

Weekly Prize Draw Terms and Conditions

Promoter: St Margaret's Somerset Hospice (St Margaret's), Registered Charity No. 279473

Responsible Person: Joanna Hall, Director of Fundraising, Retail & Communications

Registered address: Heron Drive, Bishops Hull, Taunton, Somerset, TA1 5HA

Tel: 01823 365620 | Email: Lottery.Office@st-margarets-hospice.org.uk

1. New members will be sent a unique draw number.
2. All subscriptions received at a minimum of £1 per week, payable in advance, will be entered into the Weekly Prize Draw using the unique draw number. Monthly subscriptions of £4.34 include 34p to accumulate and fund the fifth week in five-week months.
3. The weekly prizes and rollover are advertised on the St. Margaret's website. There are no alternatives to any prize and no interest is payable.
4. The draw normally takes place each Friday but St. Margaret's reserves the right to hold the draw on an alternative day in order to process members' payments, or when the draw date falls on a public holiday, or due to any other unforeseen incident.
5. Weekly Prize Draw members are notified automatically and normally receive their prize cheque within two weeks of the draw taking place.
6. Single ticket purchase winners (via St Margaret's shops) will need to contact the Lottery Office on 01823 365620 where their tickets and details will be verified. Once verified they will receive their prize cheque in the post.
7. The prize claim process for single ticket winners is available on the website www.st-margarets-hospice.org.uk/ways-to-give/play-our-weekly-prize-draw/the-latest-winning-numbers/ and from any St Margaret's shop. Prizes must be claimed within 6 months of the draw date.
8. The weekly winning numbers are published on the St. Margaret's website and are normally displayed in St Margaret's shops. Unclaimed prizes will be kept for six months, after which they will be treated as a donation.
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10. Underage gambling is an offence and participants in the draw must be aged 18+. St Margaret's has a Think 25 Policy and participants who look under that age will be asked to confirm they are aged 18+ before being able to subscribe to the Weekly Prize Draw or

purchase a ticket from a shop. Prizes will not be paid to customers found to be underage and any monies paid to participate will be refunded. St. Margaret's will undertake any checks deemed necessary in order to verify a participant's age.

11. Members can cancel at any time in writing, by email, or by phoning the Lottery Office (01823 365620). If members are in credit at the time of cancellation, their unique draw number will continue to be entered into the appropriate number of draws until the credit expires. Any credit of less than £1 remaining after cancellation will be treated as a donation.

12. We reserve the right not to accept an application, cancel a subscription or to refuse the sale of single tickets in our shops at our absolute discretion.

13. It is a member's responsibility to advise us of any change of personal details, including change of address.

14. Individuals who do not reside in the UK are not permitted to be members of the Weekly Prize Draw.

15. Requests to change the details on a winner's cheque will only be progressed where an individual can provide sufficient information and evidence to support a change of name. Acceptable forms of evidence include, but are not limited to, a sealed Grant of Probate and a certified copy of Deed Poll.

16. A member wishing to be self-excluded from the Weekly Prize Draw must complete and return a self-exclusion form, which is available upon request from the Lottery Office.

17. Complaints and disputes will be dealt with in accordance with St. Margaret's Complaints and Concerns Policy. If the complainant is still not satisfied with the response from stage two, they can ask the Independent Betting Adjudication Service to investigate.

18. St. Margaret's is a member of The Hospice Lotteries Association and the Lotteries Council, both of whom, on our behalf, make a financial contribution towards the Responsible Gambling Trust, a leading charity providing gambling support to those with a gambling problem. Practical help for problem gamblers is available by calling the National Gambling Helpline Tel: 0808 8020 133 or on-line through GamCare www.gamcare.org.uk

19. We comply with the requirements of the General Data Protection Regulation and promise to protect your personal data. We do not accept liability for the loss or delay in, or theft of any communication sent by post, email or fax, or for any delays in the banking system. Our Privacy Statement can be found here: www.stmargarets-hospice.org.uk/privacy-statement

20. A basic level of protection of customer funds is available in the event of insolvency. Customer funds are kept in separate accounts, but they would form part of the assets of the charity in the event of insolvency, and there is no guarantee that any funds held would be repaid to members.

21. Staff employed to work on the Weekly Prize Draw, St Margaret's Directors and Trustees as well as persons living in the same household are not allowed to participate in the Weekly Prize Draw.

22. St. Margaret's may at any time vary or add to these terms and conditions as it deems necessary.