

Saint Michael's Community Lottery Rules of Play, Terms and Conditions

Background and Legality

Saint Michael's Community Lottery was established in 2000 and since then has provided consistent financial support for the care of local people living with terminal illness and bereavement. All profits after distribution of prize money and other minor costs are utilised for patient care and support.

The Lottery is licensed under the Gambling Commission and operates according to the conditions and codes of practice of the Gambling Commission, the recommendations of the Institute of Fundraising, Fundraising Regulators and the laws stipulated under the Gambling Act 2005.

The charity's Grand Raffles, Lottery Superdraws and sales of single Lottery tickets are also governed by the same licence and terms of compliance as above. Promoter: Deputy CEO Mrs. K Hedges .

Saint Michael's Community Lottery is a member of the Hospice Lotteries Association and uses a database and remote number generator known as Donorflex which is licensed and regulated by the Gambling Commission under Account no. 43419.

All funds from Saint Michael's Community Lottery unless requested will be unrestricted, going towards the charity; North Yorkshire Hospice Care, The charity is registered in England and Wales (Registered number: 518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.

Definitions

'the charity' means North Yorkshire Hospice Care, charity registered in England and Wales (Registered number: 518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces. Harrogate District Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimble House, Hornbeam Park Avenue, Harrogate, HG2 8NA.

'lottery' means Saint Michael's Community Lottery with proceeds going to the registered charity operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.

'player' means a supporter who is a member of the charity's lottery

How to join

1. Saint Michael's Community Lottery operates on a membership basis with a minimum membership of thirteen weeks at £1 per week.
2. Payments can be made quarterly (£13), half-yearly (£26) or annually (£52).
3. Only Lottery numbers that have been paid for in advance (and funds cleared) will be entered into the draw.
4. Individuals can join the Lottery:-
 - Online via our website - <http://www.saintmichaelsospice.org/fundraising/lottery>
 - By telephone (01423) 878628
 - By completing and returning an application form to the charity with your payment.
 - Direct to a canvasser during door-to-door or other face-to-face promotions
5. Payment may be made by cheque, cash, direct debit (the most cost-effective option for the charity), standing order or debit/credit card. Credit card can only be accepted face

to face or via post.

6. Players' advance payments for future draws are protected by being kept in a separate Lottery bank account and as such will not be used for other purposes.

The Draw

7. Please be advised that a delay in the charity receiving payment may lead to your number missing the next draw, which will then be entered in the subsequent draw.
8. Players' funds are retained in a separate dedicated bank account which is used solely for the charity's Community Lottery funds.
9. Upon joining each member is electronically allocated a random, unique five-digit number which will remain theirs for the duration of their membership.
10. The draw takes place at the charity's fundraising office every Wednesday, using a computerised Lottery system that randomly selects winning numbers.
11. The charity reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. The charity 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.

Winners

12. Winners will be notified by post, with a cheque enclosed. The weekly winner of the top prize of £1,000 will also receive a telephone call and possibly a personal visit if local. The winner will be asked to acknowledge safe receipt of their prize.
13. Funds will only be made payable to the winner, and to no one else regardless as to whether they are a family member or friend. If the winner is incapacitated we will liaise with the registered power of attorney on their behalf regarding the payment of winnings. If the winner is deceased we will liaise with the executor or administrator of the estate regarding the payment of winnings.
14. Funds will not be paid in cash
15. Winners area and numbers only (not names or addresses) are listed on our digital communication channels (facebook and twitter) and are also published in North Yorkshire's newspaper (the Advertiser Series).
16. Current prizes are:-
 - 1st Prize £1,000
 - 2nd Prize £100
 - 30 prizes of £10
17. The charity reserves the right to change this prize structure at their discretion, and in this case details will be amended on our website.
18. The average odds of winning are 1 in 132 (variance depends on number of tickets in play on a weekly basis)
19. If a winning cheque is not cashed for a period of three months from the date of issue; it is treated as a donation as stated in the winner's letter accompanying each cheque.
20. In the event of a returned cheque being marked 'gone away', i.e. the member has moved and not informed the charity of their new address, enquiries are made in an attempt to make contact.

Breakdown of Proceeds

21. An average of 30% of revenue is spent on prizes.
22. An average of 3% of revenue is spent on expenses for the running the lottery.
23. An average of 67% of revenue is returned to Saint Michael's Hospice.

24. Total revenue - £237,000 (all figures for year ending March 2019).

Renewals and Cancellations

25. Members will be reminded and given the option to renew their membership when their credit has run out. It is entirely at their discretion whether or not they renew their membership.
26. If a member decides to cancel their membership and their number has remaining credit that number will continue to be entered into the Lottery draw until the credit runs out. Alternatively the member may choose to donate their credit direct to the hospice.

Players' Responsibilities

27. It is the responsibility of each Lottery player to provide accurate and up to date personal details and the charity 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.
28. The charity shall not be liable to the member for any loss or damage suffered or arising from:-
- Any delays or failures in the postal service or other delivery methods used by either party;
 - Any delays or failures in any software or other systems used by the charity for the administration of the Lottery.
 - Any delays or failures in the banking system used by the charity or the Lottery member.
 - Any event beyond the reasonable control of the charity.

Responsible Gambling

29. The charity is committed to encouraging legal and responsible gambling. If a member needs support we would recommend that they visit www.responsiblegamblingtrust.org.uk (020 7518 0023) or www.gambleaware.co.uk (0808 8020 133).

In this case members have the option of advising us that they wish to be self-excluded from further Lottery participation. This will be noted on our database record to ensure no further membership can be initiated for a minimum period of six months. Their database record will also be amended to 'no mailing' to ensure no literature potentially promoting the Lottery is sent to the individual.

As part of our commitment to responsible gambling an individual will not be permitted to purchase more than twelve memberships and a group syndicate will be limited to one hundred.

30. Single Lottery or Grand Raffle tickets are also available from time to time in our charity shops and at various local venues or events where promotions are taking place, with a specific draw date as stated on the ticket. The maximum number of tickets sold to any one individual through a single transaction is limited to fifty tickets. Where proof exists that tickets are not for an individual (e.g. wedding favours) this limit can be increased.
31. As a member of the Hospice Lotteries Association, the charity contributes to the Responsible Gambling Trust to promote awareness and support for people with compulsive gambling issues.
32. The maximum number of tickets sent to any one address will be twenty.

Age Restrictions, Eligibility and Safeguarding young People

33. Only individuals aged 18 or over who are residents of the UK are eligible to enter the charity's lottery without additional consent. Anyone aged 16-18 may enter the raffle but additional parental consent MUST be obtained in order for the charity to store the individual's data. It is illegal to gamble under the age of 16 and the charity reserves the right to request evidence of age and to refuse tickets if this cannot be provided.

34. To ensure that the charity complies with the gambling age limit we operate the Challenge 25 Policy as recommended by the Gambling Commission. All supporters looking to enter the lottery who appear to be under 25 are approached and their age verified by the production of the appropriate valid ID document. If membership is applied for online or via telephone and ID is required to fulfil the above requirements, ID must be presented at our local office.

Acceptable forms of documentation include:

- Any ID carrying the PASS logo (eg Citizen Card, Validate UK, Connexions Card)
- Provisional Driving Licence with photocard
- UK or International Passport
- Military Identification Card

Where ID is checked, the form of ID checked will be recorded on our database for future reference along with DOB.

35. No wins will be paid to any player found to be under the age of 16 and the prize forfeited. One extra winner will be selected to take the lowest prize to ensure the integrity of the draw.

36. If tickets are inadvertently sold to a person aged under 16 the cost of such tickets will be refunded to the purchaser.

37. During sales of single lottery or raffle tickets a date of birth request is included on the lottery ticket stubs to ensure that canvassers do not place young people at risk and canvassers have the right to refuse a sale where age cannot be verified.

38. The Internet Matters website, run by an independent not-for-profit organisation to help parents keep their children safe online, provides a guide on how to set parental controls on computers and websites. There are also a number of companies that offer software that will block access to gambling websites. GambleAware provides information about this software.

39. Employees, volunteers and members of their families are permitted to join Saint Michael's Community Lottery or purchase single tickets and will be subject to the same terms and conditions as other members of the public. Any member of staff named on the gambling commission licence is not eligible to join the Saint Michael's Community Lottery.

How to Complain

40. Any complaints relating to the Lottery should be submitted directly to the Chief Executive's Office, giving full details of the complaint and supporting documentation.

By telephone: 01423 878184 (The Chief Executive's Office)

By email: The Chief Executive's Office – tcollins@saintmichaelshospice.org

By post: The Chief Executive's Office – Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA

We will endeavour to make the necessary reasonable adjustments in order to receive, investigate and respond to any complaint. For people whose first language is not English, we

have access to translation and interpreting services. We can also accept and respond to complaints in alternative formats such as braille.

41. All complaints and disputes will be dealt with in accordance with our complaints policy, a copy of which is available from the Promoter. 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 referred to the Independent Betting Adjudication Service Ltd (IBAS) www.ibas-uk.com – 020 7247 5883.

Data Protection

42. The charity is committed to protecting the privacy and data of all entrants. Data collected from entrants is used lawfully in accordance with the General Data Protection Act. Where the payee is different to the player, details of the payee is also collected and stored in accordance with the General Data Protection Act.

43. Your details are safe with us. We will not sell or swap them. We will only use them in accordance with our information notice which can be found on our website - <http://www.saintmichaelshospice.org/information-notice> You can also request a copy by email on supportercare@saintmichaelshospice.org and telephone 01423 878628

44. In the information notice we explain that we will keep in touch to share news and opportunities from departments and across the organisation including fundraising, unless you would prefer us not to. You can update your marketing communications preferences at any time by calling our supporter care team on 01423 878 628 or by emailing supportercare@saintmichaelshospice.org

45. The charity reserves the right to amend these rules at any time. Such amendments or updates will be posted on our website www.saintmichaelshospice.org

As part of the Gambling Act 2005, the charity and its Fundraisers are committed to:-

- o Prevent gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- o Ensure that gambling is conducted in a fair and open way
- o Protect children and other vulnerable persons from being harmed or exploited by gambling.

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