

Alice House Hospice Lottery: Terms & Conditions / Updated April 2024

1. Income generated by the Lottery is used to fund the services provided by Alice House Hospice.
2. Lottery revenue is retained in a dedicated bank account, used solely for this purpose.
3. No grants are made from proceeds generated by Alice House Hospice.
4. In the financial year 2024 – 2025 the Hospice Lottery is targeted to generate £179,181 from all Lottery ticket sales (subscriptions, single tickets). Prize money in the same financial period will account for 35.5% of this income and a further 14.4% on other direct expenses.
5. Players can join online at <https://alicehousehospice.co.uk/get-involved/hospice-lottery/> or complete & return an application form from Alice House Hospice.
6. Players should set up a Direct Debit to manage payments.
7. Payment via credit card is not accepted in accordance with Gambling Commission laws.
8. It is the responsibility of the players to ensure payments are up to date. Accounts that are not in credit at the time of a draw will be excluded from that particular draw and remain as such until sufficient funds are received.
9. The weekly draw takes place every Friday at Alice House using a computerised random number generator. Draw results are posted on the Alice House Hospice website and Facebook page; a digital mailing of these results is also issued from the Hospice to those who have opted to join the mailing list. All winning cheques are issued by post within one week of the draw, as far as practically possible.
10. Rollover winners will be contacted by phone wherever possible. Prizes over £1,000 can be issued either by cheque or BACS (bank transfer).
11. Alice House reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. Alice House will make every effort to notify the public via our website and social media channels, with notice if possible. In the event that a draw is delayed it will take place as soon as possible prior to the next weekly draw, with prizes issued as above.
12. The chance of the Rollover being won in the weekly draw is set at 6%. The rollover prize will increase, if not won, by increments of £250 every week to a maximum of £10,000 at which point it becomes a guaranteed prize. Once the Rollover has been won at any time, it will default back to £250 in the following draw.
13. There are 11 guaranteed prizes each week plus the Rollover. The 11 guaranteed prizes are: 1 x £1,000 and 10 x £20.

14. All subscriptions received at a minimum of £1 per week, payable in advance, will be entered into the weekly draw using a unique Lottery number.
15. New players will be sent a welcome email (or letter if requested), advising of their unique Lottery number that has been randomly allocated by secure computer software.
16. Where winning cheques are unclaimed or returned to the Hospice, we will make all reasonable endeavours to contact the winner. If the winner is untraceable / uncontactable, the prize will be held for six months after which time it will be donated to the Hospice. Missed prizes will not be redeemable after this time has lapsed.
17. Membership cancellation can be carried out at any time in writing, via phone or email.
18. Members wishing to cancel, who pay by Direct Debit or who have historically paid by Standing Order must notify both the Hospice and their bank.
19. In the instance of a member cancelling whilst still in credit, the remaining credit will be used to enter subsequent draws, after which time the membership will discontinue.
20. If a player wishes to cancel and is over £10 in credit, they may request a refund, which will be honoured, otherwise any remaining credit will be used to enter subsequent draws, after which time the membership will discontinue.
21. 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 credit expires. Any winnings will be made payable to the Estate via executors or administering solicitors / executors.

Alternatively, we will accept instructions from an executor, administering solicitor or next of kin to:

- Transfer into a new name (proof of executor or beneficiary status required).
- Cancel and refund remaining credit to the estate if over £10 (as above).
- Cancel and donate any remaining credit to the Hospice.

If payments are made by Direct Debit or Standing Order, the executor must also cancel the agreement with the bank. If we continue to receive payments from the bank after being notified a player has deceased, these will be held for 6 months awaiting instruction. After 6 months, any remaining credit held without instruction will be accepted as a donation to the Hospice.

22. Alice House Hospice reserves the right to reject or cancel an application at our own discretion and without explanation.
23. Former members wishing to re-join the Lottery will be able to do so at any time as new members.

24. It is the responsibility of each Lottery player to provide accurate and up-to-date personal details, including changes in contact information. Alice House will be in no way liable for failure or inability to contact any player due to errors, omissions or inaccuracies in the details that the player has provided.
25. The Hospice Lottery is promoted in accordance with the Gambling Act 2005. In order to comply with the Act, players will be required to confirm that:
 - They are at least 18 years of age.
 - They will not try to make Lottery payments for any person under the age of 18 years.
26. Alice House Hospice Lottery is licensed and regulated in Great Britain by the Gambling Commission under account number 5216.
27. Alice House Hospice is committed to encouraging legal and responsible gambling. If a member needs support with addiction we would recommend they visit www.gambleaware.org In this instance members have the option of advising us that they wish to be self-excluded from further Lottery participation. This will be noted to ensure no further membership can be initiated for a minimum period of 6 months. Their database record will also be amended to ensure that no literature potentially promoting the Lottery is sent to the individual.
28. As part of our commitment to responsible gambling an individual will not be permitted to purchase more than 5 memberships and a group syndicate will be limited to 100.
29. We are a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards the Responsibility in Gambling Trust (RIGT), an organisation set up with the sole aim of promoting and encouraging responsible gambling.
30. The Hospice Lotteries Association website, www.hospicelotteries.co.uk has a page dedicated to the RIGT www.rigt.org.uk and also GAMCARE www.gamcare.org.uk, the leading organisation that provides practical help to problem gamblers.
31. Alice House Hospice employees, volunteers and members of their family are permitted to join Alice House Hospice's Lottery or purchase single tickets and will be subject to the same terms and conditions as other members of the public.
32. Any complaints relating to the Lottery should be submitted to The Promoter, Alice House Hospice, Wells Avenue, Hartlepool TS24 9DA, giving full details of the complaint and supporting documentation.
33. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be The Independent Betting Adjudication Service Ltd (IBAS).

34. Data that is collected from players is used lawfully in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) as well as storing securely all bank details for those members who pay regularly by Direct Debit or Standing Order. Alice House Hospice cannot accept liability for the loss or delays in or theft of any communication sent to the Hospice either by post, email or fax, nor for any delays in the banking system.
35. Any member has the right to access the information held about them. To obtain this information, please contact Alice House Hospice in writing.
36. We reserve the right to amend or modify these terms and conditions without notice.
37. Copies of these terms and conditions can be made available in other formats such as Braille, large print, audio or other languages other than English.
38. Persons not residing in the UK or those without a British bank account, cannot take part in or become a member of the Alice House Hospice weekly Lottery.

Contact information:

Promoter: Joanne Regan, Treasurer
Business & Communications Senior Manager: Greg Hildreth
Fundraising Senior Manager: Julie Hildreth

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Hartlepool Hospice (known locally as Alice House Hospice).
Charity number 510824. Company number 1525658.

Useful links:

<http://www.gamblingcommission.gov.uk>
<http://www.responsiblegamblingtrust.org.uk>
<http://www.gambleaware.org>
<http://www.gamcare.org.uk>
<http://www.lotteriescouncil.org.uk>
<http://www.hospicelotteries.co.uk>
<http://www.ibas-uk.com>