



# Terms and Conditions

Effective from 30 September 2020



All players must be aged 18 or over.

**BeGambleAware.org**<sup>®</sup>

Play the Local Hospice Lottery responsibly.



Registered with  
**FUNDRAISING  
REGULATOR**

## Choosing the hospice you wish to support

Local Hospice Lottery provides funds for hospice care throughout different parts of Great Britain. A list of the hospices which benefit from Local Hospice Lottery is available on our website or upon request. The application completed by players as a request to join this membership lottery will be used to identify the hospice that the player wishes to support.

## How your regular chances support local hospice care

Local Hospice Lottery gives between 55% and 85% of its profits from each entry to the hospice that the player has chosen to play in support of. You can see how much this is expected to be for your chosen hospice by clicking on your hospice on the 'Hospices Supported' tab at [www.localhospicelottery.org](http://www.localhospicelottery.org).

In 2019, of £8.76 million in ticket sales from players supporting all participating hospices, 61% went to hospice care, 3% was spent on prizes, 24% was spent on recruiting new members to the lottery and 12% was spent on running the lottery. Local Hospice Lottery has now raised in excess of £30 million for hospice care.

## Joining the lottery

You must be at least 18 years old and resident in Great Britain to join and play the Local Hospice Lottery. On receipt of a request to join this membership lottery, the Local Hospice Lottery office will send you a welcome letter advising you of your unique game number (or numbers); a membership card for easy reference; and further information about Local Hospice Lottery and how your support benefits hospice care. This information will clearly identify the hospice you have chosen. Your unique game number will be generated randomly by our lottery software during the process of setting you up as a new member.

Local Hospice Lottery Ltd (the Promoter) may reject an application, or later suspend or cancel an existing subscriber, at their discretion, if they consider they have sufficient

reason to do so, in pursuance of meeting the terms of their licences with the Gambling Commission or any other legal obligations. The applicant or subscriber would have the right to appeal against such a decision. Any unused credits held by Local Hospice Lottery Ltd would be refunded to the applicant or subscriber in these circumstances.

## Lottery subscriptions

In return for your subscription payment your unique game number will be entered into the weekly draw, which until 31st December 2020 is normally carried out every Friday (with the exception of Bank Holidays where the draw will take place on the Thursday before). From 1st January 2021, the weekly draw will normally be carried out every Monday (with the exception of Bank Holidays where the draw will take place on the next working day). The cost of entry is £1 per entry per draw, payable in advance. We are required by law to collect payments in advance of all of our draws. 'Back payments' cannot be accepted. Payments can be made by regular standing order, direct debit, cheque, or debit card (we do not accept credit cards) or through a Local Hospice Lottery agent (if this option is available in your area). See below for more details on payment options. Local Hospice Lottery cannot accept liability for the loss of or delays in or theft of any communication sent either by post, email or fax, or for any delays in the banking system.

## Prizes

**Up until 1st January 2021** the Local Hospice Lottery prize fund will be as follows:

- 1 x £2,000 prize
- 1 x £1,000 prize
- 1 x £100 prize
- 150 x £10 prizes

All prizes are guaranteed to be won each week, with exception of the £1,000 prize, which has a 1 in 10 chance of being won. If not won, it will roll over to the next regular weekly draw and accumulate to a maximum value of £25,000.

Twice yearly, in the last weeks of March and September, a Super Draw replaces the regular weekly prize structure with the following prizes:

- 1 x £10,000 prize
- 1 x £2,000 prize
- 1 x £1,000 prize
- 1 x £100 prize
- 150 x £10 prizes

All Super Draw prizes are guaranteed to be won in the week the Super Draw takes place.

**From 1st January 2021** the Local Hospice Lottery will be changing the prize fund to the following:

- 1 x £2,000 prize
- 1 x £1,000 prize
- 1 x £100 prize
- 8 x £25 prizes
- 190 x £10 prizes

All prizes are guaranteed to be won each week, with exception of the £1,000 prize, which has a 1 in 10 chance of being won. If the £1,000 prize is not won, it will roll over to the next regular weekly draw and accumulate to a maximum value of £25,000.

Three times a year, on the last Monday in March and September and the last Monday before Christmas, a Super Draw replaces the regular weekly prize structure with the following prizes:

- 1 x £10,000 prize
- 1 x £2,000 prize
- 1 x £1,000 prize
- 1 x £100 prize
- 8 x £25 prizes
- 190 x £10 prizes

All Super Draw prizes are guaranteed to be won in the week the Super Draw takes place.

## **How winners are determined and prizes allocated**

Winning game numbers are selected from the unique game numbers of all players entering the draw by using Random Number Generator (RNG) software supplied by a company licensed by the Gambling Commission.

The player with the first game number randomly

selected wins the £2,000 prize. All other prizes are then allocated in the same sequence as the game numbers are drawn. As part of this process, the £1,000 prize in the regular weekly draw will either be won or rolled over.

## **Chances of Winning**

Local Hospice Lottery is a membership lottery and the odds of winning vary each week depending on the number of £1 game numbers entering the weekly draw. The higher the number of players the greater the amount available for hospice care. In 2019, an average of 168,480 game numbers belonging to players supporting all of our partner hospices were entered into each regular weekly draw and had the opportunity to win from the 153 weekly prizes. As from 1st January 2021 the number of weekly prizes will increase to 201. The number of players playing each week can be viewed on our website at [www.localhospicelottery.org/results/](http://www.localhospicelottery.org/results/)

## **Publication of Prize Results**

You will be notified in writing of any prize that you win within 7 days of the draw. A cheque for your prize amount will be sent with your notification letter.

Our winning numbers are published weekly on our website at [www.localhospicelottery.org](http://www.localhospicelottery.org) or are available on request by email or via post if sent with a stamped addressed envelope. A number of the hospices that Local Hospice Lottery works with may also publish the results on their websites and/or display the weekly results on posters in their shops.

## **Uncashed Prize Cheques**

Cheques are valid for 6 months from date of issue. Any cheques that are not cashed after six months will be deemed to be cancelled and treated as a donation to the hospice you have chosen to support.

## **Customer Funds**

Local Hospice Lottery is required by its Operating Licence to inform customers about what happens to funds which are

held on account in the unlikely event of insolvency [www.gamblingcommission.gov.uk/for-the-public/Your-rights/Protection-of-customer-funds.aspx](http://www.gamblingcommission.gov.uk/for-the-public/Your-rights/Protection-of-customer-funds.aspx)). Customer funds are held by Local Hospice Lottery in a separate UK bank account with Lloyds Bank Plc and are subject to financial management controls which ensure that the balance on the account always remains above the total value of customer funds held. These funds are not protected in the unlikely event of insolvency, and the customer will not be able to access any such funds in this eventuality. This meets the Gambling Commission's requirements for the segregation of customer funds at the level of "Not protected (with segregation of funds)".

## Privacy

Local Hospice Lottery complies with the data protection legislation requirements to protect your personal data for the purposes of administering your participation in the weekly draw and communicating with you about your membership. Local Hospice Lottery will also keep you updated on existing lottery products that you may be interested in, including the Super Draws, as well as new products and services by post. Local Hospice Lottery will not share your data with third parties for marketing purposes, except with the charity of your choice. Depending upon your expressed/indicated communication preferences, your chosen hospice may occasionally keep you up to date with the work that your contributions help to fund. To view our Privacy Policy please visit [www.localhospicelottery.org/privacy-policy](http://www.localhospicelottery.org/privacy-policy).

## Age verification

The requirements of the Gambling Act 2005 mean that Local Hospice Lottery has a statutory duty to verify that all players are at least 16 years old. It is an offence for anyone under the age of 16 to participate in a lottery. However, Local Hospice Lottery, as part of its commitment to responsible gambling, has set a higher minimum age of 18 years for all new players joining since January 2020. Discovery of underage participation will result in the refunding of all subscription credits and,

if applicable, the withholding or reclaiming of any prizes won in the weekly draw.

By submitting your request to join this lottery, you are agreeing to Local Hospice Lottery being able to carry out checks in any way it deems appropriate.

## Standing Order, Direct Debit and Regular Debit Card Payments

Your written authority is required to set up a regular payment using the standing order method, unless you choose to liaise directly with your bank, in which case we request that a quoting reference (supplied by us) is added to your mandate.

Direct debits can be set up in writing, on-line, with one of our agents or via the telephone and subject to the Direct Debit guarantee. You can also set-up a recurring debit card payment when you join the lottery via Local Hospice Lottery's website. We cannot accept credit card payments. Your standing order, debit card or direct debit record will be retained for a period of at least three years following your final payment.

## Monthly Subscriptions

*Players whose first payment is received by Local Hospice Lottery before 23 December 2020*

Up until 23 December 2020, you will pay a monthly subscription of £4.34 per game number via one of the above methods. This includes 34p which accumulates and funds the extra weeks in 5 week months. It is also possible to pay quarterly, bi-annually or annually (please see below for further details).

From 24 December 2020 we are changing our monthly subscription to £5 per month. For months with only 4 lottery draws in them, your extra £1 will be accumulated to give you an entry into the Christmas draw which will take place on the last Monday before Christmas each year. Over a calendar year, providing that you make all scheduled payments that year, you will accrue 7 or 8 entries into the Christmas draw, depending on how many Monday draws take place in that year. If you join part-way through a calendar year, this will

affect how many Christmas draw entries you accumulate.

If a payment is missed, any accumulated funds will be used to ensure entry into the next draw and will impact on the number of entries you accrue for the Christmas Draw.

If you cancel your monthly subscription before the 1st December, any additional entries you have accrued throughout that year will be entered into the subsequent weekly draws, and will not be entered as additional entries into the Christmas draw.

Players paying by Direct Debit and who joined the Lottery before 3 August 2020 will be given an option to opt-out of the increase from £4.34 to £5 before this increase takes place. Players who are paying by Direct Debit and joined the Lottery from 3 August 2020 will see their monthly subscription automatically increase from 24 December. Players paying by standing order will be given the opportunity to opt-in to the £5 monthly payment. Any players that remain with the £4.34 monthly subscription will not accrue additional entries in the annual Christmas draw.

*Players whose first payment is received by Local Hospice Lottery after 23 December 2020*

You will pay a monthly subscription of £5 per game number. For months with only 4 lottery draws in them, your extra £1 will be accumulated to give you an entry into the Christmas draw which will take place on the last Monday before Christmas each year. Over a calendar year, providing that you make all scheduled payments that year, you will accrue 7 or 8 entries into the Christmas draw, depending on how many Monday draws take place in that year. If you join part-way through a calendar year, this will affect how many Christmas draw entries you accumulate.

### **Quarterly/ Bi-annual and annual subscriptions**

Up until 23 December 2020, players will pay a quarterly subscription of £13, a bi-annual subscription of £26 or an annual subscription of £52 per game number.

From 24th December 2020, in order to

provide players paying in these frequencies with the same options for entries into the new Christmas Super Draw as monthly subscribers, players will pay a quarterly subscription of £15, a bi-annual payment of £30 or an annual payment of £60 per game number. All other entry requirements remain as for monthly subscribers, with recurring debit card players joining before 3 August 2020 being given an option to opt-out of the increase.

### **Debit Card, Cash or Cheque Payments**

It is also possible for you to pay for entries without setting up a regular payment. We accept payments by non-recurring debit card, cash or cheque. You can make a monthly, quarterly, bi-annual or annual payment in advance and the amounts referred to above will apply. Where you have opted in to making payments in this way, we will send you a reminder when your payment is due. You can find out more about how to make these payments by calling 0800 316 0645.

### **Cancellation**

If you wish to cancel your membership you may do so at any time. Please contact the lottery team on 0800 316 0645 or visit [www.localhospicelottery.org/cancellations](http://www.localhospicelottery.org/cancellations) to complete and send the cancellation form. When you cancel your subscription, any funds previously paid to Local Hospice Lottery will be used to purchase entries in subsequent Local Hospice Lottery draws, until those funds are used up.

### **Refunds**

It is the policy of Local Hospice Lottery not to give refunds once the payment has been processed onto the lottery software. In the case of standing order payments where the player's bank makes an error in relation to the amount or frequency of payment requested by the player, and over-subscribes as a result, a refund will be offered.

If a player leaves with a credit of less than £1 Local Hospice Lottery will treat such amounts as a donation to the hospice you have chosen

to support. If a player who subscribes to Local Hospice Lottery via Standing Order contacts us to cancel their membership we will update our records with the cancellation but inform them that they are responsible for cancelling their Standing Order with the bank. Should Local Hospice Lottery receive any further payments in this instance we will write to the customer reminding them that they need to cancel the payment with their bank and confirming that if they do not do so any further payments will be treated as a donation to the hospice the player supports.

## **Entry into Draws**

Your game number(s) will be automatically entered into each draw as long as your account is in credit. Should you at any time wish to confirm that you have been, or will be, entered into a draw, please contact the Local Hospice Lottery team on 0800 316 0645, or email us at [info@localhospicelottery.org](mailto:info@localhospicelottery.org).

## **Complaints & Disputes**

Any complaints or disputes will be dealt with in accordance with Local Hospice Lottery's current policies and procedures – a copy of which would be made available on request at such time. Local Hospice Lottery's Procedure for making a Complaint can be downloaded from [www.localhospicelottery.org/concerns-complaints](http://www.localhospicelottery.org/concerns-complaints). In the event that a complaint or dispute cannot be resolved by these means, then it may be referred to the Fundraising Regulator or arbitration. As a member of the Hospice Lotteries Association and the Lotteries Council, dependent on the nature of the complaint, this may be conducted by The Independent Betting Adjudication Service Ltd (IBAS).

## **Right to amend**

The Local Hospice Lottery generally reserves the right to amend or modify these terms and conditions without notice.

It is the responsibility of the player to advise us of any change of address or of any other change to their membership details, as appropriate. Upon receipt of this advice, and

any necessary verifications, Local Hospice Lottery shall amend the player's details in accordance with data protection legislation.

## **Responsible Gambling**

Local Hospice Lottery is a member of the Hospice Lotteries Association and the Lotteries Council, who on behalf of their members make financial contributions to Gamble Aware, an independent charity tasked to fund research, education and treatment services to help to reduce gambling-related harms in Great Britain. Further support can be found at the Gamble Aware website [www.begambleaware.org](http://www.begambleaware.org).

## **Self-Exclusion**

Any requests to be self-excluded from Local Hospice Lottery – either by telephone, in writing, by email or completion of our website self-exclusion form – will be actioned within one working day. Anyone wishing to use this facility will not then be able to participate in the Local Hospice Lottery for a minimum of 6 months thereafter. The required period should be stipulated within the request or will be verified by Local Hospice Lottery as part of actioning the request. The self-exclusion will also be notified to the supported hospice, to avoid any inappropriate contact being made by them.

## **Company information**

Local Hospice Lottery Ltd is registered in England and Wales No. 3226004 at Farleigh Hospice, North Court Road, Chelmsford CM1 7FH and is a wholly owned subsidiary of Farleigh Hospice (Registered Charity No. 284670). Local Hospice Lottery Ltd is licensed and regulated by the Gambling Commission ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)) under the Gambling Act 2005, licence reference number 4716. The person within Local Hospice Lottery that has been designated as having responsibility for the promotion of the lottery is Local Hospice Lottery's Annex A holder Gary Hawkes who can be contacted at Local Hospice Lottery, The Barn, Glandfields Farm, Chelmsford Road, Felsted, Essex CM6 3LT.