



Saint Francis Hospice Lottery Terms and Conditions

All profits from the Saint Francis Hospice Lottery go directly towards funding the services which help and support our patients and their families.

Saint Francis Hospice makes every effort to ensure that our weekly lottery is run fairly and in line with all relevant rules and regulations. Here's how we do it.

Joining and information

On receipt of your request to join the membership lottery, Saint Francis Hospice will send you an introduction letter advising you of your lottery membership number(s). This has been generated randomly by our membership software during our application process. Saint Francis Hospice may reject any application without giving reason at our discretion. If you have joined by direct debit, your letter will advise you of the amount, date and frequency (e.g. monthly) your first and subsequent payments will be collected.

Your payment

In return for your subscription payment, your random draw number will be entered into the weekly draw carried out normally every Friday. If the Friday falls on a Bank Holiday, then the draw will be made on the next working day. The weekly cost of entry is £1 per chance in advance. Payment can be made by direct debit, cheque or debit card (either online or over the telephone). Saint Francis 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.

Prizes and notification

Prizes are selected by an audited Random Number Generator and are awarded as follows

1st Prize 1 x £1,000

2nd Prize 1 x £250 - rollover

3rd Prize 2 x £50

4th Prize 50 x £5

1st, 3rd and 4th prizes are guaranteed to be won every week. There will be a rollover capped at £10,000 on the second prize. If a player is not chosen for



the second prize, the prize will rollover to the following week and the same process will apply until eventually a winner will be selected. Once the rollover reaches £10,000, a guaranteed winner will be selected.

Once a year the weekly Lottery will be replaced by a 'Superdraw' with a higher 1st prize. Any entries in a Superdraw week will become entries to the Superdraw at no additional cost to you. You may purchase extra single entries for the Superdraw week. Our Superdraw week will be advertised on our website.

You will be notified in writing of any prize that you win within one week of the draw. A cheque for your prize amount will be sent with your notification letter. Cheques are valid for six months from date of issue. Our winning weekly numbers are published on our website.

Privacy

Saint Francis Hospice promises to protect your personal data and not to misuse or share it. Unless otherwise indicated by yourself we may send you information to keep you up to date with the work that your contributions help to fund. Our privacy statement can be found here: sfh.org.uk/privacy-policy.

Age and residence verification

The requirements of the Gambling Act 2005 mean that Saint Francis Hospice now has a statutory duty to verify that you are 18 years old or over and reside in Great Britain.

Any person(s) who has entered the lottery and who is found to be under 18 years old will automatically forfeit any prize won. By submitting your request to join the lottery you are agreeing to Saint Francis Hospice carrying out checks in any way it may deem appropriate.

Debit card information

We promise to securely destroy your debit card information once we have processed your payment.

Direct Debit payments

Your written authority is required to set up a regular payment using the direct debit method. Your direct debit record will be retained for a period of three years following your final payment - whenever that might occur. Where you have been contacted by telephone and asked to join or amend your payment method to direct debit, all calls will be recorded. No alterations to



this payment method may then be made other than in writing and no amendments are possible including by email or other digital notification.

Cancellation

If you wish to cancel your membership you may do so at any time. Cancellations received after 5pm on a Tuesday evening may not be actioned until after the following draw.

Please contact the lottery team on 0870 050 2177 or email us at lottery@sfh.org.uk.

Once you cancel your number or if you do not have sufficient funds in your account to be entered into the draw you will not be able to claim the rollover prize even if your number is selected. Therefore, it would roll over to the next week. All numbers have an equal chance of being drawn, but in the case of the first, third and fourth prizes, the computer will keep picking numbers until it chooses one that has paid to be in that week's draw, whereas for the second prize if the number picked is not owned by someone or entry into that week's draw has not been paid, it will roll over.

Once you have cancelled a number it cannot be allocated to anyone else for a period of 6 years however you can reactivate the number during that time.

If you have more than one number and wish to cancel one of the numbers, please ensure you specify in writing, by letter or email, the number(s) you wish to keep and the number(s) you wish to cancel. Otherwise the number(s) will be cancelled at random and not necessarily in the order you set them up.

Refunds

Following cancellation, we will offer to refund you the amount that you are in credit at the time (subject to us receiving notification before 5pm on a Tuesday). This will, in most cases, be refunded in the form of a cheque payment made out to the members name within two weeks. However, if you pay by debit card then your refund will be credited back to your card.

Entry into draws

Should you at any time wish to confirm that you will be or have been entered into a draw, please contact the lottery administrator on 0870 050 2177. We limit the maximum amount of entries to £20 per person per week.

Complaints/disputes



All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the lottery team. 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)

Self-Exclusion

If you have a gambling problem and want to make sure you are prevented from gambling with us you may self-exclude. This means for the period of time you request, we will not accept any requests from you to gamble. Any requests to be self-excluded from the Saint Francis Hospice Lottery can either be telephoned through to

the lottery team on number 01708 753319 or emailed to lottery@sfh.org.uk. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months thereafter.

Customer funds

An amount at least equivalent to the balance on the deferred creditor account (which represents the balance of payments in advance) is kept in a separate lottery members bank account.

Right to amend

Saint Francis Hospice generally reserves the right to amend or modify these terms and conditions. Where changes affect you, we will publicise on our website and/or contact you directly.

Saint Francis Hospice Lottery is a member of the Hospice Lotteries Association which on behalf of its members makes a financial contribution towards BeGambleAware. Further details can be found on their website www.begambleaware.org or contact the National Gambling Helpline on 0808 8020 133 Registered Charity No 275913. Promoter: Saint Francis Hospice. Personal licence holder: R O'Connor. Please call either the lottery helpline 0870 050 2177 for lottery queries or the fundraising office on 01708 723593 for any fundraising queries. Licensed by the Gambling Commission. (www.gamblingcommission.gov.uk)

Data protection

All information is held in accordance with the Data Protection Act 2018 and a privacy policy is available here: sfh.org.uk/privacy-policy.



Collection of and use of personal information; your contact preferences

We collect personal information when you make a donation, submit an online form or otherwise give us personal information.

The personal information we collect may for example, include your name, date of birth, email address, postal address, telephone number and debit card details.

We use your personal information to give you the information you have requested and for administrative purposes.

If you find that you are getting information from us which you do not wish to receive, please write to us at Lottery Manager, Saint Francis Hospice, The Hall, Havering-atte-Bower, Romford RM4 1QH or email lottery@sfh.org.uk.

Your personal information is not shared with third parties.

You have the right to know what information is being held about you.

You can ask us what information we hold by contacting us at the above address.

You are entitled to withdraw your consent or opt out at any time by contacting us at the above address.

Please keep your information up to date by letting us know at the above address if the information we hold is incomplete or incorrect.

Site blockers

If you are worried about online gambling then you can download a 'site blocker' such as Gamblock or Netnanny, which can block access to online gambling sites.

Net Nanny offers internet protection for consumers.

There is likely to be a cost for this service. GamBlock blocks access to online gambling. There is a cost for this service.