

Martin House Lottery Terms and Conditions

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

1. The Legal Stuff

1.1 The Martin House Hospice lottery 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 000-028880-N-310376 and 000-028880-A-3187382.

1.3 The Lottery 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 Lottery 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 Lottery

2.1 The Lottery 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 Lottery 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 lottery 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 Lottery, 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 lottery 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 Lottery 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 Lottery 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 Lottery 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 <https://www.begambleaware.org>

2.6 The maximum number of entries an individual will be permitted to purchase in any one draw is 10.

2.7 Each entry into the lottery is £1.

3. Registration with the Lottery

3.1 You can only enter the Lottery by the completion of an application form either online or a paper form.

3.2 Registration will require you to provide the following information:

- (a) Your name and address, to allow us to write to you to confirm your entry into the lottery 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, this will result in the refunding of outstanding credit and if applicable the forfeiting or reclaiming of any prizes won in the weekly draw.
- (c) The number of chances in the Lottery you wish to purchase

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

- (a) Your contact telephone number
- (b) Your e-mail 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) Direct Debit
 - (i) Information required will include your bank or building society details together with an instruction to such bank or building society to make payments by Direct Debit.
- (b) Cheque
 - (i) A completed cheque would be required when you register, made Payable to Martin House Lottery.
- (c) Any other payment method made available by Martin House.

3.5 Martin House may (in its discretion) refuse to accept an application for an individual to become a Member of the Lottery.

3.6 Following registration Martin House will send you confirmation of your entry in the post, confirming your lottery number. If you have chosen to pay by Direct Debit you will also receive a direct debit Guarantee.

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

4. Changes to Member Details, including cancellations.

4.1 Any changes to your details as provided by you upon registration should be notified to Martin House in writing, by e-mail or by phone.

5. Prizes

5.1. The draw will take place each Friday (except where a bank holiday falls on this day). In each draw, 12 numbers will be randomly selected.

5.2 Prize winners will be notified by letter or phone and a list of winning numbers will be published at <http://www.martinhouse.org.uk/WeeklyLottery>

5.3 Prizes will be awarded in the form of a cheque made out in the name of the entrant only and posted out to you within 14 days of the draw.

5.4 Prizes are issued as follows:

- (a) First Prize 1 x £1,000
- (b) Second Prize 1 x £100
- (c) Third Prize 10 x £10

5.5 Martin House reserves the right to amend the prizes at any time. Any such changes will be published on the Martin House Lottery website prior to a change being made.

6. Uncashed Prize Cheques

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

7. Gift Vouchers

7.1 All purchasers and recipients of Gift Vouchers must be over 18 years of age.

7.2 Once a voucher is purchased activation needs to take place 6 months from issue date. Any inactivated vouchers after this period will be treated as donation to Martin House, the lottery subscription cannot be activated after this time period.

7.3 Once a voucher is activated by recipient, details of lottery player will be taken.

7.4 First entrance into the Martin House draw may take upto 14 days.

8. Complaints

8.1 Complaints Procedure

(a) Any complaints relating to the Martin House Lottery 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.

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

9. Alternative Dispute Resolution

9.1 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.

10. Privacy

10.1 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 lottery payment queries and letting you know you've won a prize!

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

11. Contact Address

All correspondence should be sent to the following address:

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

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

Telephone: 01937 844569