amount of scratch cards that can be sold for personal use is 20. However, if buying scratch card for an event, the maximum will then be 500 (alongside a maximum of 20 per recipient.)
11. Each scratch card will be sold at £1 each. Scratch Cards should not be bought for any other price and will be voided if so.
12. All payments must be accepted and cleared before scratch cards can be received.
13. If a scratch card recipient does not want to gamble, the scratch card can be returned to the hospice whereby the price of purchase will be treated as a donation instead.
14. East Cheshire Hospice Lottery reserves the right to disqualify any member or entrant if it has reasonable grounds to believe the member has breached any of these terms & conditions.

## Complaints

15. Any complaints or disputes relating to East Cheshire Hospice Lottery or scratch cards should be sent in writing to The 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

16. 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](http://www.gamcare.org.uk)
  - b. Be Gamble Aware on 0808 8020 133 or online at [www.begambleaware.org](http://www.begambleaware.org)
  - c. The Responsible Gambling Trust on 020 7287 1994 or online at [www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk)
17. 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, 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 or voucher but do not wish to gamble, payment can then be transferred to a donation.
18. 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
19. 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.
20. 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 and scratch cards
  - 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 event beyond the reasonable control of East Cheshire Hospice
21. We reserve the right to modify these terms and conditions at any time, and without prior notice, by posting amended terms on our website: [eastcheshirehospice.org.uk/lottery](http://eastcheshirehospice.org.uk/lottery).

22. 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.