

## Terms & Conditions

### Butterwick Hospice Lottery Terms & Conditions

All profits from Butterwick Hospice Lotteries go directly towards funding the care service, which offers support to our patients.

1. New members will be sent a unique draw number.
2. All subscriptions received at a minimum of £1 per week payable in advance will be entered into the weekly draw using the unique draw number. The draw will normally take place each Friday. Monthly subscriptions of £4.34 include 34p which accumulates and funds the 13<sup>th</sup> week, which occurs every three months.
3. Prize winners are notified by post within one week of the draw taking place which will include the relevant cheque. Weekly winning numbers are published in Butterwick shops and on our website. They are also available from the Lottery Office.
4. The regular payment facility can be by standing order, Direct Debit, debit card, cheque or cash collection. Standing orders may only be set up by using a written mandate. Mandates are available on the back of our leaflets, from the Office. Direct Debit mandates are available from the lottery office and you must be aged 18 years or over to sign a Direct Debit mandate. Card payments are debited from member's accounts on the same day each month.
5. We promise to comply with all data protection act requirements and GDPR requirements and protect your personal data as well as storing securely bank information. Members debit card data information is destroyed after receipt of each payment. It would be appreciated by members that Butterwick Hospice Lotteries cannot accept liability for the loss or delays in or theft of any communication sent by post or email, or for any delays in the banking system.
6. Membership cancellation can be carried out at any time although those received after 12 noon on a Wednesday may not be actioned until after the weekly draw. If you pay by standing order, Direct Debit or regular debit card payment then you must cancel in writing. For card payment cancellations you must provide us with your original card details. Please contact the Lottery Office for further assistance. Where members cancel in credit, we will, subject to clause six, refund your full entitlement at the time of cancellation. This will be sent to the named member by cheque within seven working days or for card payers, refunded to your card account within the same period.
8. **We reserve the right not to accept an application, or to cancel an existing subscription. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Lottery Manager within seven days. The decision of the Lottery Manager will be final.**
9. It is the responsibility of the player to advise us of any change of address or any other membership details deemed necessary.
10. An instruction to be **self-excluded**, as defined in the Gambling Act 2005, from Butterwick Hospice Lotteries or any Butterwick Hospice Lotteries one off prize draws may be submitted in writing, emailed or telephoned to the Lottery Office. Customers wishing to use this facility will not be able to re-join the lottery for a minimum of six months from the date of exclusion.

11. The Gambling Act 2005 confirms that Butterwick Hospice Lotteries has a statutory duty to verify that members and potential members are aged 16 years or over, the minimum age allowed for anyone to play Butterwick Hospice Lotteries or claim a winning prize. It is an offence for anyone under the age of 16 years to participate in the Lottery. Butterwick Lotteries will, where appropriate, carry out checks to verify this requirement, if necessary, including seeking confirmation from relevant agencies that can provide such information.

12. Butterwick Hospice Lotteries is a member of the Hospice Lotteries Association (HLA) which on behalf of their members makes a financial contribution towards the Responsible Gambling Trust [www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk) an organisation with the sole aim of fundraising to assist with problem gambling. The HLA website [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk) has a page dedicated to the Responsible Gambling Trust and also to GAMCARE [www.gamcare.org.uk](http://www.gamcare.org.uk) the leading organisation that provides practical help to problem gamblers. Further support can also be found on the gambleaware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

13. All complaints and 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 arbitration. As a member of the HLA this will be the The Independent Betting Adjudication Service (IBAS).

14. Butterwick Hospice Lotteries reserves the right to amend or modify these terms and conditions without notice.

Butterwick Hospice Lotteries Office, Tel: 01642 628932 [lottery@butterwick.org.uk](mailto:lottery@butterwick.org.uk)

[www.butterwick.org.uk](http://www.butterwick.org.uk) , Registered Charity No. 1044816.

Promoter Dawn Watson, Virginia Tarah Harrison

Butterwick Hospice Lotteries is licensed by the Gambling Commission  
[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)