



## Lottery and Raffles

### Terms and Conditions

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Approved by:	Kerry Davies
Name of policy owner:	Karen Swindells
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#### Terms & Conditions

When signing to join Severn Hospice Lottery, players agree to be bound by these Terms and Conditions, copies of which are available online, by contacting Severn Promotions Company Limited (SPCL) on 01743 455 319 or emailing [lottery@severnhospice.org.uk](mailto:lottery@severnhospice.org.uk).

**SPCL reserves the right to amend these Terms and Conditions from time to time. A minimum of 28 days notification will be given before any change will take place, as required by the Gambling Commission. We will post a copy of the proposed Terms and Conditions on our website [www.severnhospice.org.uk/support-us/lottery/](http://www.severnhospice.org.uk/support-us/lottery/) and advise you of this intention via our social media pages.**

Severn Hospice Lottery is run by SPCL, a wholly owned subsidiary of Severn Hospice Limited and is operated to raise funds for the care of patients of Severn Hospice.

SPCL is licensed by the Gambling Commission under the Gambling Act 2005 ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)), Licence Number 4848.

Promoter – Severn Promotions Company Limited, Severn Hospice, Bicton Heath, Shrewsbury, SY3 8HS

Contact – Severn Hospice Lottery Tel - 01743 455 319

#### The Weekly Draw

Players must be resident in England, Scotland or Wales to comply with Gambling Commission requirements. The draw is carried out weekly and is based upon a subscription of £1 per entry per week. Any players that have not subscribed for that week are not entered into the draw; however, their Lottery record is not

automatically cancelled until we have made attempts to confirm a players intention if a payment has not been received when due.

For each £1 entry a player will be given a unique number which is personal to them. Players will be issued with details of their unique randomly selected number(s), created by approved and appropriately tested secure computer software, in the form of a welcome communication.

One-off tickets may be purchased in Severn Hospice shops which will be given a unique number printed at the time of purchase. Please call the lottery team on 01743 455 319 and the lottery team will inform you how you can purchase one-off tickets.

In order to protect problem gamblers, we restrict the number of tickets that can be purchased. Any attempt by a player to pay in advance for their subscription for longer than one year and/or buy 10 or more weekly subscriptions and/or buy more than 100 raffle tickets in one transaction will require express authorisation from a member of the lottery team. A record note will be placed on the Lottery player's record. An individual may purchase a maximum 10 tickets per draw, via a Severn Hospice shop. Measures are in place to monitor the quantity of shop tickets bought.

Subscription payments per number can be made annually (£52), half yearly (£26), quarterly (£13), or monthly (£4.34 - the 34p is to accumulate towards paying for the fifth week in those months with five weeks).

Subscriptions can be paid by cheque, standing order, direct debit\*, debit card or cash collection. Cash collections are only available in certain areas and the promoter reserves the right to withdraw this facility at any time. We cannot accept payment by credit card \*\*.

***\* For monthly Direct Debit payments only – in order to ensure you have sufficient credit, entry into the draw will not commence until the second payment has been received.***

***\*\* Exception – credit cards can be used to buy one-off lottery/raffle tickets from a Severn Hospice shop alongside non-gambling products as part of a wider shop.***

Syndicates can join the Lottery but a nominated named person will be required. SPCL will address any prize cheque to that player and it is incumbent upon that player to distribute winnings to other syndicate members.

SPCL reserves the right not to accept an application for the Lottery without giving reason and at our absolute discretion.

Only Lottery numbers for which full payment has been received may be entered into the weekly draw.

The draw will normally be carried out every Friday, however SPCL reserve the right to change the day of the draw to any other day due to a bank holiday or unforeseen circumstances.

#### **Prizes**

1 <sup>st</sup>	£2,000
2 <sup>nd</sup>	£200
3 <sup>rd</sup>	£100
40 x	£10

Winning entries will be selected using random number generator software which is currently provided by Carn Software who ensure their software complies with the relevant regulations and has been tested in line with any random number generation requirements.

Severn Hospice employees, SPCL staff and their partners and persons living in their same household, are eligible to participate in the weekly draw and any other Lottery activity promoted. Those employees named on the Gambling Commission licence are themselves not eligible to participate in the Lottery or other associated promotion.

Players do not need to be present at the draw to win a prize. All winning prizes are paid by cheque. Winning cheques are sent out automatically within one week of the draw taking place. A copy of the full winners list is available each week by clicking on the [Severn Hospice website](#) or by contacting the Lottery office on 01743 455 319 or by writing to Severn Promotions Company Limited, Severn Hospice, Bicton Heath, Shrewsbury, SY3 8HS. If you have purchased your winning ticket through a Severn Hospice shop, please see 'Claiming a prize' section below.

It is the responsibility of the player to notify the Lottery office of any material changes to their subscriptions, such as amendments to address. This is important as we only issue letters and winner's cheques to the name and address held on our database. In the event of winning cheques remaining un-cashed, SPCL will return unclaimed prizes to Severn Hospice funds after a period of 6 months.

SPCL cannot accept any responsibility for any loss or delay of any payment or communication sent by post or email.

In the event of insolvency any future advance payments that a player has made are not covered and a player will not be able to access these.

In the event of the charity ceasing the operation of the Lottery, the charity will refund any remaining player credit from the date of the last draw held.

### **Claiming a prize from a winning lottery/raffle ticket purchased through a Severn Hospice shop**

When you purchase a one-off lottery/raffle ticket contact details are requested so winning ticket holders can be contacted. Should a purchaser of a lottery ticket not provide valid contact details, the responsibility falls on the ticket holder to check winning numbers and claim within 6 months.

Ticket holders who cannot be contacted by Severn Hospice can

- claim their prize by completing a claim form online and submitting photographic evidence of the winning ticket [HERE](#)
- Download a form [HERE](#) or pick one up from our shops/hospice receptions – complete and send the form with winning ticket to Severn Hospice Lottery, Severn Hospice, Bicton Heath, Shrewsbury, SY3 8HS.

### **Data Protection**

Data held by SPCL and Severn Hospice Limited is held in accordance with the Data Protection Act 2018. We will treat your information with the utmost care and will never sell or rent your personal information to other organisations. Please see our Privacy Policy for more details [www.severnhospice.org.uk/privacy-policy/](http://www.severnhospice.org.uk/privacy-policy/)

## **Cancellation of subscription**

Subscription to the Severn Hospice Lottery can be cancelled at any time, however instructions received after 13:00hours the day before the draw takes place may not be actioned before the draw on the following day. The player may determine to receive a refund for any un-played subscription, the remaining balance may be used in weekly draws or the remaining balance may be donated to Severn Hospice. Cancellations should be placed in writing to the Lottery office but can also be sent via email to [lottery@severnospice.org.uk](mailto:lottery@severnospice.org.uk) or by completing the cancellation forms held by the cash collectors. Alternatively, a player may call the Lottery office on 01743 455319. If a player pays by standing order, they must also cancel their agreement with their bank (as SPCL is unable to do this). Refunds of less than £1 will not be made and will be treated as donations to Severn Hospice funds.

## **Deceased players**

Where a player is reported to us as deceased, the Lottery number will be cancelled and if there is remaining Lottery credit, the number will continue to be entered into the draw until the credit expires. Any winnings during this period will be made payable to the Estate / Executor.

Alternatively, we will accept instructions from an Executor or next of kin to:

- transfer the Lottery number into a new name (proof of Executor status may be required)
- cancel and refund any remaining credit (proof of Executor status may be required)
- cancel and donate any remaining credit to Severn Hospice

If payments are made by standing order, the Executor must also cancel the agreement with the bank (as SPCL is unable to do this).

## **Self-Exclusion**

Any individual who feels that they cannot control their gambling may wish to exclude themselves (as defined in the Gambling Act 2005) from playing in the Severn Hospice Lottery. Requests for self-exclusion can be made by printing off the self-exclusion form and returning it to the address on the form. Such exclusions will be held on record for a minimum of 6 months and re-entry into the draw will be at the discretion of the Lottery Manager. No marketing material shall be sent to a player during a self-exclusion or thereafter except in the latter scenario, when the player asks for, or agrees to accept, such material. The self-exclusion form can be found [here](#).

## **Age Restrictions**

Players in the Severn Hospice Lottery must be aged 18 or over. In the event that a minor is inadvertently entered into the draw, no prize will be awarded, and the stake money refunded. By subscribing to the Lottery, players are agreeing to allow the promoter to undertake any appropriate action to establish age verification if necessary, including seeking information from independent agencies who can provide such information.

Measures are in place to ensure tickets are sold to over 18s only when purchased via a Severn Hospice shop. The till operator will be asked to verify a purchaser is over the age of 18 and may request identification as proof.

## **Summer / Christmas Raffles**

Twice a year the weekly Lottery has an increased 1<sup>st</sup> prize of £5,000.

These enhanced draws will take place twice a year (usually in July - summer and December - Christmas).

Players must be resident in England, Scotland or Wales to comply with Gambling Commission requirements

Severn Hospice weekly Lottery players who have paid for their subscription will automatically be given one entry into the enhanced prize draws for each £1 stake. In addition, raffle tickets will be sold for these Lottery draws at £1 each. The draw dates and prize structure will be advertised on the tickets, point of sale and on our website.

Players purchasing raffle tickets priced at £1 each will be given a unique number(s) in the form of paper tickets or till receipts when purchased through our retail shops; if purchased online these numbers will be emailed to the player. A player can have as many numbers as they like however to enable us to be responsible in our fundraising we have set a limit that over 100 single tickets in one transaction will require express authorisation from a member of the lottery team. A record note will be placed on the player's record if the limit is exceeded.

The number(s) a player has been allocated will be entered into the draw advertised to have a chance to win one of the guaranteed prizes.

Any tickets with payment should be received by SPCL by the closing date advertised on the tickets or website. Should they be received after this date they may be treated as a donation.

SPCL cannot accept liability for:-

- Any payments, raffle entries, stubs or communications which are lost, stolen or delayed in the post
- Entries from which the entrant cannot be identified
- Any delay in payments through the banking system
- Any event beyond reasonable control of SPCL

The Terms and Conditions of the Severn Hospice Lottery weekly draw will apply to the summer and Christmas raffles.

## **One-off Special Event Draws/Raffles**

Occasionally SPCL may hold one-off special event draws, raffles or have alternative prize structures to the normal summer and Christmas raffles above. The Terms and Conditions which apply to these draws will be available on our website a minimum of 28 days prior to any ticket sales commencing as required by our licence conditions with the Gambling Commission .

## Social Responsibility

SPCL operates a Society lottery for the general public for the sole purpose of raising funds for Severn Hospice.

SPCL is committed to ensuring the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its players. The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Please see our [Social Responsibility Policy](#) for more details.

## Responsible Gambling

SPCL is a member of the Lotteries Council and the Hospice Lotteries Association. Both these organisations, on behalf of their members, have made a contribution towards GambleAware; an organisation with the sole aim of fundraising to assist with problem gambling; [GambleAware](#), promote responsible gambling. As required from April 2025 SPCL will instead make a statutory levy payment to the Gambling Commission.

Support for problem gambling can be sought from [GambleAware](#) and [GamCare](#). Please see our [Social Responsibility Policy](#) for more details.

**GambleAware**



## Complaints Procedure

Any complaints received by SPCL will be handled under the Complaints Procedure, a copy of which is available upon request to the Lottery office or from the Severn Hospice website. Any complaint that cannot be resolved under the existing procedure may be passed to the Independent Betting Adjudication Service Ltd (IBAS) for arbitration under an agreement held between SPCL, the Lotteries Council and the Hospice Lotteries Association.

