

GREENWICH & BEXLEY COTTAGE HOSPICE LOTTERY

Terms and Conditions

All profits from Greenwich & Bexley Cottage Hospice Lottery go directly towards funding the hospice services of Greenwich & Bexley Cottage Hospice, which helps and supports patients and their families and carers at no cost.

- Players must be 16 years old or over.
- New members will be sent a welcome letter advising them of their unique personal membership number.
- Payments can be made by Direct Debit, cheque and credit or debit card.
- There is a limit of 20 entries per week or £100 in single tickets in bumper draws and a player cannot exceed this limit without the approval of the Lottery Manager.
- All subscriptions received at a minimum of £2 per week payable in advance will be entered into the weekly draw using the unique membership number. The draw will normally take place each Friday. Each of the weekly prizes are selected at random by secure computer software.
- Prize winners are notified by post within 1 week of the draw taking place which will include the relevant cheque. Weekly winning numbers are published in hospice reception, hospice shops, local newspapers and on our website www.cottagehospicelottery.org.uk
- We promise to comply with all Data Protection Act requirements and protect your personal data.
- Greenwich & Bexley Cottage Hospice Lottery cannot accept liability for the loss or delays in or theft of any communication sent by post, email or fax, nor for any delays in the banking system.
- Membership cancellation can be carried out at any time although those received after 1200 hours on a Thursday may not be actioned until after the weekly draw. To cancel please contact the hotline number on 0870 085 3779 or the lottery office on 020 8312 2244 or email us on lottery@qbch.org.uk
- Where members cancel, we will refund to them the amount they are in credit at the time of cancellation (subject to the 'receiving before 1200 hours Thursday' condition). This will be sent to the named member by cheque within 7 working days.
- We reserve the right not to accept an application, or to cancel an existing subscription without giving reason and at our absolute discretion.
- It is the responsibility of the member to advise us of any change of address or any other membership details deemed necessary.

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The Gambling Act 2005

- As it is an offence for anyone under the age of 16 to participate in a lottery, Greenwich & Bexley Cottage Hospice Lottery now has a statutory duty to verify that members are 16 years old. By becoming a member you agree to us carrying out any checks that are deemed appropriate to verify this requirement, including if necessary seeking confirmation from relevant agencies who can provide such information. Should a prize winner be found to be under the age of 16 we will refund their money and withhold the prize.
- Members wishing to self-exclude can do so by contacting the Lottery Office, but will not be able to rejoin the lottery for a period of 6 months from the date of self-exclusion.
- All complaints or disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. In the event that a complaint or dispute cannot be resolved then it will be referred to an arbitration body which as we are a member of the Hospice Lotteries Association will be The Independent Arbitration Service Ltd (IBAS) www.ibas-uk.com Telephone 020 7347 5883.
- Greenwich & Bexley Cottage Hospice Lottery is a member of the Hospice Lotteries Association www.hospicelotteries.org.uk and the Lotteries Council www.lotteriescouncil.org.uk Both organisations make a financial contribution on behalf of their members to the GREaT Foundation, an organisation set up with the sole aim of promoting and encouraging responsible gambling. The Hospice Lotteries Association website has a page dedicated to the GREaT Foundation www.thegreatfoundation.org.uk and also GAMCARE www.gamcare.co.uk the leading organisation that provides practical help to problem gamblers. Further assistance can be found on the Gamble Aware website www.gambleaware.co.uk

Remote Operating Licence 000-008554-R-104428-001

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Responsible Person: David Matheson

Lottery Manager: Stacey Booth

Licensed by the Gambling Commission www.gamblingcommission.gov.uk
under the Gambling Act 2005.

Greenwich & Bexley Cottage Hospice Lottery reserves the right to amend or modify these terms and conditions without notice.