

## Terms & Conditions

The Gambling Act 2005 confirms that Woodlands Hospice now has a statutory duty to verify that members and potential members are over the age of 16, the minimum age allowed for anyone to play Woodlands Hospice Lottery. **It is an offence for anyone under the age of 16 years to participate in a lottery.** The Lottery is only open to UK residents.

New members will be sent a unique randomly selected (by secure computer software) draw number which is also their personal membership number.

All subscriptions received at a minimum of £1 per week payable in advance will be entered into the weekly draw using the unique draw number. The draw will normally take place each Friday.

The regular payment facility can be by standing order or cheque. Your written authority is required to set up a regular payment and this transaction record will be retained in line with auditing procedures.

Monthly calendar payments will be charged at £4.34 (52 draws per annum).

Prize winners are notified by post within 1 week of the draw taking place which will include the relevant cheque.

Weekly winning numbers along with the players surname and their district will be published in the local press and on our website.

We promise to comply with all Data Protection Act requirements and protect your personal data as well as securely storing bank account data for those members who pay regularly by that method. It will be appreciated by members that Woodlands Hospice cannot accept liability for the loss or delays in or theft of any communication sent by post/email/fax, nor for any delays in the banking system.

Membership cancellation for those paying by door-to-door collectors can be carried out at anytime. Subscriptions paid for by monthly Standing Order can be cancelled by putting the request in writing and giving 4 weeks notice although those received after 17.00 hours on a Wednesday may not be actioned until after that weeks draw. There can be no refund offered for cheque payers or cash refunded for single ticket draws.

We reserve the right not to accept an application, or to cancel an existing subscription without giving reason and at our absolute discretion. It is the responsibility of the player to advise us of any change of address or any other membership details deemed necessary.

Woodlands Hospice is a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards the Responsibility in Gambling Trust (RIGT), an organisation set up with the sole aim of promoting and encouraging responsible gambling. The Hospice Lotteries Association website [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk) has a page dedicated to the RIGT [www.rigt.org.uk](http://www.rigt.org.uk) and also GAMCARE [www.gamcare.org.uk](http://www.gamcare.org.uk), the leading organisation that provides practical help to problem gamblers. Further support can be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

Any requests to be 'self excluded' (terminology used in the Gambling Act) from the Woodlands Hospice Lottery can either be received in writing/telephone or requested via our website. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months thereafter.

All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. In the event a complaint or dispute can not 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).

Woodlands Hospice reserves the right to amend or modify these Terms & Conditions without notice.