



St Giles Hospice Lottery Full Terms & Conditions



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Introduction

St Giles Hospice Lottery operates Lotteries on behalf of St Giles 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
- Scratchcard lotteries

All profits from our lotteries go directly towards funding St Giles Hospice (Registered Charity 509014) and its care services.

By participating in St Giles Hospice Lottery draws 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All players are subject to these terms and conditions of business which will apply until superseded by an amended version. St Giles 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.stgileshospice.com/lottery or by request from the Lottery Office.

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 the terms and conditions please
telephone: 0845 370 6580 or visit our
www.stgileshospice.com**

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Weekly Lottery Draws

St Giles Hospice Lottery conducts a weekly lottery draw; each entry into the draw costs £1.00 and is paid in advance.

To enter the weekly draw you will need to apply to be a St Giles 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. The maximum number of entries permitted per person, per week, is 10 at a cost of £10 per week or £520 per year.

All subscriptions of £1 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 in advance are entered in a draw. The results from each draw are normally published on a Friday. We reserve the right, subject to holidays and unforeseen circumstances, to change the draw and publication dates without notice. In the event that a draw is delayed it will still be conducted, prior to the next weekly draw.

How to Join

Membership leaflets can be found at various outlets across the St Giles Hospice catchment area. An electronic form is available to download from www.stgileshospice.com, we have representatives who canvass for new members door-to-door or you may contact us on 0845 370 6580 during normal office hours. To apply for membership individuals can complete an application form or speak to one of our representatives. An initial payment or Standing Order agreement is required before a unique lottery number and membership pack is issued.

Types of Membership

i. Individual

An individual membership is issued to one person who is eligible to participate who is registered as the named member of the lottery. One individual can have up to ten entries per draw. Joint membership is permitted; for up to two named players.

ii. Gift

Gift membership is available to eligible individuals for special occasions; Wedding Anniversaries, birthdays etc. Application forms and further information are available from the Lottery Office or by visiting our website.

Please note: Both the person asking for the gift and the recipient must meet the Acceptance of Membership Terms and Conditions.

iii. Corporate Individual

Individuals may join under the corporate membership scheme. Each individual player will be allocated a unique lottery number in their own name. Payment is received from the individual via their payroll or association and placed on their own lottery number. Prizes are paid to the named lottery player directly.

iv. Syndicates

Groups of individuals can nominate a syndicate manager to operate their membership as a syndicate. The syndicate manager will be the named contact on each of the unique lottery numbers. Payments from the syndicate will be paid to the unique lottery numbers as instructed by the syndicate manager. Any prizes will be allocated to the syndicate manager for distribution within the syndicate.

Please note: St Giles Hospice Lottery does not accept liability for the actions or agreements made by individuals within a syndicate group. It is advisable for individuals within a syndicate group take legal advice on syndicate membership and make a formal syndicate agreement in writing before applying for membership of St Giles Hospice Lottery. All the members within the syndicate and the syndicate manager must meet the St Giles Hospice Lottery Acceptance of Membership Terms and Conditions.

Membership Benefits

i. Discount Card

Individual lottery members may qualify for a St Giles Hospice Discount Card. The card scheme is only available to our regular lottery players and offers exclusive discounts and benefits from businesses participating in the scheme. This offer is not available to 'one off play' lottery players nor is it available to syndicate groups. Specific terms and conditions apply to the use and availability of the Discount Card. For further information and a list of participating companies contact the Lottery Office, visit our website or see the latest edition of the hospice newsletter. Use of the Discount Card is subject to its terms and conditions.

ii. Lottery Bear

Members who pay £52.00 in advance are automatically entitled to claim a St Giles Hospice Lottery bear. Members who pay by standing order £4.34, £13.00, £26.00 will be eligible to claim a bear on the anniversary of their first payment.

Each year a new lottery bear is produced. Players may claim this bear free of charge if they qualify (see criteria above). Bears are strictly limited to one per unique lottery number and are offered on a first come first served basis. We offer no guarantee to the availability of bears and reserve the right to withdraw this offer at anytime.

Winners & Prizes

Prize winners are notified by post within 10 working days of the draw taking place. The notification includes the relevant cheque/voucher to the appropriate value of prize. Winning numbers are also published in the local press and on our website.

The current prize structure for the weekly lottery draw is:

1st Prize £2,000

2nd Prize £125

3rd Prize £75

4th Prize £50

5th Prize £25

20 prizes of £10

200 prizes of £5 St Giles Hospice Gift Vouchers*

(Vouchers are redeemable at over 100 outlets across the hospice catchment area. They can be accepted as full or part payment for lottery and are accepted all the St Giles Hospice Shops.)*

***Correct at time of issue, see website for an up to date list.*

*Please note: We reserve the right to amend the prize structure at anytime.
At least seven days notice will be 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 week's draw.

i. Cash

Members who wish to pay by cash may do so by typically paying £5 every five weeks to one of our door-to-door collectors. The collector will acknowledge payment on the St Giles Hospice Lottery collection sheet in your presence. Cash payments through the post are not advisable.

We only operate cash collection rounds within the St Giles Hospice catchment area. To be advised of availability please contact our customer support team by telephoning: 0845 370 6580.

ii. Cheque/Postal Order

Payments can be made via cheque or postal order and can only be accepted if made payable to St Giles Hospice. Please ensure your unique lottery number is quoted on the reverse.

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

iii. Debit/Credit Card

We accept all major credit and debit cards. The minimum payment we accept by card is £5 per transaction. Two weeks before your credit expires we notify you by post with a renewal reminder.

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.

iv. Standing Order Payments

A cost effective and safe payment method is to pay your lottery membership by standing order. You have control of the amount paid and when it is paid. To set up a standing order and request your bank to pay us you will need to complete a St Giles Hospice lottery standing order mandate indicating your preference to pay;

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 standing order safe in the knowledge that you will not miss a draw.

Please be advised that the standing order agreement is between you and your bank.

v. Direct Debit

Currently we are not able to accept payments made by direct debit.

Identification

All St Giles Hospice Lottery representatives have identification cards which must be clearly visible to you. The card shows the individuals name, their picture and displays the contact number of the Lottery Office **0845 370 6580** on the front.

All our cash collectors also carry lottery round sheets. These sheets show membership details, including the player's name and address.

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 the Lottery Office 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 0845 370 6580.

Duty of Care and Data Protection

St Giles Hospice Lottery holds all data under the Data Protection Act (1998). 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. Once actioned, credit/debit card data is securely shredded and destroyed. We do not electronically store personal card details.

To ensure that we keep you up to date with events and developments we may share your information within the St Giles Hospice group. If you do not wish to receive information on St Giles Hospice or any of our other products and services, please write to the Data Administrator at the Lottery Office. Please note that by opting out of receiving information from St Giles; you would not receive the annual Discount Card or regular St Giles Hospice Newsletter.

We do not sell or pass any of your data to third parties.

St Giles 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 St Giles Hospice Lottery has a duty to:

- Ensure gambling is free of crime
- Protect children and the vulnerable from gambling

St Giles 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. St Giles 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 member's responsibility to advise us of any change of address or 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.

Unfortunately any member who moves outside Great Britain will have their membership cancelled. Any remaining credit will be refunded.

Cancellation

Condition of cancellation: Membership can be cancelled at anytime 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 the office on 0845 370 6580 or email us on mail@stgilespromotions.co.uk. If you pay by a standing order you must also cancel your agreement/mandate with your bank.

Where a member cancels and has credit, we will refund the full entitlement at the time of cancellation (subject to the above condition of cancellation). This will be sent to the named member by cheque or for credit/debit card payers refunded, to the appropriate card account within 10 working days.

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 member's 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 member's 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 St Giles Hospice

Or

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

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Annual and Special Event Lottery Draws/Raffles

St Giles Hospice Lottery conducts 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 only sold through outlets or agents approved by us and include;

St Giles Hospice Shops
St Giles Hospice (Whittington, Sutton Coldfield and Walsall)
Directly from the St Giles Hospice Lottery Office

In addition we directly mail our existing supporters with a maximum of 20 tickets. There is no obligation for individuals to purchase tickets in any of these one off draws/raffles.

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

Scratchcard Lotteries

Occasionally we promote and sell our own St Giles Hospice scratchcard games. When available they are on sale through St Giles Hospice Shops, via our own cash collectors and directly from the Lottery Office.

The terms and conditions of play and the game rules are clearly printed on the reverse of the game cards.

Please contact the Lottery Office for further information.

St Giles Hospice Vouchers as payment

We accept as full or part payment valid St Giles Hospice Vouchers on all of our lottery products. In addition, vouchers can be used to purchase lottery bears or lottery gifts.

Responsible Gambling and Self-Exclusion

St Giles Hospice promotes responsible gambling. At anytime, anyone can advise us that they wish to be excluded from our lottery. Any requests to be self excluded from the St Giles Membership Lottery and our other gambling products can either be telephoned through to the office 0845 370 6580 or sent via email to mail@stgilespromotions.co.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 or participate in any of our raffles or draws for a minimum of 6 months.

St Giles is a member of The Hospice Lotteries Association, which, on behalf of its members, makes a financial contribution towards the GREaT Foundation (Gambling, Research, Education and Treatment Foundation), an organisation which funds research for education and treatment of problem gambling. The Hospice Lotteries Association website www.hospicelotteries.org.uk has a page dedicated to the GREaT Foundation and also GAMCARE, the leading organisation that provides practical help to problem gamblers. Further support can be found on the Gamble Aware website, see below for details.

The GREaT Foundation
www.thegreatfoundation.org.uk



Gamcare
www.gamcare.org.uk
0845 6000 133



Gamble Aware
www.gamblingaware.co.uk

gambleaware.co.uk

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 Office. 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).



Independent
BETTING ADJUDICATION
Service Ltd

www.ibas-uk.com

020 7347 5883

St Giles Hospice (Promotions) Limited
T/A St Giles Hospice Lottery
0845 370 6580
mail@stgilespromotions.co.uk
www.stgileshospice.com

General Notes

St Giles Hospice is an independent charity funded primarily by voluntary giving. It is a member of Help the Hospices and a recipient of The Queen's Award for Voluntary Service. Promoter St Giles Hospice (Promotions) Limited address as shown below (UK 3238435) is a wholly-owned subsidiary of St Giles Hospice (Registered Charity 509014).

St Giles Hospice Lottery is licensed with the Gambling Commission under the Gambling Act 2005.

Qualifying positions held by: Mr R Simmonite & Reverend P. Holliday.

**GAMBLING
COMMISSION**

The Gambling Commission
www.gamblingcommission.gov.uk
Telephone: 0121 230 6666

We are also members of the following associations.



The Hospice Lotteries Association www.hospicelotteries.org.uk

The HLA was established to enable hospice lotteries across Great Britain the opportunity to network and share best practice. Members include both adult and children's hospice lotteries and have all worked closely with the Gambling Commission to keep crime out of gambling and protect the vulnerable.



The Lotteries Council www.lotteriescouncil.org.uk

The Lotteries Council is a cross sector association and includes members from other gambling sectors such as bingo, pools, betting, who operate lotteries and works closely with the Gambling Commission.

For further details on St Giles Hospice Lottery, or if you are interested in joining, please contact us at:

**St Giles Hospice Lottery
The Stables
Catton Park
Walton-on-Trent
South Derbyshire
DE12 8LN**

0845 370 6580

mail@stgilespromotions.co.uk

www.stgileshospice.com/lottery