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**TEESSIDE HOSPICE LOTTERY**

**FULL TERMS AND CONDITIONS**

All profits raised from the Lottery will go directly to Teesside Hospice, funding care and support to local people suffering from cancer and other life limiting illnesses

* These Terms and Conditions are the Lottery Rules. By entering the lottery, entrants

agree to be bound by these rules.

* This lottery is being promoted by Teesside Hospice Trading Limited and on behalf of

Teesside Hospice Care Foundation.

* For the purpose of the Gambling Act 2005, this lottery is defined as a ‘Society Lottery’.
* This lottery is licensed by the Gambling Commission. [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).
* To enter the lottery, you must be resident in Great Britain and aged 18 (eighteen) or over.
* All tickets shall be priced at £1.00.
* There will be 33 guaranteed weekly cash prize winners plus 1 rollover cash prize, although additional prizes could be offered from time to time. The 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 £10,000 when there will be a guaranteed winner. The current rollover prize will be advertised on our website. Teesside Hospice reserves the right in exceptional and unforeseen circumstances to substitute any of the non-cash prizes acquired for the lottery for a similar prize at their absolute discretion.

How to sign up to play

* Speak to one of our Lottery Representatives.
* Online at [www.teessidehospice.org](http://www.teessidehospice.org).
* Visit or phone the lottery office on 01642 811142.
* Complete the application form on a lottery leaflet.
* At the hospice reception or in one of our Charity Shops.

How to check winning numbers

* On our website [www.teessidehospice.org](http://www.teessidehospice.org)
* A list of winning numbers is displayed in all our charity shops, at the hospice and in the Trading company offices.
* By phoning the lottery office on 01642 811142.

How to claim if you have won

* There is no need to claim, a cheque will be sent out by post within 10 working days of the draw taking place.

Superdraws

* In addition to the weekly lottery, we run additional superdraws. Further details – closing date, and draw date will be advertised on the tickets, point of sale and website.
* The structure for a superdraw is clearly shown on the raffle tickets, on point of sale material and website.
* We reserve the right to amend the prize structure at any time.
* Winning numbers will be published in our Hospice shops and on our website.
* Any uncashed or expired prizes will be taken as a donation to the hospice 6 months after the Draw Date.
* The closing date of the draw will be clearly advertised on the raffle ticket stubs and at all points of sale. Any payments received after the draw closing date will be taken as a donation to the hospice.
* No ticket to be sold by or to anyone under 18 years of age. Any person found to be under 18 years of age automatically forfeits the right to any prize.
* It is not possible for the purchaser of a ticket in the lottery to win by virtue of that ticket (whether in money, money’s worth, or partly the one and partly the other and including any winnings arising from a rollover) more than £10,000; or if more, 10% of the proceeds of the lottery. Teesside Hospice Lottery limits the rollover amount to £10,000.
* Teesside Hospice reserves the right in exceptional and unforeseen circumstances to

substitute any of the non cash prizes acquired for the lottery for a similar prize at their absolute discretion.

* All subscriptions received at £1.00 per week, payable in advance, will be entered into the weekly draw using the unique lottery membership number. All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1.00 per week to enter the lottery does not guarantee that they will win any prize.
  + Advance payments are protected in the event of insolvency by virtue of such monies being held by Teesside Hospice Care Foundation in an elected deposit account separate from the operating bank account of the charity. This meets the UKGC’s requirements for the segregation of customer funds at a level of basic protection. The financial conduct of the organisation is audited by independent external auditors.
* The draw for the prizes will be made at Teesside Hospice Lottery Office premises to be held every week and are selected via an ‘Electronic Random Number Generator’. You do not need to be present at the draw to win a prize in the lottery. A list of the winning numbers will appear on our website each week [www.teessidehospice.org](http://www.teessidehospice.org), are displayed in all our charity shops or are available by phoning 01642 811142.
* If a cash prize is awarded, this will be made by cheque in the name of the entrant only.
* Full payment for each ticket/chance must be received before the ticket/chance can be

entered into the draw. Only tickets/chances for which full payment has been received

either in the form of cash or cleared funds are eligible to win the prize.

* All winners will be notified in writing. The 1st prize winner will be notified by telephone in the first instance if this contact information is held, then subsequently in writing.
* All entrants are solely responsible for providing Teesside Hospice with their accurate and up-to-date contact details and Teesside Hospice will be in no way liable for any failure or inability to contact any entrant due to any errors, omission or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their contact details, they will be solely responsible for advising Teesside Hospice Lottery of the change.
* Winners may be asked for permission to take part in promotional activity which may include but not limited to their photograph, audio and/or visual recordings of them in any publicity including press, web, digital and social media.
* Each game number is unique. 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. Each game number is allocated by Teesside Hospice.
* Lottery membership can be cancelled at any time by notifying Teesside Hospice in

writing, by phoning the lottery office on 01642 811142 or via e-mail. The member will then receive a letter confirming that their membership has been cancelled. Teesside Hospice reserve the right to cancel membership if payments are not received and all reasonable efforts to contact the member have proved to be unsuccessful.

* Teesside Hospice reserve the right not to accept 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 to the Lottery Manager within 7 days.

The decision of the Lottery Manager will be final.

* Teesside Hospice shall not be liable to the member for any loss or damage suffered or

arising from:-

* 1. Any delays or failures in the postal service or other delivery methods used by Teesside Hospice or the member from time to time.
  2. Any delays or failures in any software or other systems used by Teesside Hospice for the administration of the lottery.
  3. Any delays or failures in the Banking system used by Teesside Hospice or the

member.

* 1. Any refusal by Teesside Hospice to accept registration of an individual as a member or the cancellation of a member.
  2. Any failure by Teesside Hospice to administer the cancellation of the member.
  3. Any failure to enter a chance into the draw.
  4. Any event beyond the reasonable control of Teesside Hospice.
* Nothing within these terms and conditions shall create or should be construed as

creating any form of contract between any entrant and Teesside Hospice.

* Any complaints relating to the lottery should be sent in writing to Teesside Hospice giving

full details of the complaint and supporting documentation, where they will be dealt with

in accordance with our complaints policy, a copy of which is available at the Lottery Office and will be provided upon request.

In the event that a complaint relating to the outcome of a gambling transaction cannot be resolved internally, then it will be classed as a dispute and referred to arbitration.

As a member of the Hospice Lotteries Association, any disputes relating to our draws will be handled by the Independent Betting Adjudication Service (IBAS)

Telephone No: 020 7347 5883 email [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk).

* Teesside Hospice is committed to protecting the member’s privacy. Data that is collected

from the member is used lawfully. By playing Teesside Hospice Lottery, you will receive communication regarding the lottery unless Teesside Hospice is notified otherwise.

* 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, text and telephone if you have positively indicated you are happy to hear from us in these ways. You can change your communication preferences at any time by contacting us to let us know or online at [www.teessidehospice.org](http://www.teessidehospice.org)/contact.
* Any member has the right to access the information held about them. To obtain this

information, please contact Teesside Hospice in writing.

* Teesside Hospice will not sell, rent or grant access of any personal data to any third

party without express prior permission.

* In the event of any dispute regarding the rules, the decision of Teesside Hospice shall be

final and no correspondence or discussion shall be entered into.

* Teesside Hospice reserves the right to amend or modify these rules at any time. If these rules are amended or modified, Teesside Hospice will publish the amended rules via Teesside Hospice website [www.teessidehospice.org](http://www.teessidehospice.org) and will also notify players via Teesside Hospice bi-annual newsletter that the rules have been amended.
* Teesside Hospice reserves the right to disqualify any entrant if it has reasonable grounds

to believe the entrant has breached any of these rules.

* Neither Teesside Hospice Trading Company Ltd nor our lottery management company shall be liable to you in contract, tort and 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 chance of winning a prize).
* Teesside Hospice is a member of the Hospice Lotteries Association, who on behalf of

its members, makes a financial contribution to GambleAware, [www.gambleaware.co.uk](http://www.gambleaware.co.uk) an organisation that provides practical help to problem gamblers. Further support can be found by calling the National Gambling Helpline Freephone – on 0808 8020 133.

* An instruction to be self excluded, as defined in the Gambling Act 2005, from the lottery or any one off prize draws we may hold in the future may be submitted in writing, by email, by phone or in person at the lottery office. The minimum self-exclusion period is of a duration of not less than 6 nor more than 12 months.
* Each entrant should retain a copy of these Terms and Conditions and Rules for their reference. This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the National Gambling Helpline on Freephone – 0808 8020 133 or visit the GambleAware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk).
* A copy of these rules may be obtained by sending a stamped addressed envelope to

Teesside Hospice, 410 Linthorpe Road, Middlesbrough TS5 6HF.

* The Laws of England and Wales shall govern the interpretation and/or enforcement of

these Terms and Conditions and Teesside Hospice and all entrants hereby submit to the

exclusive jurisdiction of the English courts.

Licensed & Regulated by The Gambling Commission. [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) Licence No. 005231 Promoter: Teesside Hospice Trading Ltd, 410 Linthorpe Road, Middlesbrough TS5 6HF Responsible Persons: Angie Wardle & Debbie Coulson.

Registered Charity No. 512875

Dated: 1st April 2019

Next Review Date: 1st April 2020