Be a Star Christmas Match Giving Appeal 2026 - Terms & Conditions

1. Organiser

The Be a Star Christmas Match Giving Appeal ("the Appeal") is organised by St Elizabeth Hospice, registered charity number 289154 ("the Hospice").

These Terms and Conditions apply to donations made to the Be a Star Christmas Match Giving Appeal 2026. Donors should review these Terms and Conditions before donating. Where donations are made by telephone or bank transfer, the Hospice will make these Terms and Conditions available through its published Appeal information.

2. The Match Giving Fund

The Appeal is supported by a Match Giving Fund created through contributions from business partners and supporters.

"Match Giving Fund" means the total amount of funding confirmed by the Hospice as available to match eligible donations during the Appeal Period, subject to any applicable conditions agreed with Match Giving Partners. Eligible donations made during the Appeal will be matched pound for pound from the Match Giving Fund while funds remain available.

Match funding will be allocated only against eligible donations received during the Appeal Period, subject to the availability of the Match Giving Fund and the limits set out in these Terms and Conditions. The Hospice will maintain appropriate records of eligible donations and corresponding match allocations to ensure that the total matched amount does not exceed the Match Giving Fund available.

The Hospice does not guarantee that all donations will be matched.

3. Appeal Period

The Appeal will run during Match Giving Week, 1st – 7th December 2026, as published by the Hospice.

Only donations received during the Appeal period will be eligible for match funding.

The Appeal Period begins at 00:00 on 1 December 2026 and ends at 23:59 on 7 December 2026, UK time. For online and telephone donations, the relevant time will be the time of successful payment authorisation recorded by the Hospice's payment system. For bank transfers, the relevant time will be when cleared funds are credited to the Hospice's designated bank account, unless the Hospice expressly publishes alternative arrangements.

4. Eligibility
To qualify for match funding, donations must:

- Be made by individuals aged 18 or over
- Be made from the donor's personal funds
- Be received during the Appeal period
- Be genuine voluntary donations that satisfy the eligibility requirements published for the Appeal and are accepted by the Hospice in accordance with applicable law.

5. Non-Eligible Donations
The following donations are not eligible for matching:

- Business donations
- Sponsorship income
- Trust and foundation grants
- Payroll Giving donations
- Legacy gifts
- Event income
- Auction or merchandise purchases
- Donations already matched through another scheme
- Any donation that the Hospice reasonably and consistently determines is ineligible under the published Appeal criteria, including where there is evidence of fraud, misrepresentation or an attempt to circumvent the matching limits.

6. Maximum Match Limit
To protect the Match Giving Fund and ensure support is distributed across the widest possible group of donors:

- The maximum donation eligible for matching is £5,000 per donor
- The maximum match available to any individual donor is £5,000
- Donations above this amount are welcome but will not receive matching on the excess amount
- Multiple eligible donations received from the same identifiable individual during the Appeal Period will be aggregated when calculating the maximum match entitlement. The Hospice may undertake proportionate verification where it reasonably suspects that donations have been artificially divided to circumvent the matching limit.

7. Exhaustion of Match Funding
Match funding will be allocated on a first-come, first-served basis according to the date and time donations are received.

Once the Match Giving Fund has been fully allocated:

- Further donations will not be matched
- Donations will continue to support the charitable work of the Hospice
- The Hospice will maintain accurate and auditable records of donation receipt times and match allocations. These records will be used to determine the allocation of available match funding, subject to correction of any identified administrative or technical error.

Where the remaining Match Giving Fund is insufficient to match an eligible donation in full, the Hospice will allocate the remaining available balance as a partial match. No match allocation will exceed the remaining available fund.

8. Gift Aid
Eligible donations may qualify for Gift Aid in accordance with HMRC regulations.

Gift Aid is additional to match funding and does not form part of the matching calculation.

Gift Aid will only be claimed where the donation and donor satisfy the applicable HMRC eligibility requirements, and a valid Gift Aid declaration has been obtained.

9. Donations

Donations may be made through methods specified by the Hospice, including:

- Telephone payment
- Online donation
- Bank transfer
- Other approved methods

The Hospice reserves the right to refuse any donation where acceptance may not be in the Hospice's best interests.

Donations will ordinarily be treated as charitable gifts and will not be refundable merely because they do not qualify for match funding. Requests concerning duplicate payments, payment errors or other exceptional circumstances will be reviewed in accordance with applicable law and the Hospice's donation acceptance and refund procedures.

10. Data Protection

Personal data will be processed for the purpose of administering donations and the Appeal.

Information will be handled in accordance with the Hospice Privacy Notice: St Elizabeth Hospice Privacy Policy

Participation in the Appeal does not automatically result in marketing communications. Such communications will only be sent where consent has been provided or another lawful basis exists.

Personal data will not be shared with Match Giving Partners for their independent marketing purposes unless a valid lawful basis applies and the sharing has been appropriately disclosed to donors. The Hospice will implement

appropriate technical and organisational measures to protect personal data in accordance with applicable data protection legislation.

11. Liability
The Hospice will take reasonable care in administering the Appeal and processing donations. The Hospice will not be liable for delays or failures caused by events outside its reasonable control, provided that it has taken reasonable steps to minimise their impact. Nothing in these Terms and Conditions excludes or restricts liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or restricted.

12. Right to Amend
The Hospice may amend, suspend or withdraw the Appeal where reasonably necessary due to fraud, technical failures, legal or regulatory requirements, or other exceptional circumstances affecting the proper administration of the Appeal.

Any material change will be published promptly through the Hospice's official Appeal communications. Changes will not retrospectively remove match funding already validly allocated to eligible donations, except where an allocation resulted from fraud, error or a breach of these Terms and Conditions.

13. General
All donations support the charitable activities of St Elizabeth Hospice.

The Hospice will make decisions relating to the administration of the Appeal reasonably, fairly and consistently with these Terms and Conditions. Donors may raise queries or complaints through the Hospice's published complaints procedure. The Hospice may correct administrative errors and review decisions where relevant new information becomes available.

These Terms and Conditions shall be governed by the laws of England and Wales. Subject to any mandatory legal rights, the courts of England and Wales shall have jurisdiction over disputes arising in connection with these Terms and Conditions.