

St Giles

Hospice Lottery

**St Giles Hospice Lottery**

**Full Terms & Conditions**

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St Giles Hospice (Promotions) Limited, trading as St Giles Hospice Lottery, is a wholly-owned subsidiary of St Giles Hospice. St Giles Hospice Lottery operates society lotteries on behalf of St Giles Hospice and is licenced by the Gambling Commission under the Gambling Act 2005.

All profits from our lotteries go to St Giles Hospice (Registered Charity 509014) to fund the care of patients and their families, living with a potentially terminal illness.

This document sets out the Terms & Conditions for our lotteries.

## Definitions

For the remainder of this document, 'you/your' refer to the lottery player and 'we/our/us' refer to St Giles Hospice Lottery.

'Our website' refers to [www.stgileshospice.com/lottery](http://www.stgileshospice.com/lottery).

'Regular weekly plays' refers to plays with continual or renewable payments where player details are held.

'Single tickets / one off plays' refers to one-off ticket purchases for a particular draw where player details are not captured.

## Introduction

Throughout the year we operate a number of lotteries/raffles including:

- A weekly lottery draw
- Bumper Raffles
- Scratchcards – no current game in operation
- Ad hoc special event draws / raffles

Our lotteries are open to individuals who are aged 18 years or over and are a resident of Great Britain (this excludes the Channel Islands, the Isle of Man and Northern Ireland).

To take part in one of our lotteries, you must agree to the terms and conditions for the relevant game. We may amend these from time to time. We do not notify players individually of changes, but an up-to-date copy of our T&C will be available at [www.stgileshospice.com/lottery](http://www.stgileshospice.com/lottery) at least 14 days before any changes take effect.

Abbreviated terms and conditions will be provided to all players at the time of joining the lottery, on the reverse of one-off tickets and is available on our website or by calling the Lottery Office.

**If you require additional copies or a large print version of our terms and conditions please telephone:**

**01543 434020**

**or visit [www.stgileshospice.com/lottery](http://www.stgileshospice.com/lottery)**

## Weekly Lottery Draw

### Draw date

Our weekly lottery draw normally takes place on a Friday. We reserve the right, due to holidays and unforeseen circumstances, to change the draw date without notice. In the event that a draw is delayed it will take place as soon as practically possible and before the next scheduled weekly draw.

### Winners and Prizes

The current prize structure for our weekly lottery draw is:

1 <sup>st</sup>	<b>£1,000 rollover prize (up to a maximum of £20,000)*</b>
2 <sup>nd</sup>	<b>£1,000 guaranteed jackpot</b>
3 <sup>rd</sup>	<b>£100</b>
4 <sup>th</sup>	<b>£52 x 2</b>
5 <sup>th</sup>	<b>£26 x 5</b>
6 <sup>th</sup>	<b>£13 x 10</b>
7 <sup>th</sup>	<b>180 x £5 St Giles Hospice Gift Vouchers</b>

\* **Rollover** – our rollover prize starts at £1,000. If this prize is not won it will be rolled over to the following week, up to maximum of £20,000 when there will be a guaranteed winner. The current rollover prize will be advertised on our website and at one-off ticket point of sale outlets.

### How to check winning numbers

A list of the weekly winning numbers will be available were you bought your ticket, on our website [www.stgileshospice.com/lottery/lottery-winners](http://www.stgileshospice.com/lottery/lottery-winners) or by calling the lottery office on 01543 434020. Where possible, the top winning numbers and town of residence will also be published in local press. Names of winners will not be published unless permission has been given.

### How to claim if you have won

**For regular weekly plays**, there is no need to claim - prizes will be sent out by post within 10 working days of the draw taking place.

**For one-off ticket plays** (players who have purchased one-off tickets in a particular draw, it is **your responsibility** to keep your ticket or email ticket confirmation safe and check if you have won a prize (see how to check winning numbers below).

- **Winnings up to £1,000** can be claimed by completing your details on the back of the ticket and returning it to us either in person or by post. The winning ticket will be required before prizes will be paid out. For tickets bought online a claim can be made by contacting the lottery office with a copy of the ticket confirmation email, either by email, post or in person.
- **Winnings over £1,000** must be claimed in person (an initial claim can be made by telephone). The winning ticket and proof of ID will be required before prizes will be paid out. For tickets bought online the winning email confirmation, payment card and additional proof of ID will be required before a prize is paid out. Prizes will only be paid out in the name of the person who bought the ticket.

Photocopied, scanned, damaged or defaced tickets will not be accepted and no prizes will be paid out for lost tickets. We do not take responsibility for tickets lost in the post and therefore recommend that any winning ticket claims are made in person or through recorded post.

Any uncashed cheques, unclaimed prizes or expired vouchers will be taken as a donation to the hospice after 6 months.

### St Giles Hospice Vouchers

St Giles Hospice Vouchers operate in conjunction with our Promise Card scheme and can be redeemed at supporting outlets across the hospice catchment area, including the St Giles Hospice Shops. A list of these outlets is printed on the reverse of the voucher and an up to date list is available on our website.

We also accept vouchers as payment for all lottery games including one-off single tickets, lottery gifts and bumper raffle tickets or you may choose to donate the value of your voucher back to the hospice. If you would like to use a winning voucher in one of these ways, please complete the front of the voucher and return it to the Lottery Office.

Vouchers are usually valid for 12 months from the date of issue. The expiry date will be printed on the front of the voucher.

### How to sign up to play

- Speak to one of our Lottery Representatives
- Online at [www.stgileshospice.com/lottery](http://www.stgileshospice.com/lottery)
- Visit or phone the Lottery Office on 01543 434020
- Complete the form on a lottery leaflet (regular weekly play only)
- Via your employer's payroll department (regular weekly play only)
- Hospice receptions, selected hospice shops and other outlets (one-off tickets)

For regular plays, once we have received and processed a lottery application, you will receive a confirmation letter with your unique lottery number and Promise Card. For one-off plays you will receive a lottery ticket at the point of sale or by email before the draw in the case of an online purchase.

### Player types

- **Individual** - Any winnings will be made payable to the named person.
- **Joint** - Is permitted for up to two named players. Winnings will be issued in joint names.
- **Gift** – Lottery gifts are available for special occasions. Application forms and further information is available from the Lottery Office or on our website. Both the person buying the gift and the recipient must satisfy the terms and conditions.
- **Syndicates** - A group of individuals can choose to play the lottery as part of a syndicate. It is advisable for individuals within a syndicate group to take professional advice on syndicate membership and make a formal syndicate agreement in writing before buying lottery tickets. We do not accept liability for the actions or agreements made by a syndicate group.

### Cost of entry

Each entry costs £1 per weekly draw and is paid in advance. Only lottery numbers that have been paid for are entered in the draw. If regular lottery players miss a payment their lottery number will not be entered in the lottery draw for the period missed. St Giles Hospice accepts no liability for missed draws.

### Multiple entries

The number of lottery numbers per regular player, per week, is limited to 10. If you wish to buy more than 10 regular entries please contact us prior to your application. The maximum number of single lottery tickets per player, per week, is limited to 100.

### Payment frequency

Regular lottery payments can be made annually (£52), half yearly (£26), quarterly (£13), 5 weekly (£5) or monthly (£4.34). Monthly payments of £4.34 are by standing order/direct debit only and include 34p to accumulate and pay for the fifth week in five week months. Single one-off tickets are a payment of £1 per ticket.

### Types of payment

#### 1) Continual payment

- **Standing Order** - payments will continue unless you cancel your standing order payment with your bank.
- **Direct Debits** (to replace Standing Orders from Summer 2018) - payments will continue unless you cancel your direct debit payment with us or your bank. An 2 additional initial £2 payment will be taken for new direct debits to cover payment timing gaps and banking delays to minimise the chance of players missing a draw.
- **Payroll / Play as you Earn** - if your employer has joined our 'Play as you Earn' scheme, you can pay via a salary deduction (post tax). Lottery payments will be paid to us by your employer and must be received by us in advance of the draw.

#### 2) Renewable payments

- **Cheque or card** - you will receive a renewal reminder before your credit expires.
- **Cash collection** (in selected areas) - our lottery collector will normally call every 5 weeks. Occasionally if a collector is unable to call (eg Christmas and holidays) we may ask for a double payment. Wherever possible we will notify this in advance. If you are not in when the collector calls they will leave a calling slip to let you know when they will call again. If they miss you again or are unable to call back, they will leave a payment slip, which gives details of how you can make a payment to ensure you are in the draw until your collector is due to call again.
- **St Giles Hospice Vouchers** – see page 5

#### 3) One-off payments – single tickets (available from Spring 2018)

Single tickets for a particular draw can be bought in the following ways:

- **In person** – by cash, cheque or voucher – from the Lottery Office, Hospice Reception, Lottery Representatives and selected St Giles shops & other outlets.
- **Online or by telephone** - by credit or debit card

One-off tickets for the current week's draw will be on sale until midnight on Wednesday for online, telephone and outlet sales. Tickets will remain on sale until noon on Thursday for cash sales at the main Hospice Reception and Lottery Office.

Any tickets purchased after the close for the current week's draw will be taken for the following week's draw. The rollover prize will not be guaranteed until the current week's draw has taken place.

### **Promise Card**

Lottery players making a regular and ongoing commitment to play will receive a St Giles Hospice Promise Card, which offers exclusive savings (typically 10%) at local businesses participating in the scheme. Promise Cards are not offered to syndicate groups, when signing up for 10 weeks or less or when buying single tickets.

Cards are re-issued annually and expire on the date shown, or on cancellation if sooner. Cards can only be used by the lottery player(s) named and each player must sign the card. An outlet may require proof of identity before accepting the card.

A full list of participating businesses is available on our website or by contacting the Lottery Office. Participating businesses reserve the right to change, amend or withdraw the Promise Card offer at any time and without notice.

### **Player Administration**

#### **Change of personal details (regular players only)**

It is your responsibility to advise us of any change of name, address or other relevant details. This is important as we will issue letters and winners' cheques to the name and address held on our database.

If we become aware that you have moved from the address we hold (e.g. returned mail), and we are unable to contact you to obtain your new details, your lottery number may be suspended or cancelled, with remaining credit and future payments received treated as donations to the Hospice.

Any returned winnings will be held for 6 months, and if remain unclaimed, will be taken as a donation.

If you pay via the 'Play as you Earn' scheme and you change employer, you should notify the Lottery Office to make alternative payment arrangements.

#### **Cancellation**

You may cancel your lottery number at any time by contacting the Lottery Office. If you cancel after 5pm on a Wednesday, your number may still be entered in that week's draw if there is available credit.

If your lottery number has remaining credit on cancellation your number will continue to be entered into the draw until the credit runs out, unless we are advised otherwise. Alternatively you may request a refund of the remaining credit or donate it to the hospice. Refunds may be subject to a £5 administration fee.

If you pay by Standing Order, you must also cancel your agreement with your bank (as we are unable to do this).

If you pay via the 'Play as you Earn' scheme, you must also notify your employer's payroll department that you wish to cancel your lottery deductions.

On cancellation of your number(s), your Promise Card is no longer valid and should be returned to the Lottery Office.

On cancellation of lottery gifts or single tickets, no refunds will be given. You can choose to either donate credit to the Hospice or to leave your number in the draw.

If you move to live outside Great Britain, your number(s) will be cancelled and any remaining credit will be refunded or donated.

We reserve the right to cancel a lottery number(s) without giving reason and any credit will be refunded in full.

### **Deceased players**

Where a player is reported to us as deceased, the lottery number will be cancelled and if there is remaining lottery credit, the number will continue to be entered into the draw until the credit expires. Any winnings during this period will be made payable to the Estate / Executor.

Alternatively, we will accept instructions from an Executor or next of kin to:

- transfer the lottery number into a new name (proof of Executor status will be required)
- cancel and refund any remaining credit (this may be subject to a £5 admin fee)
- cancel and donate any remaining credit to the Hospice

If payments are made by Standing Order, the Executor must also cancel the agreement with the bank (as we are unable to do this). If we continue to receive payments from the bank, these will be accepted as a donation to the Hospice unless alternative instruction is given.



## Bumper Raffles

### Draw date

In addition to our weekly lottery, we run additional Bumper Raffles. Further details, closing date and draw date will be advertised on the tickets, point of sale and on our website.

### Winners and Prizes

The prize structure for a Bumper Raffle is clearly shown on the raffle tickets, on point of sale material and on our website.

We currently run a Summer and Christmas Raffle with the following prize structure:

- 1<sup>st</sup> £8,000 cash or new car (currently a Kia Picanto from Burton Kia)
  - 2<sup>nd</sup> £2,000 cash or a holiday (up to the value of £2,000)
  - 3<sup>rd</sup> £1,000 cash or a home entertainment system (up to the value of £1,000)
  - 4<sup>th</sup> £500
  - 5<sup>th</sup> £250
- 25 x £10 St Giles Hospice vouchers

We reserve the right to amend the prize structure at any time.

Winners will be notified and cash and voucher prizes will be sent out by post within 14 working days of the draw taking place.

Where there is a cash or prize alternative choice, contact will be made with the winner to determine the choice. If no contact can be made within 14-days of the draw, the cash prize will be issued. Where a non-cash prize is chosen, a cash difference will not be paid if the value of the prize is lower.

Winning numbers will be published in our hospice shops and on our website and where possible, the top winning numbers and town of residence will be published in the local press. Top winners will be invited to take part in publicity. Names of winners will not be published unless permission is given.

Any uncashed or expired prizes will be taken as a donation to the hospice 6 months after the date of issue.

### How to buy tickets

- Through the post (cheque)
- Online via our website (card)
- By calling the Lottery Office (card)
- From selected St Giles Hospice Shops (cash, cheque or card)
- From Lottery Representatives (cash, cheque or card)
- At Hospice Receptions (cash or cheque)

St Giles Hospice vouchers can be used to buy tickets in person or through the post.

### Cost of entry

Bumper Raffle tickets cost £1 each.

### Multiple entries

The maximum number of tickets per draw is limited to 100 per person.

### **Closing date**

The draw closing date will be clearly advertised on the tickets and at all points of sale. Any payments received after the draw closing date will be taken as a donation to the hospice.

### **Raffle administration**

#### **Change of personal details**

It is your responsibility to advise us if you change your name or address between buying a ticket and the date of the draw. This is important as we will issue prizes to the name and address provided.

#### **Cancellation**

You may cancel your entries into a raffle by contacting the lottery office. If you require a refund, you must contact us at least 7 days prior to the draw date and any refunds may be subject to a £5 admin fee.

Where a person is reported to us as deceased, and they have already bought tickets in a forthcoming raffle, the numbers will continue to be entered into the draw unless we are instructed otherwise. Any winnings will be made payable to the Estate / Executor. Alternatively, we will accept instructions from an Executor or next of kin to:

- change the name on the raffle tickets (proof of executor status will be required)
- cancel and refund the cost of the tickets (this may be subject to a £5 admin fee)
- cancel the tickets and donate the money to the Hospice

**Scratchcards** – there is no current scratchcard game in operation.

**One-off Special Event Draws/Raffles** - occasionally we may hold one-off special event draws or raffles. If different terms & conditions apply, these will be available on our website prior to the draw.

### **General Information**

#### **Identification of Lottery Representatives**

All of our representatives wear a St Giles uniform and have identification cards which should be clearly visible. The identity card has their photograph, name and the contact number of the Lottery Office (01543 434020).

All of our cash collectors also carry lottery collection sheets. These sheets show player details, including your lottery number, name and address.

If you are unsure of a caller's identity, do not give out any personal details or payment. Genuine lottery representatives 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 also advise us as soon as possible on 01543 434020.

### Payment errors

Occasionally errors are made when processing lottery payments. In these circumstances, you would be informed as soon as an error had been identified, and this would be corrected at no cost to you. St Giles Hospice accepts no additional liability for missed draws due to a payment error.

### Payment security

Online card payments take place via a secure third party payment site (SagePay) and no card details are transferred to us. If you telephone us to pay by card, once your payment has been processed, all details are securely shredded and destroyed. We do not store any payment card details.

Online direct debit set up is managed through a secure third party payment site (Secure Collections).

### Data Protection

By playing our weekly lottery and/or bumper raffles, you are helping St Giles Hospice to care for local people and their families, living with a potentially terminal illness. We value the support we receive from our local community and take the protection of your data very seriously. St Giles Hospice Lottery will hold and use your data for administrative purposes. We will never pass your information to anyone outside the hospice group who isn't directly working on our behalf, and we will keep your details safe and secure.

For security purposes you may be asked to confirm your personal information before we discuss your lottery details.

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

As a valued supporter, we will occasionally send you information about our work, events and activities by post unless you tell us otherwise, and by email, text and telephone if you have positively indicated you are happy to hear from us in these ways. You can change your communication preferences at any time by contacting us to let us know or online at [www.stgileshospice.com/keepintouch](http://www.stgileshospice.com/keepintouch).

Our full privacy policy is available at [www.stgileshospice.com/privacy-statement](http://www.stgileshospice.com/privacy-statement) or by calling 01543 434020.

### Regulation

We are licensed by the Gambling Commission under the Gambling Act 2005.

**GAMBLING  
COMMISSION**

The Gambling Commission  
[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)  
Telephone: 0121 230 6666

Qualifying person(s): Alison Jerram & John Malcolm Godfrey.

We are also members of the following associations:



The Hospice Lotteries Association (HLA)  
[www.hospicelotteries.org.uk](http://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](http://www.lotteriescouncil.org.uk)

The Lotteries Council is a cross sector association for any organisation with an interest in society lotteries and works closely with the Gambling Commission.

### Responsible Gambling

St Giles Hospice promotes responsible gambling. Under the Gambling Act 2005, we have a duty to ensure gambling is free of crime and protect children and the vulnerable from gambling.

It is an offence for anyone under the age of 16 years to participate in a lottery. In order to protect young people and show our commitment to responsible gambling, you must now be aged 18 or over to participate in St Giles Hospice lottery games. Where we think that a person may be under 18, we may ask for proof of age.

The Hospice Lotteries Association and The Lotteries Council, on behalf of its members, makes a financial contribution to BeGambleAware, which is a charity "committed to minimising gambling-related harm". BeGambleAware funds education, prevention and treatment services and commissions research to broaden understanding of gambling-related harm. The aim is to stop people getting into problems with their gambling, and ensure those that do receive fast and effective treatment and support.

The Hospice Lotteries Association website also has a page dedicated to responsible gambling via the support offered by BeGambleAware and GAMCARE, the leading organisations that provides practical help to problem gamblers. Further support can also be found on the BeGambleAware website.

**BeGambleAware.org**®

Gamble Aware  
[www.begambleaware.org](http://www.begambleaware.org)



GAMCARE  
[www.gamcare.org.uk](http://www.gamcare.org.uk)  
0808 8020 133

### Self-Exclusion

You can advise us that you wish to be excluded from our lottery at any time. Anyone wishing to be self-excluded will have their details placed on an exclusion database and will not be able to take part in any of our lotteries for a minimum of 6 months.

### Concerns and complaints

If you have a concern or complaint, please contact us as soon as possible. Complaints will be dealt with in accordance with our hospice complaints policy.

In the event of a gambling complaint or dispute not being resolved, it will be referred to arbitration at no cost to the complainant. As we are a member of the Hospice Lotteries Association, this will be referred to The Independent Betting Adjudication Service Limited (IBAS).



[www.ibas-uk.com](http://www.ibas-uk.com)  
020 7347 5883

### Company Information

St Giles Hospice (Promotions) Limited, trading as St Giles Hospice Lottery, (Company Number 3238435), is a wholly-owned subsidiary of St Giles Hospice (Registered Charity Number 509014).

St Giles Hospice is an independent charity funded primarily by voluntary giving. It is a member of Hospice UK and a recipient of The Queen's Award for Voluntary Service.

### Contact Us

St Giles

Hospice Lottery

Fisherwick Road  
Whittington  
Lichfield  
WS14 9LH

**01543 434020**

Opening hours Monday to Friday, 9am to 5pm

[lott@stgileshospice.com](mailto:lott@stgileshospice.com)  
[www.stgileshospice.com/lottery](http://www.stgileshospice.com/lottery)