



Greenwich & Bexley Community Hospice

Greenwich & Bexley Community Hospice Lottery Limited

Full terms and conditions

Issued: April 2018

Greenwich & Bexley Community Hospice Lottery – Terms & Conditions

Introduction

Greenwich & Bexley Community Hospice Lottery Limited operates Lotteries on behalf of Greenwich & Bexley Community Hospice and is governed by the Gambling Commission. Our lotteries are open to individuals who are aged 16 years or over and are residents of Great Britain.

Throughout the year we operate a number of lotteries including:

- Weekly membership lottery draws
- Twice yearly and special event raffles
- Scratch cards

All profits from our lotteries go directly towards funding Greenwich & Bexley Community Hospice (Registered Charity 1017406) and its care services.

By participating in Greenwich & Bexley Community Hospice Lottery draw, raffles and scratch card games, 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All players are subject to these terms and conditions of business which will apply until superseded by an amended version. Greenwich & Bexley Community Hospice Lottery reserves the right to amend or modify these terms and conditions from time to time – which will be available 7 days prior to being amended on the website www.communityhospice.org.uk/lottery or by request from the lottery team.

Note: we do not usually 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 020 8320 5785, or email lottery@gbch.org.uk

Contents

Weekly Lottery Draws	4
How to Join	4
Types of Membership	5
Winners & Prizes	5
Payment Methods	6
Duty of Care and Data Protection	7
Acceptance of Membership	7
Change of Personal Details	7
Cancellation	8
Annual and Special Event Lottery Draws/Raffles	8
Responsible Gambling and Self-Exclusion	9
Dispute Resolution	9
General Notes	10

Weekly Lottery Draws

To enter the weekly draw you will need to apply to be a Greenwich & Bexley Community 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 £1.00 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. 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 12 winners.

How to Join

To apply for membership you can complete an application form, visit our website www.communityhospicelottery.org.uk or speak to a member of our team on 020 8320 5785. An initial payment is required before a unique lottery number and membership pack is issued. Membership leaflets can be found in our Greenwich & Bexley Community Hospice shops.

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 lottery@gbch.org.uk.

Please note: Both the person purchasing the gift and the recipient must be over 16 years of age.

Single Ticket Purchases

Single tickets are also available from some Greenwich & Bexley Community Hospice shops and at some Hospice fundraising events. Any tickets sold will be entered into the draw on the date printed on the ticket. 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 on our website.

If you would like your prize to be donated to the 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 Greenwich & Bexley Community Hospice.

The current prize structure for the weekly lottery draw is:

1st Prize £1,000, 1 X £200 rollover prize, 10 x £10

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

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 week's draw.

Cheque

Payments can be made via cheque and can only be accepted if made payable to Greenwich & Bexley Community Hospice Lottery Ltd.

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 Card

Due to the recent change in legislation by the Gambling Commission, we no longer accept credit card payments. We accept all major debit cards. The minimum payment we accept by card is £13 per transaction.

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	£4.34
Quarterly payments of	£13.00
Half yearly payments of	£26.00
Annual payment of	£52.00

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.

Duty of Care and Data Protection

Greenwich & Bexley Community Hospice holds all data under the Data Protection Act 2018. We promise to comply with all Data Protection Act requirements and protect your personal data. Please refer to the Hospice's Data Protection Policy for more information.

We like to keep our supporters up to date with our work and the differences you are helping us to make. If you do not wish to receive this information please let us know by calling 0208 320 5785 or emailing lottery@gbch.org.uk

NB: We will never share, sell or swap your personal data with any third parties for their own purposes. Our privacy statement is available on our website.

Greenwich & Bexley Community 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 Greenwich & Bexley Community 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

Greenwich & Bexley Community 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 the age of 16 years to participate in a lottery. Greenwich & Bexley Community Hospice Lottery, will where appropriate carry out checks to verify this requirement.

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.

Cancellation

Condition of cancellation: Membership can be cancelled at any time 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 the lottery team on 020 8320 5785 or email lottery@gbch.org.uk.

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 Greenwich & Bexley Community 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.

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 Greenwich & Bexley Community Hospice

Or

Refund any remaining credit to the executor of the estate or pass it over as a donation to Greenwich & Bexley Community Hospice.

Annual and Special Event Lottery Draws/ Raffles

Greenwich & Bexley Community Hospice Lottery may conduct several one off draws/ raffles throughout the year. The prize 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 the lottery team on 020 8320 5785 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/

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020 8320 5785 lottery@gbch.org.uk
www.communityhospice.org.uk/lottery

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 Greenwich & Bexley Community Hospice shops.

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

Responsible Gambling and Self-Exclusion

Greenwich & Bexley Community Hospice Lottery promotes 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.

At any time, anyone can advise us that they wish to be excluded from our lottery. Any requests to be self-excluded from the Greenwich & Bexley Community Hospice Lottery and our other gambling products can either be telephoned through to the lottery team on 020 8320 5785 or sent to lottery@gbch.org.uk. Anyone wishing to use this facility will have their details placed on an exclusion database and will not be able to re-join the lottery for a minimum of 6 months.

Greenwich & Bexley Community 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, 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

Dispute resolution

Any complaints and disputes will be dealt with in accordance with our complaints policy, a copy of which is available from the lottery team. In the event of a complaint or dispute not being resolved, it will be referred to arbitration. As a member of the Hospice Lotteries

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020 8320 5785 lottery@gbch.org.uk

www.communityhospice.org.uk/lottery

Association this will be referred to The Independent Betting Adjudication Service Limited (IBAS).

www.ibas-uk.com

020 7347 5883

The Greenwich & Bexley Community Hospice Lottery is licensed by the Gambling Commission www.gamblingcommission.gov.uk and operated by Greenwich & Bexley Community Hospice Lottery Limited (Company no. 6483768) for the benefit of Greenwich & Bexley Community Hospice (Registered Charity no. 1017406). Greenwich & Bexley Community Hospice Lottery Limited is a wholly owned subsidiary of Greenwich & Bexley Community Hospice (Company no. 2747475)