

## **St Cuthbert's Hospice Win Win Lottery Terms & Conditions**

### **1. Introduction**

St Cuthbert's Hospice Durham is a registered charity (no 519767) and a company limited by guarantee (no 2208426). The St Cuthbert's Hospice lottery is licensed to run its small society lottery by the Local Authority. All net proceeds from St Cuthbert's Hospice Lottery go directly towards funding the services provided by St Cuthbert's Hospice. This document sets out the terms and conditions for the lottery. To take part you must agree to these terms and conditions. St Cuthbert's Hospice reserves the right to amend or modify these terms and conditions without notice. The latest version of these terms and conditions will be available on our website at [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com). Players may obtain a written copy by contacting 0191 386 1170 ext. 5 or emailing [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com)

### **2. How to Play**

Go online and visit [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com) Call the Hospice switchboard on 0191 386 1170. Complete a paper lottery form (available upon request). Speak to one of our Lottery Promoters. All Hospice Lottery Promoters and volunteers will have visible photo ID. Should you have any concerns or would like to check their identity, please call our Lottery team at the Hospice on 0191 386 1170.

### **3. Registration Details**

At the point of signing up to the Lottery you will be asked to provide accurate personal information, including your name, address, age, email, telephone number and bank details. You accept responsibility to keep us informed of any changes to this information. Once we have received your lottery application, you will receive an advanced notification letter confirming your direct debit and your 6 digit unique lottery number. This has been generated randomly by our membership software during our application process.

### **4. Eligibility**

All Lottery players must be aged 16 years or over and be a resident of Great Britain (excluding the Channel Islands, the Isle of Man and Northern Island). St Cuthbert's



Hospice has a statutory duty to verify that you are 16 years old or over and reserves the right to ask for proof of age of any player and claimant of a prize. On entering the Lottery you agree that you will not buy or attempt to buy a ticket for or on behalf of anyone under the age of 16.

## 5. Entry Costs

Entries into the Lottery are sold on a monthly subscription basis. Payable in advance, the subscription cost is £10 per month. In return for your subscription payment, your unique membership number will be entered into all daily draws which take place every weekday of the month (Monday – Friday).

## 6. Multiple Entries

Lottery membership(s) purchased online are limited to 6 entries per individual player, per month. This would cost of £60/month. Should you wish to purchase more than 6 entries please contact the Lottery team prior to application on 0191 386 1170.

## 7. Lottery Syndicates

To apply for a syndicate entry to the Win Win Lottery, please follow the steps below:

**a.** Choose a syndicate co-ordinator who will be responsible for the syndicate and be the main contact for St Cuthbert's Hospice Win Win Lottery.  
Please note - The syndicate co-ordinator will be responsible for payment to St Cuthbert's Hospice via Direct Debit and will also be the named payee on any winning cheques.

**b.** Decide who will be in your syndicate and how many numbers you would like. E.g. you may have 5 people in your syndicate, and 5 Lottery numbers, so that would equate to £50 total payment per month - £10 per Lottery player per month. You would then equally split any winnings that you received.

Please note - Entries will be paid for monthly by Direct Debit, on either the 1st or 22nd of the month, directly from the syndicate coordinators bank account.

**c.** Prior to entering, please complete the Syndicate Agreement form here and then email [Lottery@stcuthbertshospice.com](mailto:Lottery@stcuthbertshospice.com) or call the Lottery team on 0191 374 6176 for your agreement to be activated.

## 8. Stake

The number of weekday draws that fall within a given month will vary, therefore the daily lottery stake will vary. The stake is calculated as follows; £10 subscription cost /

number of daily draws = daily stake. The daily stake is published on our website [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com). The stakes for 2020/2021 are as follows:

Month	Weekdays in Month	Stake Per Day
January 2022	21	48p
February 2022	20	50p
March 2022	23	43p
April 2022	21	48p
May 2022	22	45p
June 2022	22	45p
July 2022	21	48p
August 2022	23	43p
September 2022	22	45p
October 2022	21	48p
November 2022	22	45p
December 2022	22	45p

## 9. Draws

All daily prizes for a given month will be drawn on a monthly basis. Draw outcomes will be announced on a daily basis. In the event of technical issues, St Cuthbert's reserves the right to delay or cancel any draws. Any delayed draws will be completed as quickly as practically possible with notification of said delays informed on [stcuthbertshospice.com](http://stcuthbertshospice.com)

## 10. Prizes and Rollover

The lottery prize structure is fully advertised on promotional literature and on our website. We have the right to amend the prize structure at any time. There are no alternatives to any prizes and no interest is payable.

## 11. Winning Ticket Numbers

Winners are selected at random by St Cuthbert's Hospice certified draw engine software in the presence of an independent adjudicator. The draw will be made utilizing a random number generator with independent verification methods applied. The prize draw calendar and draw outcomes can be viewed on the St Cuthbert's

Hospice website. This sets out the dates of the draws and respective winning ticket numbers. Winning numbers will be publicised daily unless this falls on a statutory holiday in which case they will be publicised on the nearest working day. Example:



<b>Date</b>	<b>Prize Value</b>	<b>Win / No Win</b>	<b>Ticket Number</b>
<i>Monday 2<sup>nd</sup> September</i>	<i>£1000</i>	<i>No Win Today</i>	
<i>Tuesday 3<sup>rd</sup> September</i>	<i>£100</i>	<i>Win!</i>	<i>12345</i>
<i>Wednesday 4<sup>th</sup> September</i>	<i>£100</i>		
<i>....</i>			
<i>Monday 1<sup>st</sup> October</i>	<i>£3500</i>	<i>No Win Today</i>	
<i>Tuesday 2<sup>nd</sup> October</i>			

## 12. Claiming Prizes

Winning cheques will be sent out automatically within one week of the draw taking place. In the event of winning cheques remaining un-cashed due to changes not being notified to the Lottery Office, the promoter reserves the right to return unclaimed prizes to St Cuthbert's Hospice funds after a period of six months. St Cuthbert's Hospice cannot accept any responsibility for any loss or delay of any payment or communication sent by post, direct from a bank or building society, or email.

## 13. Payment Schedule

At the point of sign-up you will receive advanced notification of when your first and subsequent direct debit payment will be collected and the first draw that you will be entered into.

If you choose a monthly payment option, you will pay on either the 1st or 22nd of the month, which will gain you entry into all draws taking place the following month.

If you choose Quarterly, 6 monthly or Yearly Direct Debit payment option, you will pay on either the 1st or 22nd of the month and be entered all draws for the appropriate number of months, commencing from the following month.

E.g. 1 entry to the Lottery for 3 months costs £30 in total.

A payment on 1st December 2020 would give entry to all draws held in January, February & March 2021.

#### **14. Delayed or Missed Payments**

Only tickets for which St Cuthbert's has received payment prior to a draw will be entered into the draw. It is the responsibility of the player to ensure sufficient funds are available from their nominated payment provider when St Cuthbert's Hospice seeks payment in advance of the draw. St Cuthbert's Hospice accepts no responsibility for any loss or damage caused if a ticket is not entered into a draw because it had not been paid for.

#### **15. Change of details**

Please ensure any changes to your address are notified to the Hospice Lottery Office. Any prize winning mail returned as gone away will be treated as a donation after six months. The Hospice will make all reasonable attempts to locate the winning lottery member.

#### **16. Cancellations**

Players may cancel their subscription at any time by phoning St Cuthbert's Hospice on 0191 386 1170 or emailing [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com). Termination will take effect immediately. Any funds which have already been collected (or in respect of which requests for collection have already been sent to the payment provider) are non-refundable and shall be applied to all forthcoming draws to which the Direct Debit payment applies, as outlined in condition 13. Payment Schedule. In regards deceased members, funds will be kept as a donation to St. Cuthbert's Hospice and no entry to future draws will be made.

#### **17. Data Protection and Privacy**

To view our data protection policy and privacy notice please visit [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com) or request a copy by contacting 0191 386 1170. Our data privacy notice sets out the data processing arrangements held between ourselves and any third party service providers associated to the Hospice and its Lottery.

#### **18. Gambling Awareness & Self Exclusion**

Please remember – you must be aged 16 or over to play or claim a prize.

St Cuthbert's Hospice is a member of the Hospice Lotteries Association and the Lotteries Council and is committed to using Lotteries to fundraise responsibly and work together to encourage responsible gambling and access to support if needed.

These organisations are committed to using lotteries to fundraise responsibly and continually work together to encourage responsible gambling and to offer our members access to the following organisations if support is required.

If you want to have a break from gambling you can use our self-exclusion option by emailing us with your name, address and membership number(s) or calling us on 0191 386 1170. We will then close your membership(s) for a minimum period of 6 months, during which time it will not be possible for the account(s) to be reopened.

If you need to talk to someone about problem gambling, then contact GamCare. GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. They can be contacted on 0845 6000 133 (UK local rate)

For further information please visit the following websites:

[www.gamcare.org.uk](http://www.gamcare.org.uk)

[www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk)

[www.lotteriescouncil.org.uk](http://www.lotteriescouncil.org.uk)

[www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk)

[www.gambleaware.co.uk](http://www.gambleaware.co.uk)

## **19. Right to refuse or cancel**

We reserve the right to refuse an application, or to cancel an existing subscription at our absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal received within 7 days.

## **20. Comments/Complaints**

St Cuthbert's Hospice welcomes comments and suggestions about how it can improve. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Hospice website at

[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

## **21. Employee Membership Restrictions**

Any employees involved in directly administering the draw are not eligible to participate in the Lottery. Any employees with immediate family members playing the lottery must complete a declaration identifying those members. These declarations are a requirement for lottery employees to complete and form part of the checks undertaken by the independent lottery adjudicator. Immediate family members include; a child, parent, grandchild, grandparent, brother, sister, spouse or civil partner.

## **22. Lottery Gift Scheme**

The Lottery Gift scheme allows a person over 16 - "the Purchaser" - to give to another person over 16 - "the Recipient" - a Gift allowing entry into a set number of monthly entries, with the minimum set at 3 months.

Payment options include cash/card payment online or in St Cuthbert's Retail outlets and will be confirmed when contact is made by the Lottery team following an enquiry.

The Purchaser will pay for the Gift which will generate a welcome letter, a Gift box and certificate and information about the Hospice which will be sent through the post to either the Purchaser or the Recipient.

The Gift will include a Personal Details form which must be completed and returned to the Hospice by the Recipient, as outlined on the form. This is to ensure the Recipient's details are recorded correctly within Hospice databases and to administer any winnings.

By completing the Gift Purchase, the Purchaser acknowledges that any winnings attributed to the number of the Gift Entry will be paid directly to the Recipient once the Recipient Personal Details form has been received back to St Cuthbert's Hospice.

Both the Purchaser and the Recipient will be notified that if no Personal Details form is received and processed by St Cuthbert's Hospice from the Recipient, then any winnings attributed to the number of the Gift Entry will be paid directly to the Purchaser, as insufficient information is held for St Cuthbert's to pay the Recipient. St Cuthbert's Hospice will ensure this detail is included in Welcome Pack for the awareness of interested parties.

St Cuthbert's Hospice accepts no liability if this process is not followed by either the Purchaser or the Recipient in regards any winnings that are paid as outlined above.



## **23. Lottery Christmas Gift Scheme**

The Lottery Christmas Gift scheme allows a person over 16 - "the Purchaser" - to give to another person over 16 - "the Recipient" - a Gift of 3, 6 or 12 months entry to the Lottery.

Payment will be made as outlined in condition 13. Payment Schedule, or via cash/card payment in St Cuthbert's Retail outlet, during promotional periods only.

The Purchaser will pay for the Gift and subsequently receive through the post a welcome letter, a Gift box and certificate and information about the Hospice which they are responsible for passing onto the Recipient.

The Recipient will receive the Gift, which will include a Personal Details form which must be completed and returned to the Hospice, as outlined on the form. This is to ensure the Recipient's details are recorded correctly within Hospice databases and to administer any winnings.

By completing the Gift Purchase, the Purchaser acknowledges that any winnings attributed to the number of the Gift Entry will be paid directly to the Recipient once the Recipient Personal Details form has been received back to St Cuthbert's Hospice.

Both the Purchaser and the Recipient will be notified that if no Personal Details form is received and processed by St Cuthbert's Hospice from the Recipient, then any winnings attributed to the number of the Gift Entry will be paid directly to the Purchaser, as insufficient information is held for St Cuthbert's to pay the Recipient. St Cuthbert's Hospice will ensure this detail is included in Welcome Pack for the awareness of interested parties.

St Cuthbert's Hospice accepts no liability if this process is not followed by either the Purchaser or the Recipient in regards any winnings that are paid as outlined above.

## **24. Reward Card**

Reward cards are issued via email following your third month of membership with the Win Win Lottery and will expire at the end of that year. Cards are re-issued annually for existing players and will expire on the date shown. Cards can only be used by the lottery player named on the card. You will need to show your Reward Card upon payment and the retailer may request proof of identity.

A full list of participating businesses is available on our website or by contacting the Lottery Office. Discounts are offered at the discretion of the retailer (at no cost to St Cuthbert's Hospice). Offers could be amended at any time and restrictions may



apply. We recommend that you inform the retailer of your Win Win Lottery Reward Card before purchase.

Exclusions:

Lottery gifts purchased for less than 12 months.

Lottery syndicates.

### **Contact Details**

St Cuthbert's Hospice, Park House Road, Durham. DH1 3QF

Tel: 0191 386 1170 Fax: 0191 384 3941

[Lottery@stcuthbertshospice.com](mailto:Lottery@stcuthbertshospice.com) [Enquiries@stcuthbertshospice.com](mailto:Enquiries@stcuthbertshospice.com)

[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)