



Terms & Conditions

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[stclarehospice.org.uk](https://www.stclarehospice.org.uk)

Registered Charity No. 1063631



Introduction

All profits from the St Clare Hospice Lottery go directly towards funding the services provided by St Clare West Essex Hospice Care Trust (Registered Charity No: 1063631).

St Clare Hospice Lottery is promoted by the St Clare Hospice Trading Company Ltd, which is a wholly owned subsidiary of St Clare Hospice West Essex Care Trust. The Promoter is licensed and regulated by the Gambling Commission (www.gamblingcommission.gov.uk) in accordance with the Gambling Act 2005 and, for this purpose, is defined as a Society Lottery.

Gambling Commission Account No: 28349

Responsible Persons:

- Rosemary Knowles, Director of Income Generation
- Nadarasa Sooryakumaran, Director of Finance and Resources

Promoter:

St Clare Hospice Trading Company Ltd, Hastingwood Road, Hastingwood, Essex CM17 9JX.
Tel: **01279 773730**. Registered Company No: 2951374

St Clare Hospice Trading Company reserves the right to amend or modify these Terms and Conditions without notice. Any changes will be publicised on the St Clare Hospice [website](#).

A copy of these Terms and Conditions and other information including your chances of winning and how proceeds are spent is available from the Lottery Team (lottery@stclarehospice.org.uk) or 01279 773730) or on the St Clare Hospice website (www.stclarehospice.org.uk/lottery)

Who can play?

Although the Gambling Act 2005 sets down that players must be aged over 16 to participate in lotteries, to promote responsible gambling, to enter the St Clare Hospice Lottery, players must be 18 years of age or over. As we have a statutory duty to verify that you are 18 years old or over, by submitting your request to join the Lottery, you are agreeing to St Clare Hospice Lottery carrying out age verification checks in any way, deemed appropriate.

All players must reside in Great Britain.

In addition to the responsible persons named above, no employed member of St Clare Hospice Lottery Team is permitted to play the St Clare Hospice Lottery. All other paid staff, volunteers and trustees of St Clare Hospice may play the Lottery. St Clare Hospice Lottery reserves the right to not accept an application, to cancel an existing subscription, or terminate/suspend our weekly lottery without giving reason or notice and at our discretion.

How much does it cost?

Each single entry in St Clare Hospice Lottery costs £1 and only participants who have paid (cleared funds) prior to the draw taking place will be entered into the draw.

To promote responsible gambling, St Clare Hospice Lottery advocates no more than three weekly entries per person. Players who wish to play a greater number of weekly entries should contact

the Lottery Team. This is in accordance with the St Clare Hospice's Customer Interaction Procedure which is a condition of our Gambling Commission licence.

Lottery payments are not eligible for Gift Aid.

Methods of Payment

Payments for the St Clare Hospice Weekly Lottery can be made by the following:



By post or in person By Direct Debit, debit card, credit card or cheque, by post or in person at the St Clare Hospice Reception



Online By Direct Debit or debit card. Visit www.stclarehospice.org.uk/lottery/play. (Sorry, we are unable to accept credit cards for lottery payments online.)



By phone By debit card, call **01279 773730**. (Sorry, we are unable to accept credit cards for lottery payments over the phone.)



In our hospice shops Single Play Tickets can be purchased at our hospice shops, by cash, debit card or credit card. Please see further details regarding Single Tickets in the section below.

Please note that Direct Debits will be collected from your bank on either 1st or 15th of the month, as confirmed to you in advance. They are processed by a specialist Direct Debit collection service and added to your lottery account within seven days of the collection date.

St Clare Hospice Lottery cannot accept liability for the loss of, delays in, or theft of any communications sent by post or email, or for any delays in the banking system.

Single Play Tickets

Single Play Tickets are available from our hospice shops. Each ticket costs £1, and will be entered into the next available draw. Tickets are available for each Friday's draw until the end of business on the Wednesday. Tickets bought on a Thursday or Friday will be for the following Friday's draw. It is the purchaser's responsibility to keep single play tickets safe, and check if you have won a prize. Please check our Lottery Results page to see if you are a winner. If you are a winner, claims must be submitted via the claim form on our website, or by phone/email. Prizes from a single play ticket must be claimed within 6 months of the draw in which you have won. Unclaimed prizes from single play tickets will be treated as a donation to St Clare Hospice after 6 months.

Customer Funds

We are required by our licence to inform customers about what happens to funds we hold on account for you, in the event of insolvency (www.gamblingcommission.gov.uk/licensees-and-businesses/guide/page/protecting-customer-funds). These customer funds are not protected in the event of insolvency.

In the event of receiving an unexpected excess payment as a result of a bank/payment error, the Lottery Team will contact the lottery player to resolve the situation, and, if necessary, make a refund.

What happens when I join?

The St Clare Hospice Lottery will send all new players a welcome letter advising them of their personal membership number(s) within ten days of receipt of a completed lottery application. For participants paying by Direct Debit, the Direct Debit Guarantee will be included with this letter, along with any other relevant information.

The Lottery Draw

The weekly draw is normally conducted every Friday. However, if this is not possible, eg a Bank Holiday, the draw will take place on either the preceding working day or the earliest working day afterwards. The draws are made using a Random Number Generator (RNG) that has been tested and approved by an independent, Gambling Commission approved, third-party test house.

St Clare Hospice Lottery reserves the right to postpone any lottery draw for a period of no longer than 14 days in the event of an emergency. Details of any postponement will appear on the St Clare Hospice website (www.stclarehospice.org.uk/lottery)

All players are responsible for informing St Clare Hospice Lottery of any changes to their personal details, including name, address and contact details.

St Clare Hospice Lottery reserves the right to suspend any players from entering the draw, if we are unable to make contact with them. Any proceeds received whilst the player is suspended will be held for a period of six months before being treated as a donation to St Clare West Essex Hospice Care Trust. Every reasonable effort will be made to try and locate the player during this period.

The Prizes and winning

The following prizes are guaranteed each week: First prize £1,000, Second Prize £75, Third Prize £25, plus 20 prizes of £10. In addition, every week, £200 is accumulated into a Rollover Prize – if this is not won, it rolls over each week to a maximum of £10,000 when it is guaranteed to be won.

St Clare Hospice Lottery may choose to amend this prize structure and publicise the change accordingly. Such publicity will take place no less than one month before any such change is introduced. Any players subsequently wishing to cancel advance paid entries into such future draws will be offered a full refund of any credit balance.

Regular weekly players will be notified in writing in the event of winning a prize. Prizes will be issued by a cheque, made payable to the player's name and posted to the address held on their lottery account, within one week of the draw.

Single Play Ticket wins must be claimed by the purchaser. It is the responsibility of the purchaser to keep their ticket safe and check if they have won a prize by visiting our Lottery Results page or by phone/email.

Results for the previous six months' draws are available on our website.

Winners must complete the claim form on our website and upload a photograph of the winning ticket. Alternatively, claims can be made via the phone or by email, and winning tickets can be

brought into the hospice reception during office hours, emailed to us or posted to us (we would recommend sending by Recorded Delivery if posting as we cannot accept responsibility for tickets lost in the post). Photocopies, damaged or defaced tickets will not be accepted, and no prizes will be paid for lost tickets.

Prizes from a single play ticket must be claimed within 6 months of the draw in which you have won.

Once a claim has been verified, prizes from a single play ticket will be issued by a cheque, made payable to the claimant and posted to the address as per the information provided on the claim form.

Clubs or syndicates may apply to join, but it should be noted any winning cheque will be payable to the appointed person's name, as recorded on the membership details.

The winning weekly numbers are published on the St Clare Hospice website (www.stclarehospice.org.uk/lottery/results), or you can request a paper copy from the Lottery Team. For data protection reasons, St Clare Hospice Lottery cannot publish winners' names on the St Clare Hospice website.

There are no alternatives to any prize and no interest is payable on uncashed prizes. In the unlikely event that a prize winner is found to be under the age of 18, the St Clare Hospice Lottery will refund their entry fee, withhold the prize, and notify the Gambling Commission. Additionally, St Clare Hospice Lottery reserves the right to reclaim any prize issued in error.

Any uncashed or unclaimed prizes will be deemed as a donation to St Clare West Essex Hospice Care Trust after a period of six months.

Cancelling your Membership

St Clare Hospice Lottery membership can be cancelled at any time. Cancellations received after 5pm on a Thursday may not be actioned until after the following Friday's draw. To cancel your membership please contact the Lottery Team.

Players pay in advance for a number of chances in a series of draws. If players cancel with a remaining balance of more than £1 on their lottery account, they will continue to be entered into the Lottery until their balance falls below £1. Upon cancellation, St Clare Hospice Lottery will treat any remaining balance under £1 as a donation to St Clare West Essex Hospice Care Trust, unless otherwise informed by the player.

A player may request a refund of the balance on their account, at any time which will be made at the discretion of St Clare Hospice Lottery.

St Clare Hospice Lottery reserve the right to apply an administration charge.

St Clare Hospice Lottery requires ten days' notice to process a Direct Debit cancellation. However, players can cancel a Direct Debit directly with their bank, which will take immediate effect. Cancellations received after the cut-off date for collections will be cancelled the following month. Players who pay by Standing Order must cancel their payment directly with their bank, as St Clare Hospice is unable to do this.

Players who are deceased

Please contact the Lottery Team to notify us of a player's death, who will take you through the processes and options for instructing us on the funds remaining and/or any uncashed prizes on the deceased player's account.

The options are to:

- transfer the lottery number into a new name (proof of legal status may be required).
- cancel and refund any remaining funds (proof of legal status may be required). Cheques will be made payable to the deceased's Estate.
- cancel and donate any remaining funds to St Clare Hospice.

For remaining account balances under £50, we will ask for the details of the individual with the legal right to execute the Estate and for their instructions to be put to us in writing.

For remaining account balances over £50, in addition to written instructions, we may require evidence from the individual with legal right to execute the Estate showing proof of authority.

If we have not been contacted and become aware of a player's death, the Lottery Team will make all reasonable efforts to contact the individual with the legal right to execute the Estate to confirm their instructions, in writing, on how any remaining funds and/or uncashed prizes on the player's account are to be handled.

Any prizes won after the player's death but before we are notified will be reissued to the Estate.

If payments are made by standing order, the individual with the legal right to execute the Estate must also cancel the agreement with the bank, as St Clare Hospice is unable to do this.

Privacy and your Data

All players are responsible for updating their membership details. All personal data will be protected in compliance with all PCI DSS regulations and the Data Protection Act 2018.

Please read the St Clare Hospice Supporter Privacy Policy for further information at www.stclarehospice.org.uk/supporter-privacy-policy or contact the Lottery Team for a paper copy. Details of all winners, and of all other players' personal details, remain confidential, in line with the privacy policy and other relevant policies. Any individual has the right to request information held about them. To gain access to this information, please contact St Clare Hospice's Data Protection Officer. Email: dpo@stclarehospice.org.uk

Complaints and Disputes

All complaints and disputes will be dealt with in accordance with our Lottery Complaints Procedure, a copy of which is available from the St Clare Hospice website or by post. In the event that a gambling related dispute cannot be resolved to the player's satisfaction then the player may, free of charge, refer the dispute for Alternative Dispute Resolution (ADR) to IBAS (the Independent Betting Adjudication Service Ltd) which is the St Clare Hospice Lottery's nominated ADR entity, and approved by the Gambling Commission.

IBAS Contact details:

Independent Betting Adjudication Service
PO Box 62639 London, EC3P 3AS
Tel: 020 7347 5883
Email: ibasteam@ibas-uk.co.uk
Website: www.ibas-uk.com/contact-ibas



Independent Betting Adjudication Service

Responsible Gambling

St Clare Hospice Lottery is committed to operating in a socially responsible way and will ensure that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all. If you, or a family member, feel that you are experiencing problems with gambling, you can seek advice from the Be Gamble Aware website (www.begambleaware.org) Tel: **0808 8020 133**

St Clare Hospice Lottery is a member of The Hospice Lotteries Association whom, on behalf of its players, makes an annual financial contribution to Be Gamble Aware (formally known as Responsible Gambling Trust), an organisation set up with the sole aim of promoting and encouraging responsible gambling, and supporting those experiencing problems with gambling.

Self Exclusion

Players wishing to self-exclude can do so by contacting the Lottery Team.

Our self-exclusion form is available on the St Clare Hospice [website](#). The minimum period for self-exclusion is six months.

Right to terminate

St Clare Hospice Lottery reserves the right to terminate a membership and/or withhold any prize and award to an alternative winner if we have grounds to believe that a player has breached any of these Terms and Conditions, acted fraudulently or illegally, or on other reasonable grounds. St Clare Hospice Lottery shall have no liability to the player for any loss or damage suffered as a result.

A little goes a long way!

If you love playing our Lottery, and caring for St Clare, there are so many more ways that you can continue to support our care and support for local people and families in West Essex and East Hertfordshire.

Purchase an extra weekly Lottery entry, for just £1 per week

Encourage your friends, family and colleagues to play the St Clare Lottery

Display some St Clare Lottery leaflets in your place of work, or at a venue within your local community

Ask local businesses, shops or other venues to display a St Clare Lottery poster



Thank you for playing the St Clare Hospice Lottery

If you'd like to learn more about our Lottery, or find out about more ways that you can support St Clare Hospice, please get in touch with our friendly Lottery team.

Tel: 01279 773730

Email:
lottery@stclarehospice.org.uk

St Clare Hospice LOTTERY



GambleAware



Registered with
**FUNDRAISING
REGULATOR**

St Clare Hospice



Registered Charity No. 1063631.
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