

Princess Alice Hospice Lottery

Full terms and conditions

Issued: June 2017

Princess Alice Hospice Lottery
01372 461808
supportercare@pah.org.uk
www.pah.org.uk/lottery

Princess Alice Hospice Lottery – Terms & Conditions

Introduction

Princess Alice Hospice Lottery operates Lotteries on behalf of Princess Alice Hospice and is governed by the Gambling Commission. Our lotteries are open to individuals who are aged 16 years or over and are resident of Great Britain.

Throughout the year we operate a number of lotteries including:

- Weekly membership lottery draws
- Annual and special event lottery draws / raffles

All profits from our lotteries go directly towards funding Princess Alice Hospice (Registered Charity 1010930) and its care services.

By participating in Princess Alice Hospice Lottery draw and raffles, you agree to our terms and conditions.

All players are subject to these terms and conditions of business which will apply until superseded by an amended version. Princess Alice Hospice Lottery reserves the right to amend or modify these terms and conditions from time to time – which will be available 7

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days prior to being amended on the website www.pah.org.uk/lottery or by request from Supporter Care.

Note: we do not notify members individually of any changes to our terms and conditions.

If you require additional copies or a large print version of our terms and conditions, please contact 01372 461808, email supportercare@pah.org.uk or visit www.pah.org.uk/lottery

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Weekly Lottery Draws

Princess Alice Hospice Lottery conducts a weekly lottery draw; each entry into the draw costs £2.00 and is paid in advance.

To enter the weekly draw you will need to apply to be a Princess Alice Hospice lottery member and provide us with your personal contact details, including your residential address within Great Britain and confirm you are aged 16 years or over.

On acceptance of your application, you will be issued with a unique lottery number. The unique lottery number will remain allocated only to you until your membership is cancelled. Only one unique lottery number is allocated per membership, unless multiple entries are requested by the member.

All subscriptions of £2.00 per week are payable in advance of the draw and are entered into the weekly draw using your unique lottery number. Only lottery numbers that have been paid for are entered in to our electronic draw machine. There is one draw per week with the results normally being published on a Friday. (We reserve the right to change the draw date subject to public holiday dates.) Each week our specially designed computer programme will randomly select 29 winners.

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How to Join

To apply for membership individuals can complete an application form or speak to one of our representatives on 01372 461808. An initial payment is required before a unique lottery number and membership pack is issued. Membership leaflets can be found at each Princess Alice Hospice shop. You can also sign up online or download an application form from www.pah.org.uk/lottery. We have representatives who canvass for new members door-to-door. Please be aware you will not be approached in the street by any representative of Princess Alice Hospice in an attempt to ask you to join our Weekly Lottery. We will always take the necessary steps to ensure all memberships are undertaken in a responsible way.

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Types of Membership

Individual

An individual membership is issued to one person who is eligible to participate who is registered as the named member of the lottery. Joint membership is permitted; for up to two named players.

Gift

Gift membership is available to eligible individuals for special occasions; Wedding Anniversaries, birthdays etc. Application forms and further information are available from supportercare@pah.org.uk.

Please note: Both the person asking for the gift and the recipient must meet the Acceptance of Membership Terms and Conditions and be over 16 years of age.

Single Ticket Purchases

Single tickets are also available from all Princess Alice Hospice shops and at other trusted outlets. Any tickets sold will be entered into the draw on the date printed on the ticket. In the event of any single tickets not being entered into the corresponding draw they will be entered

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into the next available draw. All terms and conditions apply to single ticket purchases as membership subscriptions.

Winners & Prizes

Prize winners are notified by post within 10 working days of the draw taking place. The notification includes the relevant cheque to the appropriate value of prize.

Winning numbers are also published in all our Princess Alice Hospice shops and on our website.

If you would like your prize to be donated to Princess Alice Hospice, please let us know, so that we can acknowledge your gift appropriately. We do follow up outstanding prizes wherever possible to ascertain your wishes, but in order to keep our administrative costs to a minimum if you have not cashed your cheque within six months we will treat this as a donation to Princess Alice Hospice.

The current prize structure for the weekly lottery draw is:

1st Prize £1,000, 1 X £250, 1 X £100, 7 X £50, 8 x £25 and 11 x £10

Please note: We reserve the right to amend the prize structure at any time. At least seven days' notice will be

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given via our website and where possible through local press.

Payment Methods

All lottery payments must be made in advance of the draw. If you miss a payment, be reassured you never owe us money. All that happens is that your lottery number is not placed in that weeks draw.

Cheque

Payments can be made via cheque and can only be accepted if made payable to Princess Alice Hospice Lottery.

Four weeks before your credit expires we notify you by post with a renewal reminder. Please allow five working days for payments to clear.

Debit/Credit Card

We accept all major credit and debit cards. The minimum payment we accept by card is £13 per transaction.

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Where card payments are received by telephone we reserve the right to verify the members' personal details to confirm the player is over 16 years of age.

Direct Debit

The easiest way to play the lottery is by Direct Debit and it also helps save the Hospice money in administering the lottery.

To set up a Direct Debit you will need to complete the reverse of your reminder letter and return it to us in the envelope provided.

Monthly payments of	£8.68
Quarterly payments of	£26.00
Half yearly payments of	£52.00
Annual payment of	£104.00

Once we have processed your application and your bank has agreed to make the payment/s you will continue to pay by Direct Debit safe in the knowledge that you will not miss a draw.

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Identification

All Princess Alice Hospice Lottery representatives have identification cards which must be clearly visible to you. The card shows the individuals name and their picture.

If you are unsure of the caller's identity, do not give the person any personal details or payment. Genuine lottery collectors are happy to call back once you have verified their identity by contacting Supporter Care during normal working hours (Monday-Friday 9am to 5pm).

If you believe you have been visited by a bogus caller, please contact your local Police immediately and advise us on 01372 461808 or email supportercare@pah.org.uk.

Duty of Care and Data Protection

Princess Alice Hospice Lottery holds all data under the Data Protection Act (1 998). We promise to comply with all Data Protection Act requirements and protect your personal data as well as securely storing any credit/debit card or bank data. We do not electronically store personal card details or full bank account details.

We like to keep our supporters up to date with our work and the differences you are helping us to make. If you

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do not wish to receive this information please let us know by calling 01372 461808 or email supportercare@pah.org.uk.

NB: We will never share, sell or swap your personal data with any third parties for marketing purposes.

Princess Alice Hospice cannot accept liability for third party loss, delay or theft of any communication sent by post, email or fax, nor for any delays in the banking systems which are beyond our control.

Acceptance of Membership

Under the Gambling Act 2005 Princess Alice Hospice Lottery has a duty to:

- Ensure gambling is free of crime
- Ensure that gambling is conducted in a fair and open way
- Protect children and the vulnerable from gambling

Princess Alice Hospice Lottery has a statutory obligation under The Gambling Act 2005 to verify that members are 16 years or over. It is an offence for anyone under

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the age of 16 years to participate in a lottery. Princess Alice Hospice Lottery, will where appropriate carry out checks to verify this requirement including if necessary seeking confirmation from relevant Agencies who can provide such information.

Players of the lottery must be resident in Great Britain – unfortunately this excludes; the Channel Islands, Isle of Man and Northern Ireland as they do not fall within the boundaries of Great Britain.

Membership of the weekly lottery and entry in to a draw is subject to confirmation of name, age and address of the applicant, meeting the legal requirements to play a lottery, raffle or take part in a draw. We reserve the right not to accept and refund any payment made in that event.

Change of Personal Details

It is the members' responsibility to advise us of any change of address and any other membership details deemed necessary. This is important as we only issue letters and winners' cheques to the name and address held on our database. For security purposes you may be asked to confirm your personal information before we discuss your membership details.

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Cancellation

Condition of cancellation: Membership can be cancelled at any time by the member themselves. However, any notices to cancel received after 17:00 hours on the Wednesday before the next draw may not be actioned until after the next weekly draw. Please contact Supporter Care on 01372 461808 or email supportercare@pah.org.uk.

If you pay by standing order please be advised that the standing order agreement is between you and your bank and can only be cancelled by you. The bank will not take instruction from Princess Alice Hospice.

If you pay by Direct Debit we will cancel the mandate on your behalf however we always advise that you check and also cancel the mandate with your bank.

If you are in credit at the time of cancellation, your Princess Alice Hospice Lottery membership shall cease once your credit has expired.

We reserve the right to cancel an existing subscription without giving reason and at our absolute discretion. Any credit would be refunded.

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Where a member is reported to us as deceased and there is credit on their lottery number we will request the following information:

Confirmation that the person informing us of the members' death; is either their next of kin or the executor of the estate. We require proof that that the person instructing us, has Grant of Probate and can show us the death certificate.

We require and will obtain the consent of the executor to either;

Continue the members' entitlement to play until all the credit has expired, paying any winnings to the 'executor of the estate' or pass any winnings as a donation to Princess Alice Hospice.

Or

Refund any remaining credit to the executor of the estate or pass it over as a donation to Princess Alice Hospice.

Annual and Special Event Lottery Draws/ Raffles

Princess Alice Hospice Lottery may conduct several one off draws/ raffles throughout the year. The prize

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structure for these draws is clearly shown on the relevant tickets placed on sale. Tickets are also sold at all our hospice shops.

We give our existing supporters the opportunity to take part in our special event draws. There is no obligation for individuals to purchase tickets in any of these one off draws/ raffles. We will contact supporters by mail giving the option to enter the draw by post or on-line.

If you choose to take part in these draws/ raffles and would like to sell additional tickets please contact Supporter Care on 01372 461808 who will be happy to assist you. In order to promote responsible gambling we would recommend that you do not purchase any more tickets/ chances than you can afford, and would recommend a personal limit of 50 tickets/ chances per draw. If you make multiple requests for tickets please be aware our team may ask for an update on your previous order and for monies and counterfoils to be returned before a further order is distributed. We want to ensure all of our supporters participate in our raffles in a fun and responsible way.

We will notify all winners by post within 10 days of any draw taking place. Winners will also be published on our website and in all Princess Alice Hospice shops.

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The weekly lottery term and conditions apply equally to special events.

Responsible Gambling and Self-Exclusion

Princess Alice Hospice Lottery promotes responsible gambling. At any time, anyone can advise us that they wish to be excluded from our lottery. Any requests to be self-excluded from the Princess Alice Lottery and our other gambling products can either be telephoned through to Supporter Care on 01372 461808 or sent to supportercare@pah.org.uk. Anyone wishing to use this facility will have their details placed on an exclusion database and will not be able to rejoin the lottery for a minimum of 6 months.

Princess Alice Hospice Lottery is a member of the Hospice Lotteries Association and a member of the Lotteries Council. Both organisations make a financial contribution on behalf of their members to both the Responsible Gambling Trust, which operates Gamble Aware and fundraises for gambling research, education and treatment of problem gamblers and to GamCare,

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which provides support, information and advice to anyone suffering through a gambling problem.

Gamble Aware

www.gambleaware.co.uk

020 7287 1994

Gamcare

www.gamcare.org.uk

0808 8020 133

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Dispute resolution

Any complaints and disputes will be dealt with in accordance with our complaints policy, a copy of which is available from Supporter Care. In the event of a complaint or dispute not being resolved, it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be referred to The Independent Betting Adjudication Service Limited (IBAS).

www.ibas-uk.com

020 7347 5883

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General notes

Our vision

Our communities will have the best care and support before, during and after death.

Our mission

To reach out to more people by delivering outstanding care, nurturing compassionate communities, sharing our knowledge and expertise and influencing the debate around death and dying.

The Princess Alice Hospice Lottery is licensed by the Gambling Commission and operated by PAH Lottery Limited (Company no. 3347939) for the benefit of Princess Alice Hospice (Registered Charity no. 1010930). PAH Lottery Limited is a wholly owned subsidiary of Princess Alice Hospice (Company no. 1599796)

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