

## **Terms & Conditions**

By entering the Keech Hospice Care Lottery, entrants agree to be bound by the following:

### **The Legal Stuff**

The Keech Hospice Care lottery is promoted by and on behalf of Keech Hospice Care registered in England & Wales Charity no 1035089, Company no 2904446, as a Society Lottery under the Gambling Act 2005.

Keech Hospice Care is licensed and regulated by the Gambling Commission ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)) under Society Lottery Operating License number 025093. The responsible person is Mr Rob Davies.

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

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.

### **Age Verification**

It is an offence for anyone under 16 years to participate in the lottery (as well as for anyone to buy an entry for anyone under 16 years). Discovery of this will result in the refunding of outstanding credit and if applicable the forfeiting or reclaiming of any prizes won in the weekly draw.

### **Joining the Lottery**

As well as being 16 years or over, you must also be a resident of Great Britain and Northern Ireland. Online entry is open to GB residents only.

Each entry to the lottery costs £1 (payable in advance and done so by a variety of methods) after which you will be issued with a unique and randomly generated five or six digit number (this differs slightly if you are buying a ticket at one of our shops/rounds, where your number is still unique but will be from a range of numbers allocated to the shop for that week's draw.

## **Prizes and Results**

The draw will take place each Friday (except where a bank holiday falls in which case it will occur the previous or next working day). For all other draws, when a Friday draw is not possible, notice will be provided 28 days in advance and announced on [keech.org.uk](http://keech.org.uk) and via social media.

In each draw, 152 numbers\* will be randomly selected. \*except in the case for four quarterly draws where 13 numbers will be selected.

Prize winners will be notified by letter or phone and a list of winning numbers for the past week will be published at [www.keech.org.uk/lottery](http://www.keech.org.uk/lottery) . This is also available on request by calling 01582 707940 or emailing [letmehelp@keech.org.uk](mailto:letmehelp@keech.org.uk)

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.

## **Uncashed Cheques**

Cheques not cashed within six months of the issue date will be deemed to be cancelled and treated as a donation to Keech Hospice Care.

## **Your Privacy**

Your privacy is important to us and the data that we collect from you is used lawfully in accordance with the Data Protection Act 1998 and solely by us to communicate with you. This may include lottery payment queries and letting you know you've won a prize!

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

## **Cancelling**

We hope you won't want to, but if you do, your membership can be cancelled at any time by notifying Keech Hospice Care in writing, by phone or via email. Where members cancel in credit, Keech Hospice Care will refund the balance within 28 days.

## **Deceased Players**

Where a player is reported to us as having died, the lottery number will be suspended, and we will write to the Executor or next of kin.

We will accept instructions from an Executor or next of kin to:

- Transfer the lottery number into a new name
- Cancel and refund any remaining credit
- Cancel and donate any remaining credit to the Hospice

If payments are made by Standing Order, the Executor must also cancel the agreement with the bank (as we are unable to do this). If we continue to receive payments from the bank, these will be accepted as a donation to the Hospice unless alternative instruction is given.

## **Complaints**

We're sorry if we do something to upset you. If you have a complaint relating to our Lottery please send it to us in writing at Keech Hospice Care, Bramingham Lane, Luton, LU3 3NT, or via email to [letmehelp@keech.org.uk](mailto:letmehelp@keech.org.uk) , giving full details of the complaint and any supporting documentation.

## **Disputes**

In the event of any dispute regarding our Lottery, we'll try to resolve the complaint ourselves. 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.

## **Rights to Amend**

We reserve the right to amend these terms and conditions at any time. If we do however we'll publish them on our website [www.keech.org.uk/lottery](http://www.keech.org.uk/lottery) for you to see and also place a notice in Keech Matters and via social media.

It is also your responsibility to advise us of any change of address or of any other change to your membership details, as appropriate.

