

## **North Yorkshire Hospice Care – Terms and Conditions -Grand Raffle 2022**

**Supporting** the charity North Yorkshire Hospice Care's family of services – Herriot Hospice Homecare, Just 'B' and Saint Michael's Hospice.

### **Rules of Play, Terms and Conditions**

By entering the Raffle, you agree to be bound by these Terms and Conditions. Any Raffle entry and participation instructions form part of these Terms and Conditions. Any entries not complying with these Terms and Conditions will not be valid.

### **Background and Legality**

The Raffle provides financial support for the care of local people living with terminal illness and bereavement. All profits after distribution of prizes and other minor costs are utilised for patient care and support.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number 43419.

North Yorkshire Hospice Care complies with the recommendations of the Institute of Fundraising.

North Yorkshire Hospice Care, (Saint Michael's Community Lottery) is a member of the Hospice Lotteries Association and uses a database known as Donorflex which is licensed and regulated in Great Britain by the Gambling Commission as a gambling software provider under account number 41256.

### **How to join**

Tickets cost £1 each.

Only tickets that have been paid for in advance (and funds cleared) will be entered into the draw.

Individuals can buy Raffle tickets: -

- Online via our websites - <http://www.saintmichaelsospice.org> or <https://www.heriothh.org.uk/>
- By telephone (01423) 878628
- Directly from a canvasser during door-to-door, or via other face-to-face promotions and in our shops.
- Via post by returning your raffle stubs with payment
- Payment may be made by cheque, cash, debit card and \*credit card

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number 43419 [North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

\*As per the gambling commission guidance, payment by credit card is permitted in the following situation **only**

Credit cards can still be used to buy lottery tickets and raffle tickets from a shop alongside non-gambling products. It would be an unfair expectation on retailers to identify and prevent credit card payments for lottery tickets if they form part of a wider shop.

## The Draw

The Promoter North Yorkshire Hospice Care reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. The promoter will make every effort to notify the public of any changes via its website, social media platforms, local press, and shops. If a draw is delayed it will take place as soon as possible and winners contacted as usual.

All representatives of North Yorkshire Hospice Care, reserve the right to refuse service to customers if they have any concerns that –

- Problem gambling may be involved.
- The customer is deemed vulnerable.
- The customer is under the legal age limit.
- Monies have been obtained illegally (proceeds of crime)

All interactions of this nature must be reported to North Yorkshire Hospice Care's Head of Community Support and recorded on the customer interaction log. Interactions in relation to crime must also be reported to the National Crime Agency (NCA).

The closing date for entries is **Friday October 7 2022**. Raffle tickets received after this date will not be entered into the draw and these monies will be treated as a donation.

- Grand Raffle tickets provide instructions on how you can restrict your ticket purchase amount to a specific service. If you do not wish to choose a specific service, funds will go to all services.
- Ticket stubs **must** be completed in full; all incomplete stubs will not be entered into the draw.

The draw will take place on **Friday October 14 2022**

As the promoter North Yorkshire Hospice Care reserves the right to-

- Modify, cancel, terminate, or suspend the Raffle in whole or in part at our discretion.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

- Modify Terms and conditions at any time, if changes need to be made North Yorkshire Hospice Care will endeavour to communicate these changes prior to them coming into effect. North Yorkshire Hospice Care will use a range of communication methods such as social media, local press, and website to convey this message.

In the event of any dispute regarding the rules, the decision of North Yorkshire Hospice Care shall be final, and no correspondence or discussion shall be entered.

## Winners

Numbers only (not names or addresses) are listed on the charity websites, online social media platforms, in charity shops and are also published in the local press.

Current prizes are:

- 1st Prize £2000
- 2nd Prize £350
- 3rd Prize £150

North Yorkshire Hospice Care reserves the right to change this prize structure at their discretion. Information regarding changes will be communicated via our website, local press, and social media.

Prizes are subject to availability and North Yorkshire Hospice Care reserves the right to substitute any prize with another prize of equal or greater value. Prizes are non-transferable, non-negotiable and except where expressly stated no cash alternative will be available. The person named on the ticket stub will be the only person entitled to the corresponding prize.

All prizes will be allocated to individuals named on winning raffle tickets however if an individual is unable, incapable or did not want to accept the prize personally, North Yorkshire Hospice Care would only transfer the prize to a third party on receipt of written consent from the original winner. Proof of identification from each party would also be required. Should the original winner be deceased, or incapacitated proof would be required from an executor, administrator or next of kin prior to any prizes being paid out.

The winning entries will be selected from all entries received by the closing date and prizes will be awarded in order of selection. Only tickets for which full payment has been received will be eligible to win a prize.

Winners will be notified using the method of communication provided on the ticket stub e.g., telephone call, email, or post.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

Cash prizes will be paid by cheque (at the Promoter's discretion) within 28 days of the draw or within 28 days of contacting the winners.

If a winning cheque is not cashed for a period of three months from the date of issue; the prize will be forfeited. Any prize money returned to us or where a winner notifies North Yorkshire Hospice Care they do not wish to claim the winnings will be treated as a donation with the potential for us to claim gift aid as stated in the winner's letter accompanying each cheque.

In the event of a cheque being returned in the post and being marked 'gone away', i.e., the individual has moved and not informed the charity of their new address, enquiries are made to make contact if no contact can be made after a period of 3 months the funds will be forfeited.

North Yorkshire Hospice Care reserves the right to reject an entry and/or award any prize to an alternative winner if the Promoter has grounds to believe that there has been a breach in any of these Terms and Conditions, or the person entering the draw has acted fraudulently or illegally, or on other reasonable grounds. The Promoter shall have no liability to the ticket holder for any loss or damage arising from the Promoter exercising such right.

### **Players' Responsibilities**

It is the responsibility of each player to provide accurate and up to date personal details, North Yorkshire Hospice Care will be in no way liable for any inability to contact any entrant due to errors, omissions, or inaccuracies in the details that the entrant has provided.

North Yorkshire Hospice Care 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 North Yorkshire Hospice Care for the administration of the raffle
- Any delays or failures in the banking system used by North Yorkshire Hospice Care for the Raffle.
- Any event beyond the reasonable control of North Yorkshire Hospice Care

### **Responsible Gambling**

North Yorkshire Hospice Care is committed to encouraging legal and responsible gambling. If you or a family member needs support this can be accessed via-

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

- [www.begambleaware.org](http://www.begambleaware.org) (0808 8020 133)
- GamCare - The leading provider of support for anyone affected by problem gambling in Great Britain

Players have the option of advising us at any time that they wish to be self-excluded from further Raffle or Lottery participation. All representatives of North Yorkshire Hospice Care who are promoting lottery products will have access to self-exclusion documents. This information can also be accessed via our website within the 'keeping you safe' section - [Saint Michael's Hospice \(saintmichaelshospice.org\)](http://SaintMichael'sHospice.org), [Herriot Hospice Homecare \(herriothh.org.uk\)](http://HerriotHospiceHomecare.org.uk)

As part of our commitment to responsible gambling we have set a limit of thirty Raffle tickets (three books) per individual, larger groups such as corporates will be limited to thirty tickets per employee, the maximum number of tickets sent to any one address will be thirty. If you wish to purchase over this limit, a member of the team will interact with you.

If a North Yorkshire Hospice Care representative can satisfy themselves that the individual is not vulnerable, is capable of making an informed decision, and has a valid reason for wanting to purchase tickets volumes over our set acceptable limits. They are empowered to make an informed decision as to whether the tickets can be sold to said individual. This interaction will be recorded on the customer interaction log.

Additional tickets may be requested by emailing- [supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org) or by calling 01423 878628.

The number of additional tickets authorised will be in the absolute discretion of the Promoter.

As a member of the Hospice Lotteries Association, North Yorkshire Hospice Care contributes to Gamble Aware to promote awareness and support for people with compulsive gambling issues.

## **Age Restrictions**

As per our Age Verification Policy, individuals aged 18 or over who are residents of the UK are eligible to enter the Raffle without additional consent.

Anyone aged 16-18 may enter the raffle but additional parental consent MUST be obtained for North Yorkshire Hospice Care to store the individual's data. It is illegal to gamble under the age of 16 and North Yorkshire Hospice Care reserves the right to request evidence of age and to refuse tickets if this cannot be provided.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

No prizes will be distributed to any player found to be under the age of 16. If a winner is found to be under the age of 16 the corresponding prize will be forfeited, and one extra winner will be selected to take the lowest prize to ensure the integrity of the draw.

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 raffle 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 used to verify age will be recorded on our database along with a DOB.

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

During sales of tickets a date-of-birth is requested for inclusion on the raffle ticket stubs, this is to ensure that representatives do not place young people at risk. Representatives have the right to refuse a sale where age cannot be verified.

## **Safeguarding Young People**

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. [Information, Advice and Support to Keep Children Safe Online \(internetmatters.org\)](https://www.internetmatters.org) There are also several companies that offer software that will block access to gambling websites. GambleAware provides information about this software.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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

## Eligibility

Employees, volunteers, and members of their families are permitted to enter the raffle and will be subject to the same terms and conditions as other members of the public.

Members of North Yorkshire Hospice Care's fundraising, supporter care and marketing and communications departments are not eligible to enter the raffle.

Those persons identified by the Gambling commission as holding qualifying positions are not eligible to enter the super draw.

## How to Complain

All complaints and disputes will be dealt with in accordance with our complaints policy this can be accessed via our websites [Michael's Hospice \(saintmichaelsospice.org\)](http://saintmichaelsospice.org) [Herriot Hospice Homecare \(herriothh.org.uk\)](http://herriothh.org.uk)

Alternately if you wish to access a copy of this document in a different form, please contact our Supporter Care Team using the details below.

- By telephone: 01423 879 687
- By email: [supportercare@saintmichaelsospice.org](mailto:supportercare@saintmichaelsospice.org)
- By post: Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA

Any complaints relating to the raffle should be submitted in the first instance to the Supporter Care Team. Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly.

Please include:

- Your name and address
- A description of your complaint and how it's affected you
- When the issue happened
- A contact number (or other preferred method of contact) and a convenient time to contact you

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

All complaints and disputes will be dealt with in accordance with our policy. If 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

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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



referred to the Independent Betting Adjudication Service Ltd (IBAS)  
www.ibas-uk.com – 020 7247 5883.

## Data Protection

North Yorkshire Hospice Care 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.

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 websites - <https://saintmichaelshospice.org> or <https://www.herriothh.org.uk>. You can also request a copy by email on [supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org) or telephone 01423 878628

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](mailto:supportercare@saintmichaelshospice.org)

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

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