

## Lottery Terms & Conditions

---

### **Aims of the Hospice Lottery**

The Hospice Weekly Lottery is a wholly owned subsidiary of Eden Valley Hospice and all profits from the company are gifted to the charity. We are a charity dedicated to providing specialist care to adults from the local area and children throughout Cumbria, as well as caring for their families, friends and carers. We believe that every detail, every moment and every person matters. This belief allows us to achieve the highest standards of nursing and medical care, to sustain quality of life and dignity and to give help to people when they need it most.

### **Joining and Information**

On receipt of your request to join the membership lottery, Eden Valley Hospice Lottery will send you an introduction letter advising you of your unique membership number(s) generated randomly by our approved secure membership software.

Eden Valley Hospice reserves the right not to accept an application or to cancel any existing subscription at our discretion.

It is the responsibility of the player to advise Eden Valley Hospice of any change of address or any other membership details.

### **Privacy and Data Protection**

Eden Valley Hospice complies with all Data Protection Act requirements and promises to protect your personal data and not to misuse it. When you pay your lottery subscription, your personal data, bank information will be stored in a secure location within our premises or on our server.

If you have any concerns regarding the security of this system please email us at [lottery@edenvallyhospice.org](mailto:lottery@edenvallyhospice.org). Eden Valley Hospice cannot accept liability for the loss or delays in or theft of any communication sent by post, email or fax, or for any delays in the banking system.

### **Age Verification**

It is against the law for anyone under the age of 16 years to participate in a lottery. The requirements of the Gambling Act 2005 mean that Eden Valley Hospice now has a statutory duty to verify that you are 16 years old or over. Where appropriate we shall carry out checks to verify this.

### **Your Payment**

In return for your subscription payment, your unique membership number(s) will be entered into the weekly draw carried out normally every Friday. The weekly cost of entry is £2 in advance.

### **Member Funds**

We are required by a condition on our licence issued by the Gambling Commission, to advise you that customer funds are not protected in the event of insolvency. However, Eden Valley Hospice and its lottery trading subsidiary are well funded, and we do not see insolvency as a likely event in the foreseeable future.

### **Debit/Credit Card Information**

Eden Valley Hospice promise to only use your debit/credit card information to process payments. Once processed it is destroyed.

## **Cancellation**

If you wish to cancel your membership you may do so at any time. Please contact the office on 01228 817614 or email us at [lottery@edenvalleyhospice.org](mailto:lottery@edenvalleyhospice.org). If you are in credit at the time of cancellation, your Eden Valley Hospice Lottery membership shall cease once your credit has expired.

## **Prizes and notification**

You will be notified in writing of any prize that you win within one week of the draw. A cheque for your prize amount will be sent with your notification letter. Our winning weekly numbers are published in our shops, on our website or you can call the Lottery office on 01228 817614.

## **Weekly Prizes**

1<sup>st</sup> Prize - £1000

2<sup>nd</sup> Prize - £100 (our Rollover prize up to £10,000) \*

3<sup>rd</sup> Prize - £50

4<sup>th</sup> Prize – 55 x £10

\* The Rollover prize will become the 1<sup>st</sup> prize once it is greater than £1000 and the £1000 1<sup>st</sup> prize will become 2<sup>nd</sup> prize.

Any uncashed winning cheques after a period of six months are donated to the Hospice.

## **Right to Amend**

Eden Valley Hospice reserves the right to amend or modify these terms and conditions without notice.

## **Self-Exclusion Policy**

An instruction to be self-excluded, as defined in the Gambling Act 2005, from the Eden Valley Hospice Lottery weekly draw or any other one-off prize draws that Eden Valley Hospice Lottery may organise, may be submitted in writing, by email, by fax or by phone to the Eden Valley Hospice Lottery office.

Self-excluded customers will not be sent any one-off prize draw tickets unless we have been notified otherwise. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months from the date of exclusion.

## **Complaints**

All complaints and disputes shall be dealt with in accordance with the Eden Valley Hospice policy. A copy of the policy can be obtained by contacting our lottery office.

For gambling-related complaints, you can refer your complaint to the [Independent Betting Adjudication Service](#) (IBAS). Eden Valley Hospice is registered with IBAS via its membership of the [Hospice Lotteries Association](#) (HLA). IBAS can be contacted by telephone on 020 7347 5883, or [via their website](#).

## **Fundraising responsibly**

Please remember - you must be aged 16 or over to play.

Eden Valley Hospice Lottery is a member of the [Hospice Lotteries Association](#) who, on behalf of its members, makes a financial contribution towards [GambleAware](#), a charitable organisation aiming to minimise gambling-related harm. We encourage all our members to participate in the Lottery responsibly. If members suspect they may have or may be at risk of problem gambling, they should seek support from organisations such as GambleAware and [GamCare](#), a leading organisation that provides practical help to problem gamblers.