



For the people
of Greenwich
& Bexley

Greenwich & Bexley Community Hospice Lottery Limited

Full Terms and Conditions

Issued: April 2018

Updated: April 2023

INTRODUCTION

Greenwich & Bexley Community Hospice Lottery Limited is licensed and registered as a society lottery with the Gambling Commission under the Gambling Act 2005. We are also members of the Hospice Lotteries Association and The Lotteries Council. All profits from our lotteries go directly to Greenwich & Bexley Community Hospice and its care services (Registered Charity 1017406. A company limited by guarantee. Registered in England and Wales No. 2747475).

Our lotteries are open to individuals who are aged 18 years or over and are residents of Great Britain.

Non-Remote (008554-N-104427-016)
Society Lottery

Ancillary Remote (008554-A-313793-007)
Society Lottery

PML Holder: Kate Heaps (responsible person)

Greenwich & Bexley Community Hospice Lottery is licensed and regulated in Great Britain by the Gambling Commission under account number 8554.

Throughout the year we operate a number of lotteries including:

- Weekly membership lottery draws
- Twice yearly and special event raffles
- Scratch cards (game ended in January 2020 and has not been replaced.)

During the 2021 – 2022 financial year, the proceeds for this lottery were spent as follows:

The total proceeds from the selling of tickets for the Lottery & Raffle Draws (twice yearly raffles), during the financial year of 2020 – 2021, totalled £417,442

Of the total proceeds, £71,912 (17%) was spent on the prizes offered for a winning chance in this lottery. This is based on 12 prizes drawn each week, for 52 weeks and two grand draws with 24 prizes each.

Please note: Prize structure changed on 6 April 2023 to 22. Prizes include the weekly Rollover Prize.

The expenses related to promoting and running this lottery, totalled, £183,679 (44%)

The amount that was directly applied to the purpose of the society lottery (money given the good cause) totalled, £161,851 (39%)

By participating in Greenwich & Bexley Community Hospice Lottery draw, raffles and scratch card games, you agree to our terms and conditions.

All players are subject to these terms and conditions of business which will apply until superseded by an amended version. Greenwich & Bexley Community Hospice Lottery reserves the right to amend or modify these terms and conditions from time to time – which will be available 7 days prior to being amended on the website www.communityhospice.org.uk/lottery or by request from the lottery team. Note: we do not usually notify members individually of any changes to our terms and conditions.

If you require additional copies or a large print version of our terms and conditions, please contact 020 8320 5785, or email lottery@gbch.org.uk

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1. WEEKLY LOTTERY DRAWS

To enter the weekly draw you will need to apply to be a Greenwich & Bexley Community Hospice Lottery member and provide us with your personal contact details, including your residential address within Great Britain, hold a UK bank account, and confirm you are aged 18 years or over.

On acceptance of your application, you will be issued a unique lottery number. The unique lottery number will remain allocated only to you until your membership is cancelled. Only one unique lottery number is allocated per membership, unless multiple entries are requested by the member.

All subscriptions of £1.00 per week are payable in advance of the draw and are entered into the weekly draw using your unique lottery number. The maximum amount of entries permitted for lottery, to any individual, is 20 per week and £200 worth of raffle tickets. Only lottery numbers that have been paid for are entered into our electronic draw. There is one draw per week with the results normally being published on a Friday. (We reserve the right to change the draw date subject to public holiday dates. If the event a draw is delayed, it will take place on the next working day and before the next weekly draw.) Each week our specially designed computer program (Provider Carnsoftware: Lottermaster/Drawmaster database) will randomly select 22 winners.

2. HOW TO JOIN

To apply for membership you can complete an application form, visit our website www.communityhospice.org.uk/lottery or speak to a member of our team on 020 8320 5785. An initial payment is required before a unique lottery number and membership welcome letter is issued. Membership leaflets can be found in our Greenwich & Bexley Community Hospice shops. Please note: Individual members not permitted to enter: are: A member of the Greenwich & Bexley Community Hospice lottery board of trustees and those persons with whom there may be a conflict of interest such as lottery Directors, Managers, and Administrators are not permitted to be a member of the lottery.

3. TYPES OF MEMBERSHIP

Individual

An individual membership is issued to one person who is eligible to participate and is registered as the named member of the lottery. Joint membership is permitted; for up to two named players.

Gift Vouchers

Gift membership is available to eligible individuals for special occasions; Weddings, anniversaries, birthdays etc. Application forms and further information are available from lottery@gbch.org.uk. **Please note: Both the person purchasing the gift and the recipient must be over 18 years of age.**

Single Ticket Purchases

Single tickets are also available from some Greenwich & Bexley Community Hospice shops and at some Hospice fundraising events. Any tickets sold will be entered into the draw on the date printed on the ticket. All terms and conditions apply to single-ticket purchases as membership subscriptions.

4. WINNERS & PRIZES

Prize winners are notified by post within 10 working days of the draw taking place. The notification includes the relevant cheque to the appropriate value of prize. Winning numbers are also published in all our Greenwich & Bexley Community Hospice shops and on our website.

If you would like your prize to be donated to the Hospice, please let us know, so that we can acknowledge your gift appropriately. We do follow up on outstanding prizes wherever possible to ascertain your wishes, but in order to keep our administrative costs to a minimum if you have not cashed your cheque within six months, we will treat this as a donation to Greenwich & Bexley Community Hospice.

The prize structure for the weekly lottery draw is:

1st Prize = £1,000

2nd Prize = £200 (This is a rollover prize),

Runner up prizes = 20 x £10

The 2nd prize in each draw is allocated as a rollover prize of £200 a week, accumulating in further £200 lots until won. If it reaches a total of £10,000, then the rollover becomes a guaranteed prize and is drawn as per the process listed above. Our lottery webpage will show what the current rollover total stands at each week.

In order to encourage a higher Rollover prize, we have a pre-set 6% chance of it being won. However, as the number is randomly selected, it can still be won any week.

The exact likelihood of winning a prize in this lottery is determined each week and is dependent on the eventual number of entries. The number of entries that were entered into the draw on Friday 25 March 2022 was 8,388. This means that for this particular draw, there was a 1 in 699 chance of winning ANY prize.

It is probable that the number of entries in the lottery will change over time, meaning that the likelihood of winning a prize will change each week, as it is determined by the eventual number of entries each week.

Please note: We reserve the right to amend the prize structure at any time. At least seven days' notice will be given via our website.

5. PAYMENT METHODS

All lottery payments must be made in advance of the draw. If you miss a payment, be reassured you never owe us money. All that happens is that your lottery number is not placed in that week's draw.

Direct Debit

The easiest way to play the lottery is by Direct Debit and it also helps save the Hospice money in administering the lottery.

To set up a Direct Debit you will need to complete and provide bank details through our website, on the reverse of your reminder letter, over the phone, or through a Lottery Fundraiser. All forms will be processed by the Lottery Admin team.

The payment amount of a Direct Debit are:

Single monthly	£4.34
Double membership	£8.68
Quarterly payments of	£13.00
Half yearly payments of	£26.00
Annual payment of	£52.00

Members may also round up their donation to a chosen amount, with the additional monies going directly to the charity as a donation.

Once we have processed your application and your bank has agreed to make the payment/s you will continue to pay by Direct Debit safe in the knowledge that you will not miss a draw.

Cheque/Postal order

Payments can be made via cheque/postal order and can only be accepted if made payable to Greenwich & Bexley Community Hospice Lottery Ltd.

Four weeks before your credit expires, we notify you by post with a renewal reminder. Please allow five working days for payments to clear.

Debit Card

Due to the recent change in legislation by the Gambling Commission, we no longer accept credit card payments. We accept all major debit cards. The minimum payment we accept by card is £13 per transaction.

Where card payments are received by telephone, we reserve the right to verify the members' personal details to confirm the player is over 18 years of age.

Four weeks before your credit expires, we notify you by post with a renewal reminder. Please allow two working days for payments to clear.

6. DUTY OF CARE AND DATA PROTECTION

Greenwich & Bexley Community Hospice holds all data under the Data Protection Act (1998). We promise to comply with all Data Protection Act requirements and protect your personal data. Please refer to the Hospice's Data Protection Policy for more information.

We like to keep our supporters up to date with our work and the differences you are helping us to make. If you do not wish to receive this information please let us know by calling 0208 320 5785 or emailing lottery@gbch.org.uk

NB: We will never share, sell or swap your personal data with any third parties for their own purposes. Our privacy statement is available on our website. www.communityhospice.org.uk/privacy-policy. If you ever want to change how we communicate with you, please contact our Supporter care team on 020 8320 5785 or email team@gbch.org.uk.

Greenwich & Bexley Community Hospice cannot accept liability for third party loss, delay or theft of any communication sent by post, email or fax, nor for any delays in the banking systems which are beyond our control.

7. ACCEPTANCE OF MEMBERSHIP

Under the Gambling Act 2005 Greenwich & Bexley Community Hospice Lottery has a duty to:

- Ensure gambling is free of crime
- Ensure that gambling is conducted in a fair and open way
- Protect children and the vulnerable from gambling

Greenwich & Bexley Community Hospice Lottery has a statutory obligation under The Gambling Act 2005 to verify that members are 18 years or over. It is an offense for anyone under the age of 18 years to participate in a lottery. Greenwich & Bexley Community Hospice Lottery, will where appropriate carry out checks to verify this requirement.

Players of the lottery must be residents in Great Britain – unfortunately, this excludes; the Channel Islands, Isle of Man, and Northern Ireland as they do not fall within the boundaries of Great Britain.

Membership of the weekly lottery and entry into a draw is subject to confirmation of name, age, and address of the applicant, meeting the legal requirements to play a lottery, raffle, or take part in a draw. We reserve the right not to accept and refund any payment made in that event.

8. CHANGE OF PERSONAL DETAILS

It is the members' responsibility to advise us of any change of address and any other membership details deemed necessary. This is important as we only issue letters and winners' cheques to the name and address held on our database. For security purposes, you may be asked to confirm your personal information before we discuss your membership details. Please contact the lottery team on 020 8320 5785 or email lottery@gbch.org.uk.

9. CANCELLATION

Condition of cancellation: Membership can be cancelled at any time however, any notices to cancel received after 17:00 hours on the Wednesday before the next draw may not be actioned until after the next weekly draw. Please contact the lottery team on 020 8320 5785 or email lottery@gbch.org.uk.

If you pay by Direct Debit we will cancel the mandate on your behalf. However, we always advise that you check and also cancel the mandate with your bank.

If you are in credit at the time of cancellation, your Greenwich & Bexley Community Hospice Lottery membership shall cease once your credit has expired. If credit, totalling less than the cost per entry will be removed and treated as a donation to **Greenwich & Bexley Community Hospice**.

We reserve the right to cancel an existing subscription without giving a reason and at our absolute discretion. Any credit would be refunded.

Where a member is reported to us as deceased and there is credit on their lottery number, we will request the following information:

Confirmation that the person informing us of the members' death; is either their next of kin or the executor of the estate. We require proof that that the person instructing us, has Grant of Probate and can show us the death certificate.

We require and will obtain the consent of the executor to either;

Continue the members' entitlement to play until all the credit has expired, paying any winnings to the 'executor of the estate' or pass any winnings as a donation to Greenwich & Bexley Community Hospice

Or

Refund any remaining credit to the executor of the estate or pass it over as a donation to Greenwich & Bexley Community Hospice.

10. ANNUAL AND SPECIAL EVENT LOTTERY DRAWS/ RAFFLES

Greenwich & Bexley Community Hospice Lottery may conduct several one-off draws/ raffles throughout the year. The prize structure for these draws is clearly shown on the relevant tickets placed on sale. Tickets are also sold at all our hospice shops.

We give our existing supporters the opportunity to take part in our special event draws. There is no obligation for individuals to purchase tickets in any of these one-off draws/ raffles. We will contact supporters by mail giving the option to enter the draw by post or on-line.

If you choose to take part in these draws/ raffles and would like to sell additional tickets please contact the lottery team on 020 8320 5785 who will be happy to assist you. In order to promote responsible gambling, we would recommend that you do not purchase any more tickets/ chances than you can afford, and would recommend a personal limit of 50 tickets/ chances per draw. If you make multiple requests for tickets, please be aware our team may ask for an update on your previous order and for monies and counterfoils to be returned before a further order is distributed. We want to ensure all of our supporters participate in our raffles in a fun and responsible way.

We will notify all winners by post within 10 days of any draw taking place. Winners will also be published on our website and in all Greenwich & Bexley Community Hospice shops.

The weekly lottery terms and conditions apply equally to special events.

11. RESPONSIBLE GAMBLING AND SELF-EXCLUSION

Greenwich & Bexley Community Hospice Lottery promotes responsible gambling. We would recommend that you do not purchase any more tickets/ chances than you can afford, and would recommend a personal limit of 20 tickets/ chances per draw. At any time, anyone can advise us that they wish to be excluded from our lottery or Raffle Draws.

Any requests to be self-excluded from the Greenwich & Bexley Community Hospice Lottery and our other gambling products can either be telephoned through to the lottery team on 020 8320 5785 or sent to lottery@gbch.org.uk. Anyone wishing to use this facility will have their details placed on an exclusion database and will not be able to re-join the lottery for a minimum of 6 months.

Greenwich & Bexley Community Hospice Lottery is a member of the Hospice Lotteries Association and a member of the Lotteries Council. Both organisations make a financial contribution on behalf of their members to both the Responsible Gambling Trust, which operates Gamble Aware and fundraises for gambling research, education and treatment of problem gamblers and to GamCare, which provides support, information and advice to anyone suffering through a gambling problem.

Gamble Aware
www.gambleaware.co.uk
 020 7287 1994

Gamcare
www.gamcare.org.uk
 0808 8020 133

Greenwich & Bexley Community Hospice Lottery
 020 8320 5785
lottery@gbch.org.uk

communityhospice.org.uk/lottery

12. DISPUTE RESOLUTION

Any complaints and disputes will be dealt with in accordance with our complaints policy, a copy of which is available from the lottery team, please contact us as soon as possible. Either by post to Lottery Team, 185 Bostall Hill, Abbey Wood, London, SE2 0GB or lottery@gbch.org.uk In the event of a complaint or dispute not being resolved, it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be referred to The Independent Betting Adjudication Service Limited (IBAS). www.ibas-uk.com 020 7347 5883

The Greenwich & Bexley Community Hospice Lottery is licensed by the Gambling Commission www.gamblingcommission.gov.uk and operated by Greenwich & Bexley Community Hospice Lottery Limited (Company no. 6483768) for the benefit of Greenwich & Bexley Community Hospice (Registered Charity no. 1017406). Greenwich & Bexley Community Hospice Lottery Limited is a wholly owned subsidiary of Greenwich & Bexley Community Hospice (Company no. 2747475)

13. GENERAL NOTES

These Terms & Conditions are accepted by all players when they become a member of Greenwich & Bexley Community Hospice Lottery.

All players are subject to these terms and conditions of business which will apply until superseded by an amended version. Greenwich & Bexley Community Hospice Lottery reserves the right to amend or modify these terms and conditions from time to time – which will be available 7 days prior to being amended on the website www.communityhospice.org.uk/lottery or by request from the lottery team. Note: we do not usually notify members individually of any changes to our terms and conditions.