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**St David's Hospice Care Lottery Terms and Conditions**

- The lottery is drawn every week usually on a Friday. Each unique lottery number costs £1 per week. Unique lottery numbers (draw tickets) can be bought on a weekly basis or people can join and become a member. Payment is always received in advance of the draw. On receipt of a request to join the lottery, St David's Hospice Care will send out a membership letter, which will advise you of your unique lottery number.
- Your unique lottery number will be entered into each draw for which St David's Hospice Care receives payment. If you choose to pay monthly, the minimum amount taken every 4 weeks will be £4.34. The 34p will accumulate every month allowing for the 5 week months in the calendar year. If the amount accumulated is insufficient to cover the £1 cost the number will miss a draw, and the accumulated sum carried over until the next payment is received.
- You will be notified of winning automatically in writing within one week of the draw taking place. A winner's letter along with a cheque will be sent out to the address given on the membership joining leaflet.
- Any prize cheques not presented for payment within 12 months of the cheque date will be treated as donations to St David's Hospice Care.
- Winning numbers are published in the local paper, on the St David's Hospice Care website and social media sites, and in our charity shops.
- The account holder must be 16 years or over to cash or credit an account with a winning lottery cheque.
  - Under legislation issued by the Gambling Commission St David's Hospice care has a duty to verify that all players in the lottery are aged 16 years of age or over and reside in the UK. St David's Hospice Care will carry out checks to verify the information that you have given. This will include utilising independent agencies and other bodies for verification purposes. It is an offence to gamble under the age of 16.
- St David's Hospice Care is a member of the Hospice Lotteries Association (HLA) and as such on behalf of it's members has given a financial contribution to the Responsibility in Gambling trust (RIGT), an organisation set up with the sole aim of promoting and encouraging responsible gambling.

The HLA and St David's Hospice Care has dedicated links to the RIGT and GAMCARE- the leading organisation that provides help to problem gamblers.

- St David's Hospice Care promises to protect all personal information and not to misuse it. To review our Data Protection Policy visit our website or request a copy from the Lottery department at St David's Hospice Care.
- You may cancel your membership at any time. If your account is in credit at the time of cancellation your number/s will continue in the weekly draw until the credits are used up. We regret we can only issue refunds if specifically requested and the amount of the refund is over £5.
- St David's Hospice Care has a Self-Exclusion Facility. You can down load a form via the internet or contact the lottery department via email. Exclusion will remain in place for a period of at least 6 months
- St David's Hospice Care has in place a policy and procedure for the handling of complaints and disputes.

In the first instance, complaints must be forwarded in writing to the Lottery Manager. If unresolved, it may be presented to the Lottery Director. Customer's have the right to further contact the charity CEO and/or Trustees.

Customers will be given a copy of the complaints procedure if requested

In the event of 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).

- St David's Hospice Care reserves the right to amend or update these Terms of Conditions without prior notice.
- St David's encourage people to gamble responsibly – if you need help contact [www.gambleaware.co.uk](http://www.gambleaware.co.uk)