

Ayrshire Hospice Lottery: Terms and Conditions

1. These terms and conditions are the lottery rules. By entering the lottery, entrants agree to be bound by these rules.
2. This lottery is being promoted by and on behalf of Ayrshire Hospice.
3. For the purpose of the Gambling Act 2005, this lottery is defined as a 'Society Lottery'.
4. This lottery is licensed by the Gambling Commission.
5. To enter the lottery, you must be a UK resident aged 16 (sixteen) years or over. If the Ayrshire Hospice becomes aware that a child (under 16) has entered the lottery we must return any money paid in respect of the use of those facilities by the child as soon as is reasonably practicable and no prize will be issued.
6. There will be 48 weekly winners and £3,000.00 cash prizes each week.
7. All tickets shall be priced at £1.00.
8. All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1.00 per ticket to enter the lottery does not guarantee that they will win any prize.
9. The draw for the prizes will be made at our lottery premises to be held Friday weekly. You do not need to be present at the draw to win the lottery.
10. If a cash prize is awarded, this will be made by cheque in the name of the entrant only. At the point of registration to the Ayrshire Hospice Lottery, the member must have a bank account where cheque funds can be paid in the event of winning a prize.
11. Full payment for each ticket must be received either in the form of cash or cleared funds before the ticket can be entered into the draw. Only tickets for which full payment has been received either in the form of cash or cleared funds is eligible to win the prize.
12. The winners of the lottery prizes will be notified by phone, email or letter.
13. All prizes must be cashed within a period of six months of the draw date. Any uncashed cheques after six months will be treated as a donation to Ayrshire Hospice.
14. All entrants are solely responsible for providing Ayrshire Hospice with their accurate and up-to-date contact details and Ayrshire Hospice will be in no way liable for any failure or inability to contact any entrant due to any errors, omissions or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their contact details, they will be solely responsible for advising Ayrshire Hospice of the change.
15. By accepting the prize, Ayrshire Hospice reserves the right to use the name, town and prize of each winner in published winner lists and on the Ayrshire Hospice website www.ayrshirehospice.org. The Ayrshire Hospice may also publish winner details in the hospice newsletter, The Article.
16. Each game number is unique. A randomly selected game number will be issued with the confirmation of entry. Any member may subsequently request an alternative game number if they wish at any time and this will be issued providing that it has not already been allocated to an existing member.
17. Lottery membership can be cancelled at any time by notifying Ayrshire Hospice in writing to 29 Miller Road, Ayr KA7 2AX, or by contacting the lottery team on 01292 288488 or emailing lottery@ayrshirehospice.org.
18. Ayrshire Hospice shall not be liable to the member for any loss or damage suffered or arising from:
 - Any delays or failures in the postal service or other delivery methods used by Ayrshire Hospice or the member from time to time.
 - Any delays or failures in any software or other systems used by Ayrshire Hospice for the administration of the lottery.
 - Any delays or failures in the banking system used by Ayrshire Hospice or the member.
 - Any refusal by Ayrshire Hospice to accept registration of an individual as a member or the cancellation of a member.
 - Any failure to enter a chance into the draw.
 - Any event beyond the reasonable control of Ayrshire Hospice.
19. When members complete registration for the Lottery, this forms the lawful basis of a Contract between the individual and Ayrshire Hospice Lottery.
20. Any complaints relating to the lottery should be sent in writing to Ayrshire Hospice giving full details of the complaint and supporting documentation. In the event of a complaint not being resolved between the customer and Ayrshire Hospice staff, Ayrshire Hospice is affiliated to the Independent Betting Adjudication Service (IBAS) as its nominated Alternative Dispute Resolution

(ADR) entity. Customers may gain access to our complaints procedure on request at 29 Miller Road, Ayr KA7 2AX.

21. All new members must complete a registration form. We will use the information you have supplied to process your lottery membership.
22. Ayrshire Hospice is committed to protecting the member's privacy. Data that is collected from the member is used lawfully in accordance with the Data Protection Act 2018.
23. We will always store your personal details securely. We'll use them to communicate with you in the way(s) that you have agreed to.
24. We will never sell your information and will only ever share it with trusted service providers who are working on our behalf, or if required to do so by law.
25. Your data may also be used for analysis purposes, to help us provide the best service possible.
26. You can change your preferences at any time by phoning the Ayrshire Hospice on 01292 288488, emailing us at fundraising@ayrshirehospice.org or by writing to us at 29 Miller Road, Ayr, KA7 2AX. For full details see our Privacy Policy at www.ayrshirehospice.org/privacy-policy/
27. Any member has the right to access the information held about them. To obtain this information, please contact Ayrshire Hospice in writing at 29 Miller Road, Ayr KA7 2AX.
28. In the event of any dispute regarding the rules, the decision of Ayrshire Hospice shall be final and no correspondence or discussion shall be entered into.
29. We are required by our licence to inform our customers about what happens to funds which we hold on account for you, and the extent which to which funds are protected in the event of insolvency. We hold customer funds separate from company funds and in a separate bank account. These funds are not protected in the event of insolvency. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: basic segregation. By entering the lottery, you acknowledge to be bound by these terms and conditions.
30. Ayrshire Hospice reserves the right to amend these rules at any time. If Ayrshire Hospice does this, it will publish the amended rules on the website www.ayrshirehospice.org.
31. Ayrshire Hospice reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
32. The Ayrshire Hospice employee responsible for the promotion of the lottery is Mr Colin Loy, 29 Miller Road, Ayr KA7 2AX.
33. Each entrant should retain a copy of these terms and conditions for their reference.
34. (a) This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact a member of the lottery team, The Be Gamble Aware helpline on 0808 8020 133 or visit their website at www.begambleaware.org.
(b) The Ayrshire Hospice has put into effect procedures for self exclusion and will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self exclusion agreement from participating in gambling. Customers may gain access to our self exclusion policy on request at 29 Miller Road, Ayr KA7 2AX.
35. The Ayrshire Hospice has an appointed money laundering officer who will investigate and report any customer who is known or suspected of using the proceeds of crime to gamble:
 - There is a limit on the number of single tickets sold to one person and that is £20.
 - There is a limit on the number of memberships a person can have and that is 5 memberships.
36. The Ayrshire Hospice abides by the Committee of Advertising Practice (CAP) to ensure all advertising and marketing material adheres to CAP rules.
37. A copy of these rules may be obtained by sending a stamped addressed envelope to Ayrshire Hospice at the address above.
38. The Laws of Great Britain shall govern the interpretation and/or enforcement of these terms and conditions and Ayrshire Hospice and all entrants hereby submit to the exclusive jurisdiction of the Scottish courts.

Social Responsibility

The Ayrshire Hospice operates a Society Lottery for the general public in Ayrshire and the surrounding area, for sole purpose of raising funds for the Ayrshire Hospice. The Society is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members. The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced the Gambling Act 2005 and is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.

2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.