

Martin House Raffle Terms and Conditions

By entering the Martin House Hospice Raffle, entrants agree to be bound by the following:

1. The Legal Stuff

1.1 The Martin House Hospice raffle is promoted by and on behalf of Martin House Hospice registered in England & Wales Charity no 02016332, as a Society Lottery under the Gambling Act 2005.

1.2 Martin House Hospice is licensed and regulated by the Gambling Commission (www.gamblingcommission.gov.uk) under Society Lottery Operating License numbers 028880-N-310376-011 and 028880-A-317832-007.

1.3 The Raffle is promoted by the Promoter and conducted for the benefit of Martin House Children's Hospice ("Martin House"). The persons responsible for promotion of the Raffle is Robyn Mountain Wade.

1.4 The Laws of England and Wales shall govern the interpretation and/or enforcement of these Terms and Conditions and Martin House Hospice and all entrants hereby submit to the exclusive jurisdiction of the English courts.

1.5 Any member known to be or suspected of using the proceeds of crime to gamble, will be reported to the National Crime Agency (NCA) under the Proceeds of Crime Act 2002 and dealt with in accordance with our policy.

2. Entry into the Martin House Raffle

2.1 The Raffle is promoted in accordance with the Gambling Act 2005 as amended ("the Act") throughout Great Britain. In order to comply with the Act, during the purchase of Raffle Chances you will be required to confirm that:

- (a) You are at least 18 years of age.**
- (b) You will not buy or claim to buy Raffle chances on behalf of any other person.**
- (c) You must be a resident of the United Kingdom.**

2.2 If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules 2.1 (a), (b) and (c) above then you will not be entitled to receive that prize.

2.3 In order to comply with the Gambling Act, Raffle chances that have been purchased and entered into the draw for which they were intended, are prohibited from being subsequently refunded.

2.4 By entering into the Raffle you agree to be bound by the Rules, and applicable provisions of the Act and any relevant regulations made there under from time to time. Martin House shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you if you have not complied with the Rules. The Rules may be amended by Martin House from time to time.

2.5 This Raffle is a form of gambling. Participants are encouraged to gamble sensibly. For more information, we recommend you contact the Be Gamble Aware helpline on 0808 8020 133 or visit the website on www.begambleaware.org.

2.6 The maximum number of entries an individual will be permitted to purchase in the Raffle is 50.

2.7 Each entry into the Raffle is £2.

2.8 All entries must be received by 14th October 2024, any entries received after this day will be considered as a donation.

3. Registration with the Raffle

3.1 You can only enter the Raffle by the completion of an online or paper form.

3.2 Registration will require you to provide the following information:

(a) Your name and email address, to allow us to write to you to confirm your entry into the Raffle and to contact you if you have won a prize.

(b) Date of birth giving confirmation that you are over 18 years of age. If a discovery is made that you are younger than 18, you will forfeit any prizes and no refunds will be given.

(c) The number of chances in the Raffle you wish to purchase

3.3 You will also be asked to provide the following information:

(a) Your contact telephone number

(b) Your address

(c) Your GDPR preferences.

3.4 You will also be required to provide payment information. Payment may be made via the following methods and the relevant information will vary depending upon the payment method.

(a) Debit Card

(i) Information required will include your bank or building society details via an online form.

(b) Cheque

(i) A completed cheque would be required, made payable to Martin House.

3.5 Martin House may (in its discretion) refuse to accept an application for an individual to take part in the Martin House Raffle.

3.6 Following online registration Martin House will email you a confirmation of your Raffle numbers.

3.7 It is your responsibility to ensure that the personal information you provide to us is accurate.

4. Prizes

4.1 The draw will take place on the 21st October 2024.

4.2 Prize winners will be notified by phone, email or post.

4.3 Prizes will be awarded via Cheque.

4.4 Prizes are issued as follows:

(a) First Prize 1 x £3,000

(b) Second Prize 1 x £750

(c) Third Prize 2 x £250

4.5 Any unclaimed prizes will be treated as a donation and re-credited to the Martin House main account after a period of six months has elapsed.

4.6 Winners may be required to take part in Martin House PR and promotional activity.

5. Complaints

5.1 Complaints Procedure

(a) Any complaints relating to the Martin House Raffle should be sent in writing or by email to the Individual Giving Manager, giving full details of the complaint and including any supporting documentation.

(i) All complainants will be offered written acknowledgement of their complaint within 3 working days. This letter or email will detail the complaints process.

(b) Once the investigation has been completed, a letter/email/phone call will be issued within 3 working days outlining the findings and the proposed action to be taken.

(c) Should the resolution not be accepted the complainant is advised to raise their complaint with the Director of Income Generation, giving full details of the complaint and including any supporting documentation.

(i) All complainants will be offered written acknowledgement of their complaint.

5.2 The promoter's decisions made pursuant to the Rules shall be final and binding.

6. Alternative Dispute Resolution

6.1 In the event that the complaint is not resolved to your satisfaction, the matter will be referred to IBAS (Independent Betting Adjudication Service), an independent third party, in order that they can make a judgement.

7. Privacy

7.1 Your privacy is important to us and the data that we collect from you is used lawfully in accordance with the Data Protection Act 2018 and solely by us to communicate with you. This may include letting you know you've won a prize!

7.2 You also have the right to access the information we hold about you. To obtain this, please contact us in writing.

8. Contact Address

All correspondence should be sent to the following address:

Martin House Raffle
Grove Road
Boston Spa
West Yorkshire
LS23 6TX

Emails should be sent to: raffle@martinhouse.org.uk

Telephone: 01937 844569