

ALICE HOUSE HOSPICE LOTTERY Terms & Conditions

- 1.0 All profits from Alice House Hospice Lottery go directly towards funding the Hospice's services which help support patients and their families with life limiting conditions free of charge.
- 2.0 Players funds are retained in a separate dedicated bank account which is used solely for Alice House Hospice Lottery Funds.
- 3.0 No grants are made from proceeds generated by Alice House Hospice.
- 4.0 In the financial year 2020 – 2021 the Hospice Lottery is targeted to generate £264,439 from all Lottery ticket sales (subscriptions, single tickets and scratchcards). Prize money in the same financial period will account for 32% of this income and a further 15.5% on other direct expenses.

How to Join

- 5.0 Individuals can join the Lottery: -
 - Online via our website <https://www.alicehousehospice.co.uk/get-involved/hospice-lottery/>
 - By telephone (01429 855555).
 - By completing and returning an application form from Alice House Hospice with your payment.
 - Direct to a staff member during door to door or other face to face promotions.
- 6.0 Payment may be made by cheque, cash, direct debit (the most cost-effective way for Alice House) or debit / credit card.
- 7.0 Please be advised that a delay in Alice House receiving payment may lead to your number missing the next draw, which will then be entered into the subsequent draw.

The Draw

- 8.0 The draw takes place every Friday at Alice House using a computerised Lottery system that selects winning numbers randomly. Only numbers with a credit are entered into the draw.
- 9.0 Alice House reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. Alice House will make every effort to notify the public on its website. In the event that a draw is delayed it will take place as soon as possible and before the next weekly draw and winners contacted as usual.
- 10.0 The chance of the Rollover being allocated prize in the weekly draw is set at 6%. This is manually overridden if the prize money for this prize reaches £10,000.
- 11.0 There are 26 guaranteed prizes each week plus the Rollover. The 26 guaranteed prizes are 1 x £1,000, 10 x £20 and 15 x £10
- 12.0 The likelihood of winning a guaranteed prize is 1 in 212 (based on average of 5,500 weekly players)
- 13.0 All subscriptions received at a minimum of £1 per week, payable in advance, will be entered into the weekly draw using the unique Lottery number.
- 14.0 New players will be sent a welcome letter advising of their unique Lottery number that has been randomly selected by secure computer software.

Winners

- 15.0 Jackpot winners are contacted initially by telephone where possible and all prize winners are notified by post within one week of the draw taking place, which will include the relevant winning cheque.
- 16.0 Weekly winning numbers are published in the local press and on our website. Members can have winning numbers emailed to them if they supply their email address to the Hospice.
- 17.0 Where winning cheques are unclaimed or returned to the Hospice, the Lottery Office will endeavour to trace the winner concerned. If the winner is untraceable the prize will be held for six months after which time the prize will be donated to the Hospice.

Cancellations and Renewals

- 18.0 Membership cancellation can be carried out at any time in writing, via phone or email. Members who pay by a regular Standing Order payment must cancel in writing with their bank. Alice House Hospice cannot cancel a members' Standing Order on a player's behalf.
- 19.0 Where members cancel and are still in credit, the Hospice will cancel the membership once the credits have depleted. A letter will be sent to all members who cancel within 30 working days.
- 20.0 Where a member has more than ten credits left and wishes to cancel their membership and they also request a refund the Hospice will refund any outstanding credits over £10.00.
- 21.0 Alice House Hospice reserves 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 member to advise the Hospice Lottery of any change of address or any other membership details deemed necessary.
- 22.0 Any requests to be self-excluded (terminology used in the Gambling Act, for clarification contact the Lottery Office) from the Lottery can be telephoned through to the Lottery Office on 01429 855555.
- 23.0 Former members wishing to re-join the Lottery will be able to re-join at any time.

Players Responsibility

- 24.0 It is the responsibility of each Lottery player to provide accurate and up to date personal details and Alice House will be in no way liable for any failure or inability to contact any entrant due to errors, omissions or inaccuracies in the details that the entrant has provided.

Responsible Gambling

- 25.0 The purchase of Lottery Chances: The Hospice Lottery is promoted in accordance with the Gambling Act 2005. In order to comply with the Act, during the purchase of Lottery Chances, players will be required to confirm that:
 - b) Players are at least 16 years of age.
 - c) Players will not try to purchase Lottery Chances for any person under the age of 16 years.

- 26.0 The Alice House Hospice Lottery is licensed with the Gambling Commission under the Gambling Act of 2005.
- 27.0 Alice House Hospice is committed to encouraging legal and responsible gambling. If a member needs support we would recommend they visit www.responsiblegamblingtrust.org.uk (020 7518 0023) or www.gambleaware.co.uk (0808 8020 133). In this instance members have the options of advising us that they wish to be self-excluded from further Lottery participation. This will be noted on our dataset record to ensure no further membership can be initiated for a minimum period of 6 months. Their database record will also be amended to ensure that no literature potentially promoting the Lottery is sent to the individual.
- 28.0 As part of our commitment to responsible gambling an individual will not be permitted to purchase more than 5 memberships and a group syndicate will be limited to 100.
- 29.0 We are 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 has a page dedicated to the RIGT www.rigt.org.uk and also GAMCARE 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
- 30.0 Employees, volunteers and members of their family are permitted to join Alice House Hospice's Lottery or purchase single tickets and will be subject to the same terms and conditions as other members of the public.

How to Complain

- 31.0 Any complaints relating to the Lottery should be submitted to 'The Promoter, Alice House Hospice, Wells Avenue, Hartlepool, TS24 9DA, giving full details of the complaint and supporting documentation.
- 32.0 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).

Data Protection

33.0 Alice House Hospice promise to comply with all Data Protection Act requirements and protect Lottery members' personal data, as well as storing securely all bank details data for those members who pay regularly by Direct Debit or Standing Order. Alice House Hospice cannot accept liability for the loss or delays in or theft of any communication sent to the Hospice either by post, email or fax, nor for any delays in the banking system.

We reserve the right to amend or modify these terms and conditions without notice.

Registered Charity No. 510824, Company No 1525658.

Promoter: Joanne Regan, Hartlepool & District Hospice

Deputy Fundraising Manager: Greg Hildreth

Senior Manager Fundraising: Julie Hildreth

Hartlepool Hospice Ltd (known locally as Alice House Hospice ad formerly Hartlepool & District Hospice)

Please call 01429 855555 for any queries.

Alice House Hospice

Alice House

Wells Avenue

Hartlepool

TS24 9DA

Copies of these terms and conditions can be made available in other formats such as Braille, large print, audio or other languages other than English. Please contact the Lottery Office to request this. We make a reasonable charge for this service.

Frequently Asked Questions:

Q1 How do I join Alice House Hospice Lottery?

A1 That's easy. Contact us on 01429 855555 and we will explain the procedure on becoming a member of the Hospice Lottery.

Q2 How much does it cost to join the Lottery?

A2 It costs as little as £1.00 per week per unique number randomly selected by secure computer software.

Q3 Where does my money go?

A3 Your money helps provide the specialist care required by patients & their families and carers of Alice House Hospice.

Q4 Do I have to check my numbers each week?

A4 No, all winners are notified by telephone wherever possible. Winning cheques will be posted within one week of the draw taking place.

Q5 Can I cancel my membership at any time?

A5 Yes you can cancel at any time. If you still have credits your cancellation will not take place until your credits are used up.

Q6 What happens if a member of my family dies and they still have credits in the Alice House Hospice Lottery?

A6 The credits will be transferred to the person dealing with the deceased members' estate and any winnings will be sent to this person.

Q7 I have been on holiday and missed my cash collection. Can I pay back payments?

A7 No, once the draw is over no payments for that draw can be taken. All payments made will be for future draws.

Q8 How often will the cash collector call for my cash payment?

A8 The collector will call every five weeks.

Q9 How often does the draw take place?

A9 The draw takes place once every week, normally on a Friday.

Q10 Do I get a payment card when I make a Lottery payment?

A10 Yes, each time your collector calls you must give them your card to sign.

Q11 What happens if I do not have £5.00, can I pay less to the collector?

A11 Yes but please note if you pay less than £5.00 you will only be entered into the amount of draws you have paid for (i.e. £1.00 one week, £2.00 two weeks, £3.00 three weeks, and so on).

Q12 How do I get my Lottery numbers?

A12 The numbers are randomly selected from our secure computer software. A letter is sent to you once your first payment is received and your Lottery numbers will be listed in this letter. No Lottery numbers are ever duplicated.

Q13 Can I change my numbers at any time?

A13 Yes you can; just give us a call and we will carry out your request.

Q14 What if I have a Lottery Complaint or Dispute, who do I contact?

A14 Please give us a call on 01429 855555 detailing your complaint and we will endeavour to resolve the problem, alternatively a copy of our Complaints Procedure can be obtained from the Hospice.

Q15 How old do you have to be to join the Lottery or purchase raffle tickets from the Hospice?

A15 No persons under the age of sixteen years can participate in the Lottery or purchase Hospice raffle tickets.

Q16 Will I always have the same collector and how will I know that they are a genuine Hospice Lottery collector?

A16 All our Lottery collectors carry Lottery I.D. Ask to see it. They should also give you the telephone number of their Manager or Lottery Office for you to contact if you request it. Collectors do change from time to time. If your regular collector is on holiday or sick then we will send another collector. We try to inform all members of their collectors' holidays beforehand, and wherever possible your collector tries to collect double payments prior to their holidays.