



Making Every Day Count



St. Rocco's Hospice Lottery Full Terms and Conditions

- 1) These Terms and Conditions are the Lottery Rules. By entering the lottery, entrants agree to be bound by these rules.
- 2) St Rocco's Hospice operates three companies – St Rocco's Hospice Limited, St Rocco's Promotions Limited and St Rocco's Shops Limited. All three companies operate to provide income to run the hospice for the benefits of patients and clients. St Rocco's Hospice Lottery is promoted by and on behalf of St. Rocco's Hospice by St Rocco's Promotions Ltd. For the purpose of this document the lottery will be referred to as 'St Rocco's Hospice Lottery.'
- 3) For the purpose of the Gambling Act 2005, this lottery is defined as a 'Society Lottery.'
- 4) This lottery is licensed by the Gambling Commission, Account number: 5088.
- 5) To enter the lottery, you must be aged 18 (Eighteen) or over.
- 6) There will be 150 weekly cash prize winners, except when the rollover isn't won, then there will be 149. Additional prizes could be offered from time to time.
- 7) All tickets are priced at £1 each.
- 8) All lottery entry sales are final, and no refunds shall be made at any time. All entrants acknowledge that their payment of £1 per ticket per week to enter the lottery does not guarantee that they will win any prize.
- 9) The weekly draw for the prizes will be made at our lottery office in Warrington every Friday. You do not need to be present at the draw to win the lottery, however a list of winners numbers will appear on our website www.stroccos.org.uk or is available by telephoning 01925 579222.
- 10) If a monetary prize is awarded, this will be made by cheque in the name of the entrant only.
- 11) St Rocco's Hospice Lottery reserves the right in exceptional and unforeseen circumstances to substitute any of the non-cash prizes acquired for a similar prize at St Rocco's Hospice Lottery's absolute discretion.
- 12) Full payment for each ticket must be received either in the form of a cash or cleared funds before the ticket can be entered into the draw. Only tickets for which full payment has been received either in the form of cash or cleared funds is eligible to win the prize.
- 13) Winners of the lottery prizes will be notified by letter.
- 14) All entrants are solely responsible for providing St Rocco's Hospice Lottery with their accurate and up-to-date name and contact details and St Rocco's Hospice Lottery will be in no way liable for any failure or inability to contact any entrant due to any errors, omissions or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their name and/or contact details, they will be solely be responsible for advising St Rocco's Hospice Lottery of the change. Our contact details are provided at the end of the T's and C's.
- 15) By accepting the prize, the winner agrees to take part in promotional activity and St Rocco's Hospice Lottery reserves the right to use the name of the winner, unless prior notification has

been received. Also, their photograph and audio and/or visual recordings of them in any publicity, although this is done with explicit consent.

- 16) Any winning cheques that are not cashed after 6 months from the date of issue will be deemed cancelled and the unclaimed monies will be accepted as a donation back to St. Rocco's Hospice.
- 17) Each game number is unique. A randomly selected game number will be issued with confirmation of entry. Any member may subsequently request an alternative game number if they wish at any time and this will be issued providing that it has not already been allocated to an existing member.
- 18) Lottery membership can be cancelled at any time by notifying St Rocco's Hospice Lottery in writing, by telephone or via email, contact information listed at the end of the T's and C's.
- 19) Once a player has cancelled their membership, their remaining credit will allow them to play until their subscription is less than the weekly membership fee. Any income less than the weekly membership fee will be donated back to the Hospice unless the member requests a refund in writing within 14 days of their cancellation.
- 20) If a lottery player becomes deceased their remaining membership is automatically cancelled once the Lottery team have been notified. If money for the deceased is still received, the money will be added to the players account but not entered into the draw. The next of kin or executor will then have the option to request the transfer of the lottery number into a new name, or the cancellation and refund of any remaining credit, or the cancellation and donation of any remaining credit to the Hospice.
- 21) St Rocco's Hospice Lottery shall not be liable to the member for any loss or damage suffered or arising from:
 - any delays or failures in the postal service or other delivery methods used by St Rocco's Hospice Lottery or the member from time to time
 - any delays or failures in any software or other systems used by St Rocco's Hospice Lottery for the administration of the lottery
 - any delays or failures in the Banking system used by St Rocco's Hospice Lottery or the member
 - any refusal by St Rocco's Hospice Lottery to accept registration of an individual as a member or the cancellation of a member
 - any failure to enter a draw
 - any event beyond the reasonable control of St Rocco's Hospice Lottery

- 22) Nothing within these terms and conditions shall create or should be construed as creating any form of contract between any entrant and St Rocco's Hospice Lottery.
- 23) Any complaints relating to the lottery should be sent in writing to St Rocco's Hospice, St. Rocco's Promotion Limited, Supporter Engagement Officer, Lockton Lane, Bewsey, WA5 0BW or via email: lottery@stroccos.org.uk, giving full details of the complaint and any supporting documentation. We aim to resolve any complaint within 5 working days and will work in unison to achieve a satisfactory outcome, whilst following our Fundraising Complaints Policy, which can be obtained by contacting us via the methods outlined below.

Alternative Dispute Resolution

If a satisfactory resolution cannot be reached, the matter can be referred to an independent arbiter. Please contact IBAS (Independent Betting Adjudication Service) and direct your complaint here: www.ibas-uk.com

- 24) In the event of any dispute regarding the rules, the decision of St Rocco's Hospice Lottery is final and no correspondence or discussion shall be entered into.
- 25) St Rocco's Hospice Lottery is committed to protecting the members' privacy. Data that are collected from the member is used lawfully in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation and is used solely for administrative purposes. A full

Supporter's Privacy Notice can be found on the hospice website here:

<https://www.stroccos.org.uk/Privacy-Notice-Our-Supporters>

- 26) Any member has the right to access the information held about them. This is known as a Subject Access Request under the UK GDPR. To make an application for this information please contact the Supporter Care Team, St. Rocco's Hospice Lottery, Lockton Lane, Bewsey, Warrington, WA5 0BW.
- 27) St Rocco's Hospice Lottery will not sell, rent or grant access of any personal data to any third party without express prior permission.
- 28) St Rocco's Hospice Lottery reserves the right to amend these rules at any time. If St Rocco's Hospice Lottery does this, it will publish the amended rules on the hospice website.
- 29) St. Rocco's reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
- 30) The St Rocco's Hospice Lottery member responsible for the promotion of the lottery is Fundraising Manager: Shirley Dunning at St. Rocco's Hospice.
- 31) St Rocco's Hospice Lottery shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including loss of the opportunity to enter the Lottery and/or the change of winning a prize.)
- 32) Each entrant should retain a copy of these Terms & Conditions for their reference.
- 33) This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem, we recommend you contact the GamCare free helpline on 0808 8020 133 or visit their website on www.gamcare.org.uk. You can also complete a self-exclusion form found on our website [www.stroccos.org.uk](https://www.stroccos.org.uk/Get-Involved/Fundraise/Lottery/Keeping-it-Safe-Legal). <https://www.stroccos.org.uk/Get-Involved/Fundraise/Lottery/Keeping-it-Safe-Legal> Please submit this form to the Supporter Care Team at St. Rocco's Promotions Ltd so that we can remove you from the weekly lottery draw. Players who choose to self-exclude will not be able to re-join the lottery for a minimum of six months and will be removed from all gambling related marketing.
- 34) A copy of these rules may be obtained by sending a self stamped addressed envelope to the address listed below.
- 35) The Laws of England and Wales shall govern the interpretation and/or enforcement of these Terms and Conditions and St Rocco's Hospice Lottery and all entrants hereby submit to the exclusive jurisdiction of the English Courts.

Single Ticket T&C's

- 36) One-off single tickets for a particular draw can be purchased in any of our shops, from the lottery office at the hospice, our website (St Rocco's Lottery | St Rocco's Hospice), or one of our events.
- 37) Tickets for that current week's draw will be on sale until midnight of the Thursday the day before the following morning of the Friday draw at a cost of £1 each. Any tickets purchased after the close for that current week's draw will be entered into the following week's draw.
- 38) The rollover prize amount is not guaranteed until the current week's draw has taken place.
- 39) For one-off ticket plays, it is your responsibility to keep your ticket safe and check if you have won a prize (see how to check winning numbers below).
- 40) £5 prizes may be claimed in cash from any St Rocco's shop if purchased from there. All other prizes greater than £5 will be paid by cheque and must be claimed by contacting the Lottery Team on 01925 579222.
- 41) If a prize winner is found to be under the age of 18 years, we will refund their money and withhold the prize.
- 42) Photocopied, scanned, damaged or defaced tickets will not be accepted, and no prizes will be paid out for lost tickets. We do not take responsibility for tickets lost in the post and therefore recommend that any winning ticket claims are made in person/via telephone or through recorded post.

- 43) Photographs of original tickets will only be accepted at the discretion of the hospice.
- 44) After 6 months, any unclaimed prizes will be treated as a donation to the hospice.

For written Correspondence: Lottery Office address – St Rocco's Hospice, St. Rocco's Promotion Limited, Lottery Fundraiser, Lockton Lane, Bewsey, WA5 0BW

Email: lottery@stroccos.org.uk Telephone support: 01925 579780