

Terms & conditions

- All profits from Keech Hospice Care's lottery go directly towards funding the hospice services we provide for adults and children with life limiting conditions and their families free of charge.
- New members will be sent a unique randomly selected (by secure computer software) draw number and a personal membership number.
- All subscriptions received at a minimum of £1 per week payable in advance will be entered into the weekly draw using the unique draw number. The draw will normally take place each Friday and winners' prize cheques are usually sent out in the post on the day of the draw.
- Weekly winning numbers are published in the local press, on our website and in our shops.
- Subscriptions can be paid by cash, cheque, credit/debit card or bank standing order.
- We promise to comply with all Data Protection Act requirements and protect your personal data as well as storing securely credit/debit card data for those members who pay regularly by that method. It will be appreciated by members that Keech Hospice Care 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.
- Membership cancellation can be carried out at any time although those received after 17.00 hours on a Thursday evening may not be actioned until after the weekly draw.
- Please contact the office on 01582 497814 or email us on lottery@keech.org.uk.
- Where members cancel in credit, we will refund your full entitlement at the time of cancellation (subject to the 'receiving before 1700hrs on a Thursday' condition). This will be sent to the named member by cheque within 7 working days.
- We reserve the right not to accept an application, or to cancel an existing subscription without giving reason and at our absolute discretion. It is the responsibility of the player to advise us of any change of address or any other membership details deemed necessary.
- Any requests to be self excluded (terminology used in the Gambling Act 2005, for clarification contact the office) from Keech Hospice Care's lottery can be telephoned through to the office on 01582 497814 or emailed to lottery@keech.org.uk. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months thereafter.
- The Gambling Act 2005 confirms that Keech Hospice Care now has a statutory duty to verify that members and potential members are 16 years or over, the minimum age allowed for anyone to play Keech Hospice Care's lottery. It is an offence for anyone under the age of 16 years to participate in a lottery. Keech Hospice Care will, where appropriate, carry out checks to verify this requirement including if necessary seeking confirmation from relevant agencies who can provide such information.
- Keech Hospice Care is a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards the GREaT Foundation (formerly the Responsibility in Gambling Trust), an organisation set up with the sole aim of promoting and encouraging responsible gambling. The Hospice Lotteries Association website has a page dedicated to the GREaT Foundation and GAMCARE, the leading organisation that provides practical help for problem gamblers. Additional support can be found on the Gamble Aware website.
- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the lottery office. In the event of a complaint or dispute that cannot be resolved, this will be referred to arbitration. As a member of the Hospice Lotteries Association this will be The Independent Betting Adjudication Service Ltd (IBAS).
- Keech Hospice Care reserves the right to amend or modify these terms and conditions without notice.

Related Links

- [How to join](#)
- [Hospice Lotteries Association website](#)
- [The GREaT Foundation website](#)
- [Gamcare website](#)
- [Gamble Aware website](#)