Lottery terms and conditions

All profits from the St Elizabeth Hospice Lottery go directly towards funding the services which help and support our patients and their families.

Joining and information

On receipt of your request to join the lottery, St Elizabeth Hospice will send you a welcome letter advising you of your membership number, your lucky draw number(s) and a lottery member discount card. Your lucky draw number(s) will be generated randomly by our lottery software during our application process. An alternative Lottery number may be issued on request by a member provided that it has not already been allocated to an existing member. St Elizabeth Hospice (the promoter) may reject any application or cancel any existing subscription without giving reason.

If you have joined by direct debit, your welcome letter will advise you of the amount, date and frequency of your first and subsequent payments.

Your payment

In return for your subscription, your lucky draw number(s) will be entered into the weekly draw carried out every Friday (with the exception of Bank Holidays where the draw will take place on the Thursday before). The weekly cost of entry is £2 per chance in advance.

Payments can be made by direct debit, cheque or debit card (either online or over the telephone) or through a St Elizabeth Hospice lottery agent (if one is available in your area). Due to legislation introduced by the Gambling Commission; as from 14th April 2020, we are not permitted to accept lottery payments by credit card. Unfortunately, we are also unable to accept CAF cheques in respect of lottery subscriptions

Following guidance from the Gambling Commission we limit personal subscriptions to 10 per person.

It will be appreciated by members that St Elizabeth Hospice Lottery cannot accept liability for the loss or delays in or theft of any communication sent by post or email. Neither can we accept liability for any delays in the banking system.

Prizes and notifications

Each week there are 27 guaranteed prizes totalling £1,800, plus a further £200 forms our rollover prize. The rollover prize increases, if not won by £200 every week, to a maximum of £7,000, at which point it must be won.

You will be notified in writing of any prize that you win within one week of the draw. A cheque for your prize amount will be sent with your notification letter.

Our winning weekly numbers are published on our website [www.stelizabethhospice.org.uk/lottery](about:blank) and displayed in the St Elizabeth Hospice reception.

Cheques are valid for six months from date of issue. It is the responsibility of the player to notify the Lottery Office of any change of contact details. In the event of a winning cheque remaining un-cashed after six months, we will donate the prize to St Elizabeth Hospice Funds.

Privacy

We will hold your personal information in accordance with Data Protection Act and we will never pass on your personal information to third parties.

Age and residence verification

We abide by the Gambling Act 2005. It is illegal for individuals under the age of 16 to enter into a lottery, also players must be residents in the UK. If for whatever reason, upon winning any individual is unable to prove that they are 16 or over and a UK resident then any winnings will be forfeited. We will cancel the members lucky draw number(s) and refund the remaining lottery credit.

Cancellation

If you wish to cancel your membership you may do so at any time.

Please contact the lottery team on 01473 707008 or email us at [lottery@stelizabethhospice.org.uk](about:blank)

If an existing player that subscribes to St Elizabeth Hospice Lottery via Standing Order contacts us to cancel their membership we will update our records with the cancellation but inform them that they are responsible for cancelling their Standing Order with the bank. Should we receive any further payments in this instance we will write to the lottery member reminding them that they need to cancel the payment with their bank and confirming that if they do not do so any payments will be treated as a donation to St Elizabeth Hospice.

Refunds

It is the policy of St Elizabeth Hospice Lottery to not give refunds once the payment has been processed onto the lottery software. In the case of standing order payments where the lottery member’s bank error in the amount or frequency of the payment requested by the lottery member and oversubscribes as a result, a refund will be offered. If there is less than £2 credit on the lucky draw number, St Elizabeth Hospice will treat this amount as a donation to hospice funds.

In the event that a member dies, we will endeavour to contact their next of kin. The lucky draw number will be offered to be put in their name for the remaining weeks or a refund of the remaining credit will be offered. If we are unable to contact the next of kin through various means we will donate the remaining credit into St Elizabeth Hospice funds.

Complaints/disputes

All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the lottery team. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be The Independent Betting Adjudication Service Ltd (IBAS).

Self-Exclusion

Any requests to be self excluded from the St Elizabeth Hospice Lottery can be actioned by telephone 01473 707008, in writing St Elizabeth Hospice Lottery, 565 Foxhall Road, Ipswich, IP3 8LX or email lottery@stelizabethhospice.org.uk. Anyone wishing to use this facility will not be able to re-join the lottery for a minimum of 6 months from the date of the exclusion. If a different period of exclusion is required then the period of exclusion should be stipulated within the request.

Protection of customer funds

An amount at least equivalent to the balance on the deferred creditor account (which represents the balance of payments in advance) is kept in a separate lottery members’ bank account. This ensures that the Hospice has sufficient funds on deposit and separately identified to cover liabilities for advance payments held. Hospice management accounts and cashflow are produced monthly and reviewed by the Senior Leadership Team and Senior managers. Trustees review Hospice finances regularly. Financial controls assist the Hospice to monitor financial trends and identify any issues arising at an early stage. These funds are not protected in the unlikely event of insolvency, and the customer will not be able to access any such funds in this eventuality.

St Elizabeth Hospice staff Lottery membership

No employee of the St Elizabeth Hospice Lottery team may take part in St Elizabeth Hospice Lottery. All other paid staff, volunteers and trustees of St Elizabeth Hospice may take part in the weekly Lottery.

Right to amend

St Elizabeth Hospice reserves the right to amend or modify these terms and conditions without notice.

Responsible Gambling

St Elizabeth Hospice Lottery is a member of the [Hospice Lotteries Association](about:blank) and the Lotteries Council which on behalf of its members, makes a financial contribution towards the Responsible Gambling Trust to minimise problem gambling and gambling-related harm to British society.

We promote responsible gambling and offer individuals access to support from Gamcare [www.gamcare.org.uk](about:blank), the leading organisation that provides support to problem gamblers. Further support can be found on the Gamble Aware website [www.gambleaware.co.uk](about:blank)

Registered Charity Number: 289154. Promoter: St Elizabeth Hospice. Personal licence holder: A Sargeant. Please call 01473 707008 for any queries. Licensed by the Gambling Commission