

Saint Francis Hospice Lottery Terms and Conditions

1. About the Lottery

Saint Francis Hospice makes every effort to ensure that our weekly lottery is run fairly and in line with all relevant rules and regulations. Here's how we do it.

1.1 Licence Details

Saint Francis Hospice is licensed and regulated in Great Britain by the Gambling Commission as a Society Lottery, account number 4886.

1.2 Promoter's Details

The responsible persons are Mr Ryan O'Connor and Mrs Michelle Nicholls of Saint Francis Hospice, The Hall, Broxhill Road, Havering-atte-Bower, Romford, RM4 1QH

1.3 Use of Proceeds

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

2. Joining the Lottery

2.1 Joining and information

On receipt of your request to join the membership lottery, Saint Francis Hospice will send you an introduction letter advising you of your lottery membership number(s). This has been generated randomly by our membership software during our application process.

Saint Francis Hospice may reject any application without giving reason at our discretion. If you have joined by direct debit, your letter will advise you of the amount, date and frequency (e.g. monthly) your first and subsequent payments will be collected.

2.2 Age and residence verification

The requirements of the Gambling Act 2005 mean that Saint Francis Hospice now has a statutory duty to verify that you are 18 years old or over and reside in Great Britain (this excludes Northern Ireland, the Isle of Man, the Channel Islands and BFPO addresses). Any person(s) who has entered the lottery and who is found to be under 18 years old will automatically forfeit any prize won and their entry funds will be refunded. By submitting

your request to join the lottery you are agreeing to Saint Francis Hospice carrying out checks in any way it may deem appropriate.

3. Payment and Entries

3.1 Your payment

In return for your subscription payment, your random draw number will be entered into the weekly draw carried out normally every Friday. If the Friday falls on a Bank Holiday, then the draw will be made on the next working day. The weekly cost of entry is £1 per chance in advance.

Payment can be made by direct debit, cheque or debit card (either online or over the telephone). Saint Francis Hospice Lottery cannot accept liability for the loss or delays in or theft of any communication sent by post, email or fax, nor for any delays in the banking system.

3.2 Debit Card Information

We promise to securely destroy your debit card information once we have processed your payment.

3.3 Direct Debit Payments

Your written authority is required to set up a regular payment using the direct debit method. Your direct debit record will be retained for a period of three years following your final payment.

3.4 Entry into Draws

Should you wish to confirm that you will be or have been entered into a draw, please contact our lottery administrator on 0870 050 2177. We limit the maximum amount of entries to £20 per person per week.

3.5 Customer funds

Advance payments for future lottery draws are held in a separate lottery bank account from the Hospice's general operating funds. These funds are managed in accordance with the Hospice's financial controls and procedures.

In accordance with Gambling Commission requirements, customer funds are classified as Segregated.

Further information about the Gambling Commission's customer funds protection categories can be found at:

<https://www.gamblingcommission.gov.uk/guidance/customer-funds-segregation-disclosure-to-customers-and-reporting/the-customer-funds-insolvency-ratings-system>

4. Prizes

4.1 Weekly Prizes

Prizes are selected by a Random Number Generator (certified by a Gambling Commission approved test house) and are awarded as follows:

1st Prize - 1 x £1,000

2nd Prize - 1 x £250 - rollover

3rd Prize - 2 x £50

4th Prize - 50 x £5

4.2 Rollover Prize

1st, 3rd and 4th prizes are guaranteed to be won every week. The 2nd prize rollover will be capped at £10,000. If an entry is not chosen for the second prize, the prize will rollover to the following week and the same process will apply until eventually a winner will be selected. Once the rollover reaches £10,000, a guaranteed winner will be selected.

Only lottery numbers that have been successfully entered into the relevant week's draw are eligible to claim the rollover prize. If a number that has not been entered into that draw is selected, the rollover prize will not be awarded and will instead roll over to the following week's draw.

All numbers have an equal chance of being drawn, but in the case of the first, third and fourth prizes, the random number generator will keep picking numbers until it chooses one that has paid to be in that week's draw, whereas for the second prize if the number picked is not owned by someone or entry into that week's draw has not been paid, it will roll over.

4.3 Superdraw

On the last Friday before 25 December (or the 18th if the 25th is a Friday), the Lottery will be replaced with a 'Superdraw', where the first prize increases to £3,000 and the number of prizes to 65. Prizes will be awarded as follows:

1st Prize - 1 x £3,000

2nd Prize - 1 x £250 - rollover

3rd Prize - 2 x £100

4th Prize - 1 x £50

5th Prize - 50 x £20

6th Prize - 10 x £10

4.4 Prize Notification

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. Cheques are valid for six months from date of issue. Winning weekly numbers are published on our website.

Any prize cheque not redeemed within six months will be treated as a donation to Saint Francis Hospice.

5. Changes to Membership

5.1 Cancellation

You may cancel your membership at any time. Cancellations received after 5pm on a Tuesday may not be actioned until after the following draw.

Please contact our Supporter Care team on 01708 723593 or email us at srt@sfh.org.uk.

Once a number is cancelled, it cannot be allocated to anyone else for a period of 6 years however you can reactivate it if you wish to un-cancel. If you have more than one number and wish to cancel one of the numbers, please ensure you specify in writing, by letter or email, the number(s) you wish to keep and the number(s) you wish to cancel. Otherwise, the number(s) will be cancelled at random and not necessarily in the order you set them up.

5.2 Refunds and Remaining Credit

If you cancel the lottery, any credit remaining will continue to be used to purchase entries into future draws until less than £1 remains. Any remaining balance of less than £1 will be treated as a donation to Saint Francis Hospice.

5.3 Death of a Member

If we are notified that a lottery member has died, their lottery membership will continue until any remaining credit on their account has been exhausted. Any prizes won before the membership ends will be paid to the member's estate unless we are instructed otherwise by the personal representative of the estate.

If a family member wishes to continue the lottery membership following the death of the member, please contact us and we will be happy to help.

Where payments are made by Standing Order, the member's personal representative is responsible for cancelling the instruction with their bank. Saint Francis Hospice cannot act on the death of a lottery member until it has been notified.

6. Responsible Gambling

6.1 Self-Exclusion

If you feel you may have a gambling problem and want to be excluded from gambling with us and from receiving direct gambling marketing communications, you may self-exclude.

This means that for the period of time you request (subject to a minimum period of six months), we will not accept any requests from you to gamble. Nor will we send you gambling-related marketing communications. Please note that self-exclusion cannot be reversed during the exclusion period.

Any requests to be self-excluded from the Saint Francis Hospice Lottery can either be telephoned through to the lottery team on number 01708 753319 or emailed to srt@sfh.org.uk.

Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months thereafter.

6.2 Social Responsibility

Saint Francis Hospice Lottery is a member of the Hospice Lotteries Association and pays the statutory gambling levy, which contributes towards the research, prevention and treatment of gambling-related harm.

If you are concerned about your gambling, help and support is available from GambleAware and GamCare.

GamCare operates the National Gambling Helpline on 0808 8020 133 and provides information, advice and support for anyone affected by gambling harms.

Further information and support can be found at www.gambleaware.org and www.gamcare.org.uk.

7. Privacy and Data Protection

7.1 Privacy

Saint Francis Hospice will look after your personal information. We will not sell it and only share it with trusted third parties where necessary to administer the lottery, meet our legal obligations, or where you have given consent.

A copy of our privacy statement can be read at sfh.org.uk/privacy-policy.

Where you have been contacted by telephone and asked to join or amend your payment method to direct debit, calls may be recorded for training, quality and compliance purposes.

7.2 Data protection

All information is processed in accordance with the UK Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Our privacy policy can be read at sfh.org.uk/privacy-policy

8. General Terms

8.1 Complaints and 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 at no cost to the complainant. As a member of the Hospice Lotteries Association this will be The Independent Betting Adjudication Service Ltd. (IBAS)

8.2 Right to Amend

Saint Francis Hospice generally reserves the right to amend or modify these terms and conditions. Where changes affect you, we will publicise the new Terms and Conditions on our website (sfh.org.uk) for a minimum of 28 days prior to the new Terms & Conditions taking effect.

8.3 Contact Information

For queries regarding lottery entries, payments etc, please contact our lottery administrator on 0870 050 2177. For general fundraising enquiries, please contact the Saint Francis Hospice on 01708 723593 for any fundraising queries.

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