



Terms and Conditions -Grand Raffle 2023

Promoter

North Yorkshire Hospice Care.

Supporting

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

Terms and Conditions

By entering the Grand Raffle, you agree to be bound by these Terms and Conditions. Entries not complying with these Terms and Conditions will not be valid.

All Grand Raffle profits after distribution of prizes and other minor costs go towards the provision of patient care and specialist support. Profits will support North Yorkshire Hospice Care's family of services- Herriot Hospice Homecare, Just 'B' and Saint Michael's Hospice. If you would like to restrict your monetary contribution to a single service, please call 01423 878628.

How to Play

Tickets cost £1 each.

As part of our commitment to responsible gambling we have set ticket volume limits-

- Thirty Raffle tickets per individual.
- Corporates or groups are limited to thirty tickets per employee or member.

Tickets outside these limits may be purchased following a satisfactory interaction with a North Yorkshire Hospice Care representative. The number of additional tickets authorised will be at the absolute discretion of the promoter.

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.

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

tickets can be requested by emailing-
supportercare@saintmichaelshospice.org or by calling 01423 878628.

You must be aged 18 years or older to play. We also operate the challenge 25 policy, players who are deemed to be under 25 will be asked to verify their age. North Yorkshire Hospice Care reserves the right to request evidence of age and to refuse sales of tickets if this cannot be proven.

If tickets are inadvertently sold to a person aged under 18 the cost of such tickets will be refunded to the purchaser.

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

Raffle tickets can be bought: -

- Online via our websites - <http://www.saintmichaelshospice.org> or <https://www.heriothh.org.uk/> payment by debit card only.
- By telephone (01423) 878628 payment by debit card only.
- From one our charity shops payment by cash or card.
- Via post by returning your raffle stubs with payment to: Saint Michael's Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8NA.
- From a North Yorkshire Hospice Care representative out and about across North Yorkshire.

Representatives of North Yorkshire Hospice Care, reserve the right to refuse sale to players if they have any concerns that –

- The player may have a gambling problem.
- The player is vulnerable.
- The player is under 18.
- Monies have been obtained illegally (proceeds of crime)

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The Draw

The closing date for entries is **Friday November 10th**.

- Raffle tickets received after this date will not be entered into the draw and these monies will be treated as a donation.
- You **must** confirm you are aged 18 or over by ticking the box on the ticket stub, failure to do this will result in non-entry to the draw.

The Grand Raffle draw will take place on **Friday November 17th**.

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

- Subject to public holidays and unforeseen circumstances, 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 and charity shops. If a draw is delayed it will take place as soon as possible and winners contacted as usual.
- Modify, cancel, terminate, or suspend the Raffle in whole or in part at our discretion.
- Modify the Terms and Conditions at any time, if changes need to be made the promoter will endeavour to communicate these changes prior to them coming into effect. The Promoter will make every effort to notify the public of any changes publicly.

Winners

Winning numbers will be listed on the charity's websites, online social media platforms and in charity shops.

Prizes

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

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- The promoter reserves the right to change this prize structure at their discretion. Information regarding changes will be communicated via the charity's websites, charity shops and social media platforms.
- The Promoter reserves the right to substitute any prize with another prize of equal or greater value. Prizes are non-transferable and non-negotiable. The person named on the ticket stub is the only person entitled to the corresponding prize.
- No prizes will be distributed to any player found to be under the age of 18. If a winner is found to be under the age of 18 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.
- If a winner is unable, incapable or does not want to accept the prize. The promoter will only transfer the prize to a third party on receipt of written consent from the named winner. Proof of identification from each party will also be required. Should the named 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 promoter 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.
- Winners will be notified using the method of communication provided on the ticket stub e.g., telephone call, email, or post.
- 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 within three months of the draw date; the prize will be forfeited. Any prize money returned to us or where a winner notifies the promoter, that they do not wish to claim the winnings will be treated as a donation.

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- 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 will be made to make contact if no contact can be made after a period of 3 months the funds will be forfeited and treated as a donation.

Players' Responsibilities

It is the responsibility of each player to provide accurate and up to date personal details, the promoter 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.

The promoter 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 promoter for the administration of the raffle
- Any delays or failures in the banking system used by the promoter for the Raffle.
- Any event beyond the reasonable control of the promoter.

Eligibility

Employees of North Yorkshire Hospice Care's fundraising, supporter care and finance teams are not eligible to enter the raffle.

Persons who are identified by the Gambling commission as holding qualifying positions are not eligible to enter the raffle.

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

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How to Complain

All complaints and disputes will be dealt with in accordance with our complaints policy this can be accessed via our websites <http://www.saintmichaelsospice.org> or <https://www.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 878 628
- By email: 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 referred to the Independent Betting Adjudication Service Ltd (IBAS) www.ibas-uk.com – 020 7247 5883.