



# St Luke's

**HOSPICE PROMOTIONS LTD**

St Luke's Hospice Promotions Limited

Full Terms & Conditions

St Luke's Hospice Promotions Limited is a wholly-owned subsidiary of St Luke's Cheshire Hospice. St Luke's Hospice Promotions operate society lotteries on behalf of St Luke's Cheshire Hospice and is licensed by the Gambling Commission under the Gambling Act 2005.

All profits from our lotteries go to St Luke's Cheshire Hospice (Registered Charity 515595) to fund the care of patients and their families living with a life limiting illness.

This document sets out the Terms & Conditions for our lotteries.

## Definitions

For the remainder of this document, 'you/your' refer to the lottery player and 'we/our/us' refer to St Luke's Hospice Promotions Limited.

'Our website' refers to <https://www.slhospice.co.uk/ways-to-support-us/lottery/>

## Introductions

Throughout the year we operate a number of lotteries/ raffles including:

- A weekly lottery draw
- Summer superdraw
- Christmas superdraw

Our lotteries are open to individuals who are aged 16 or over and are a resident of Great Britain (this excludes the Channel Islands, the Isle of Man and Northern Ireland).

To take part in our lotteries you must agree to the terms and conditions for the relevant game. We may amend these from time to time. We do not notify players individually of changes, but an up-to-date copy of our T&C will be available at <https://www.slhospice.co.uk/ways-to-support-us/lottery/> at least 14 days before any changes take effect.

## Weekly Lottery Draw

### Draw date

Our weekly lottery draw normally takes place on a Friday. We reserve the right, due to holidays and unforeseen circumstances, to change the draw date without notice.

In the event that a draw is delayed it will take place as soon as practically possible and before the next scheduled weekly draw.

### Prize structure

The current prize structure for our weekly lottery draw is:

1 <sup>st</sup>	£1,000
2 <sup>nd</sup>	£200 * Rollover
3 <sup>rd</sup>	£75 x 2
4 <sup>th</sup>	£25 x 2
5 <sup>th</sup>	£5 x 30

\* Rollover- our rollover prize starts at £200. If this prize is not won it will be rolled over to the following week, up to a maximum of £5,000 when there will be a guaranteed winner.

### Winning numbers

A list of the winning numbers each week is available on our website at <https://stlukes.safeandsecurewebservices.net/results>, in our Hospice shops or by calling the lottery office on 01606 553553. Names of the winner's are not published due to data protection.

### How to claim

There is no need to claim, all winning cheques are sent out automatically within 1 week of the draw. It is our policy to try and contact the main prize winner via telephone each week to verify the postal address. Top winners will be invited to take part in publicity. Names of winners will not be published unless permission is given

### Cost of entry

Each entry costs £1 per weekly draw number and is paid in advance. Only lottery numbers that have been paid for are entered in the draw. If regular lottery players miss a payment their lottery number will not be entered in the lottery draw for the period missed. St Luke's Hospice accepts no liability for missed draws.

### Multiple entries

In order to promote responsible gambling the number of lottery numbers issued to any one member is limited to 20.

### Payment frequency

Regular lottery payments can be made annually (£52), half yearly (£26), quarterly (£13) or monthly (£4.34).

### Payment methods

Direct debit - payments will continue unless you cancel your direct debit payment with us or your Bank

Standing order - payments will continue unless you cancel your standing order instruction with your Bank

Cheque or debit card - you will receive a renewal reminder before your credit expires

Cash collection - in selected rounds only. Our collectors will call normally every 5 or 10 weeks. Occasionally if a collector is unable to call (eg Christmas or holidays) we may ask you for a double payment. Wherever possible we will notify this in advance. If you are not in when the collector calls they will leave a calling slip to let you know how you can make payment.

## Player Administration

### Change of personal details

It is your responsibility to advise us of any change of name, address or other relevant details. This is important as we will issue letters and winners cheques to the name and address held on our database.

Any returned winnings will be held for 6 months, and if remain unclaimed, will be taken as a donation.

### Cancellation

You may cancel your lottery membership at any time by contacting the Lottery Office. If you cancel after 11am on a Wednesday, your number may still be entered in that week's draw if there is available credit.

If your lottery number has remaining credit on cancellation your number will continue to be entered into the draw until the credit runs out, unless we are advised otherwise.

If you pay by standing order it is your responsibility to cancel the agreement with your Bank as we are unable to do this.

### Deceased players

Where a player is reported to us as deceased, the lottery number will be cancelled and if there is remaining lottery credit, the number will continue to be entered into the draw until the credits expire. Any winnings during this period will be made payable to the next of kin, if known.

Alternatively we will accept written instructions from an Executor or next of kin to either transfer the lottery number into a new name or cancel and refund any remaining credit.

## Superdraws

### Draw date

In addition to our weekly lottery, we run additional Superdraw raffles. Full details for these draws including closing date and draw date will be advertised on the tickets, in our shops and on our website.

### Winners and prizes

The prize structure for a Superdraw is clearly shown on the raffle tickets, on point of sale material and on our website.

Winners will be notified and any cash prizes will be sent out by post within 10 working days of the draw taking place.

Winning numbers will be published in our Hospice shops and on our website and where possible, the top winning number and town of residence will be published in the local press. Top winners will be invited to take part in publicity. Names of winners will not be published unless permission is given.

### How to buy tickets

- Through the post (cheque)
- By calling the Lottery office (debit card only)
- From St Luke's Hospice shops (cash, cheque or debit card)
- At St Luke's Hospice reception (cash, cheque or debit card)

### Multiple entries

The maximum number of tickets per draw is limited to 100 per person.

### Closing date

The draw closing date will be clearly advertised on the tickets and all points of sale. Any payments received after the draw closing date will be taken as a donation to the Hospice.

## One-off Special draws/Raffles

Occasionally we may hold one-off special draws or raffles. If different terms and conditions apply these will be available on our website prior to the draw.

## General Information

## Identification of Lottery Representatives

All of our representatives wear St Luke's branded clothing and have identification cards which should be clearly visible. The identity card has their photograph, name and the contact number for the Hospice.

All of our cash collectors carry lottery collection sheets. These sheets show player details, including your lottery number, name and address.

If you are unsure of a caller's identity, do not give out any personal details or payment. Genuine lottery representatives will be happy to call back once you have verified their identity by contacting the lottery office during normal working hours (Monday - Friday, 9am to 5pm)

## Payment errors

Occasionally errors are made when processing lottery payments. In these circumstances you would be informed as soon as an error had been identified, and this would be corrected at no cost to you.

## Payment security

All card payments are processed via a third party provider (Worldpay) and we do not store any payment card details.

Online direct debit set up is managed through a secure third party payment site ([safeandsecurewebservices.net](https://safeandsecurewebservices.net))

## Data protection

By playing our weekly lottery and/or superdraws you are helping St Luke's Hospice to care for local people and their families, living with a life limiting illness. We value the support we receive from our local community and take the protection of your data seriously. St Luke's Hospice Promotions Limited will hold and use your data for administrative purposes. We will never pass your details to third parties who are not directly working on our behalf and we will keep your data safe and secure.

For security purposes you may be asked to confirm your personal information before we discuss your lottery details.

We cannot accept liability for third party loss, delay or theft of any communication sent by post or email, nor for any delays in the banking systems which are beyond our control.

As a valued supporter we will occasionally send you information about our work, events and activities by post unless you tell us otherwise, and by email if you have positively indicated you are happy to hear from us in this way. You can change your communication preferences at any time by calling the lottery office on 01606 553553 or online at <https://www.slhospice.co.uk/about-st-lukes/me/>

Our full privacy policy is available at <https://www.slhospice.co.uk/privacy-policy> or by calling 01606 553553.

## Regulation

We are licensed by the Gambling Commission under the Gambling Act 2005.

## GAMBLING COMMISSION

The Gambling Commission  
[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)  
Telephone 0121 230 6666

Qualifying person: Claire Langston

We are also a member of the following association



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

The HLA was established to enable hospice lotteries across Great Britain the opportunity to network and share best practices. Members include both adult and children's hospice lotteries and have all worked closely with the Gambling Commission to keep crime out of gambling and protect the vulnerable.

### Responsible Gambling

St Luke's Hospice promotes responsible gambling. Under the Gambling Act 2005, we have a duty to ensure gambling is free from crime and protect children and the vulnerable from gambling.

It is an offence for anyone under the age of 16 years to participate in a lottery. You must be 16 years or over to join St Luke's Hospice lottery.

The Hospice Lotteries Association, on behalf of its members, makes a financial contribution to BeGambleAware, which is a "charity committed to minimising gambling-related harm". BeGambleAware funds education, prevention and treatment services and commissions research to broaden understanding of gambling-related harm. The aim is to stop people getting into problems with their gambling, and ensure those that do receive fast and effective treatment and support.

Further information can be found on the BeGambleAware website

**BeGambleAware** [www.begambleaware.org](http://www.begambleaware.org)

## Self-exclusion

You can advise us that you wish to be excluded from our lottery at any time. You can download a form from our website at [www.slhospice.co.uk/ways-to-support-us/lottery](http://www.slhospice.co.uk/ways-to-support-us/lottery) or by telephoning the office on 01606 553553. Anyone wishing to be self-excluded will have their details placed on an exclusion database and will not be able to take part in any of our lotteries for a minimum of 6 months.

## Concerns and complaints

If you have a concern or complaint please contact us as soon as possible. Complaints will be dealt with in accordance with our Hospice complaints policy.

In the event of a gambling complaint or dispute not being resolved, it will be referred to arbitration at no cost to the complainant. As we are a member of the Hospice Lotteries Association, this will be referred to The Independent Betting Adjudication Services Limited.

## Company Information

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