Your Community Lottery Rules of Play, Terms and Conditions

Background and Legality

North Yorkshire Hospice Care is a registered charity 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.

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.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number 43419, responsible person Kathryn Craven, and operates in accordance with the conditions and codes of practice set out by the Gambling Commission, the Gambling Act 2005, and the Fundraising Regulators.

North Yorkshire Hospice Care uses a database and random number generator known as Donorflex, which is licensed and regulated by the Gambling Commission as a gambling software provider under Account no. 41256

North Yorkshire Hospice Care (Your Community Lottery) is a member of the Hospice Lotteries Association.

All funds from Your Community Lottery unless requested will be unrestricted, with funds supporting all North Yorkshire Hospice Care's services-Herriot Hospice Home Care, Just B, Saint Michaels Hospice and Talking Spaces.

Restricted and unrestricted numbers will all go into the same draw and any number could be a winner, for example if you have restricted your play and chosen to support Herriot Hospice Care, a player who has chosen to restrict their play in support of Saint Michael's Hospice could be the weekly winner and vice versa.

If you would like to restrict your play to a specific service you can do so by contacting our Supporter Care Team on 01423 878 628, by email at supportercare@saintmichaels.org, or by writing to us at North Yorkshire Hospice Care Saint Michaels Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8NA.

Definitions

'The charity' means North Yorkshire Hospice Care.

'lottery' means Your Community Lottery with proceeds going to the registered charity (North

Yorkshire Hospice Care) operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.

'player' means a supporter who has an active lottery number.

How to play

1. Your Community Lottery operates on a subscription basis with a minimum subscription of thirteen weeks at £1 per week.
2. Payments can be made quarterly (£13), half-yearly (£26) or annually (£52).
3. Individuals can subscribe to the Lottery: -
   - Online via our websites
   - By telephone (01423) 878628/ (01609) 777413
   - 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
4. Payment can be made by cheque, cash, direct debit, or debit/credit card. Credit card payments can only be accepted face to face or via post.
5. Upon subscription each player is electronically allocated a random, unique five-digit number which will remain theirs for the duration of their play.

   Syndicates- A group of individuals can choose to play the lottery as part of a syndicate, we will require the play number to be registered with us under the name of one nominated syndicate player. It is advisable for individuals within a syndicate group to take professional advice on syndicate membership and make a formal syndicate agreement in writing before buying lottery tickets. We do not accept liability for the actions or agreements made by a syndicate group.

Customer Funds

6. Customer funds are Player funds that the Promoter holds on behalf of the Players.

7. The Promoter will hold all customer funds, as defined by the Gambling Commission, in a segregated bank account [with trust status] to protect them against the insolvency of the Promoter. This is considered a 'medium' level of protection by the Gambling Commission.

The Draw

8. Only Lottery numbers that have been paid for in advance (and funds cleared) will be entered into the draw.
9. A delay in the charity receiving payment may lead to your number missing the next draw, if this situation occurs your number will be entered into the subsequent draw. You will be informed if this happens.
10. The draw takes place at the charity's office every Wednesday, utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved, third-party test house.
11. The charity reserves the right, subject to unforeseen circumstances, to change the draw date without notice. The charity will make every effort to notify players via its website, players (the "Players") are invited to regularly check the website for updates. If a draw is delayed it will take place as soon as possible winners will be contacted as usual.

Winners

12. Winners will be notified by post, with a cheque enclosed. The weekly winner of the first prize of £1,000 and the rollover prize if the amount is over £500 will also receive a telephone call and possibly a personal visit if local.
13. Funds will only be made payable to the winner. If the winner is incapacitated, we will liaise with any 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' postcode area and winning number/s are published on our website, digital media channels and in North Yorkshire's newspaper (the Advertiser Series).
16. The current prize structure is –
    Rollover of £200 per week- up to a maximum of £5000 (see below)

Plus, forty-one weekly guaranteed prizes:

- 1st Prize £1000
- 40 prizes of £10

Rollover- the rollover prize starts at £200. There is a percentage chance of the rollover being won within the licenced gambling software used to run the draw. There is a chance the rollover could be won in any week. If not won, it will be rolled over to the following week and will accumulate up to a maximum of £5,000. If the rollover reaches £5,000 there would be a guaranteed rollover winner in that week

17. The charity reserves the right to change the prize structure at their discretion. If this eventuality occurs details will be communicated via our website, on our social media channels and by post/phone/email.
18. The current average odds of winning are 1 in 93 (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; the uncashed prize will be used to fund North Yorkshire Hospice Cares family of services. Any prize money returned to us, or where a winner notifies the charity that they do not wish to claim the prize money, will be treated as a donation with the potential for us to claim gift aid as stated in the winner's letter.
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, every effort will be made in order to contact the winning player. If no contact can be made after a period of three months, the funds will be forfeited and used to fund North Yorkshire Hospice Cares family of services.

Breakdown of Proceeds

21. An average of 35% of revenue is spent on prizes.
22. An average of 1% of revenue is spent on expenses for the running the lottery.
23. An average of 64% of revenue is returned to North Yorkshire Hospice Care.
24. Total revenue - £207,000 (all figures for year ending March 2022).

Renewals and Cancellations

25. Lottery players will be reminded and given the option to renew their membership when their level of play credit is running low.

26. If a player 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 player can choose to donate their remaining credit direct to the charity and their number will be withdrawn from the draw.

Players' Responsibilities

27. It is the responsibility of the player to provide accurate personal and contact details at point of subscription. It is also the players responsibility to update the charity of any relevant changes to these details. The charity will be in no way liable for any failure or inability to contact any player due to errors, omissions, or inaccuracies in the details that the player has provided.
28. The charity shall not be liable to the player 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 ensuring that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all. The charities website enable access to a 'Responsible Gambling Guide' and a 'Keeping You Safe' section, if you would like to access these documents/platforms in another way please contact the Supporter Care Team on 01423 878 628/01609 777413. If you feel you have a problem with gambling, you can also visit www.begambleaware.org or call the National Gambling Helpline on 0808 8020 133 directly.

Self-Exclusion

30. If you feel you have a problem with gambling, you can self-exclude from all of the charity's lottery products for a minimum period of six months and up to a period of five years. Any self-exclusion period may, on request, be extended for one or more further periods of at least six months.
31. You can self-exclude by filling in the self-exclusion form on the charities website, by calling the Supporter Care Team on 01423 879 628/01609 777413, by email at supportercare@saintmichaelshospice.org or by writing to us at North Yorkshire Hospice Care Saint Michaels Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8NA.

Acceptable Limits

32. All the charity's lottery products have a set 'acceptable limit' this limit has been set by the charity to promote responsible gambling, and to allow the charity to interact with players who may want to gamble outside of these limits, these limits are not fully restrictive, and players may be able to play outside of these limits, once the customer interaction has taken place and has been evaluated.

    These limits are explained below-

    - **Lottery Plays**- Five plays per weekly draw
    - **Single Lottery Plays**- Thirty Plays per weekly draw

- **Grand Raffle Tickets**- Thirty tickets per individual
- **Syndicate Players**- Five plays per weekly draw

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' lottery. 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 will be asked to verify their age by the producing the appropriate valid ID document. If subscription 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 18 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 18 the cost of such tickets will be refunded to the purchaser.

37. During sales of single lottery or raffle tickets age verification is requested to ensure that canvassers do not place young people at risk, 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 several companies that offer software that will block access to gambling websites. GambleAware www.begambleaware.org provides information about this software.

39. Annex A license holders and the Responsible Person are not eligible to play any of the charity's lottery products. All other employees, volunteers and members of their families are eligible to play the charities lottery products and will be subject to the same terms and conditions as the public.

How to Complain

40. Any complaints relating to the Lottery should be submitted directly to the Supporter Care Team, giving full details of the complaint, and supporting documentation.

By telephone: 01423 879687/01609 777413 (Supporter Care Team)

By email: supportercare@saintmichaelshospice.org
By post: Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA

We will endeavour to make the necessary reasonable adjustments 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 charities website , by contacting the Supporter Care Team on 01423 879 628 or by email supportercare@saintmichaelshospice.org .

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-noticeYou can also request a copy by email on supportercare@saintmichaelshospice.org and telephone 01423 878 628/01609 777 413.

44. You can update your marketing communications preferences at any time by calling our supporter care team on 01423 878 628/01609 777413 or by emailing supportercare@saintmichaelshospice.org

Changes to Terms and Conditions

45. The charity reserves the right to amend the terms and conditions at any time. Such amendments will be communicated across all relevant and available communication channels.

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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 18 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.

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