

**St Cuthbert's Hospice  
Win Win Lottery  
Terms & Conditions**

**1. Introduction**

St Cuthbert's Hospice, Durham is registered by the Charity Commission as a Charitable Incorporated Organisation. Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF

Registered Charity Number: 519767 VAT Number: 997305770

The St Cuthbert's Hospice trading as the Win Win Lottery is authorised by the Gambling Commission to promote a lottery. The operating licence number is 065251. [St. Cuthbert's Hospice - Licence summary](#).

All net proceeds from St Cuthbert's Hospice Lottery go directly towards funding the services provided by St Cuthbert's Hospice. This document sets out the terms and conditions for the lottery. To take part you must agree to these terms and conditions. St Cuthbert's Hospice reserves the right to amend or modify these terms and conditions after making a reasonable attempt to notify all players 30 days prior to any changes being made to the terms and conditions. The latest version of these terms and conditions will be available on our website at [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com). Players may obtain a written copy by contacting 0191 386 1170 ext. 6 or emailing [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com).

**2. How to Play**

- Visit [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)
- Call the Hospice switchboard on 0191 386 1170 ext. 6 or email [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com)
- Complete a paper lottery form (available upon request)
- Speak to one of our Lottery Promoters. All Hospice Lottery Promoters and volunteers will have visible photo ID. Should you have any concerns or would like to check their identity, please call our Lottery team at the Hospice on 0191 386 1170 ext. 6 or email [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com).

**3. Registration Details**

At the point of signing up to the Lottery you will be asked to provide accurate personal information, including your name, address, age, email, telephone number and bank details. You accept responsibility to keep us informed of any changes to

this information. Once we have received your lottery application, you will receive an advanced notification letter confirming your direct debit and your 6 digit unique lottery number. This has been generated randomly by our membership software during our application process.

#### **4. Eligibility**

All lottery players must be aged 18 or over and be a resident of Great Britain (excluding the Channel Islands, the Isle of Man and Northern Ireland). St Cuthbert's Hospice has a statutory duty to verify that you are 18 years old or over and reserves the right to ask for proof of age of any player and claimant of a prize. On entering the Lottery you agree that you will not buy or attempt to buy a ticket for or on behalf of anyone under the age of 18. Any person that is found to be under the age of 18 will have all monies paid for entries returned to them. Any prizes that are won by anyone under the age of 18 will forfeit their prize, the prize will be treated as a donation to St Cuthbert's Hospice.

#### **5. Entry Costs**

Entries into the Lottery are sold on a monthly subscription basis. Payable in advance, the subscription cost is £10 per month. In return for your subscription payment, your unique membership number will be entered into all daily draws which take place every weekday of the month (Monday – Friday). Payment for lottery entries cannot be made via a credit card.

#### **6. Multiple Entries**

Lottery membership(s) purchased online are limited to 6 entries per individual player, per month. This would cost of £60/month. Should you wish to purchase more than 6 entries please contact the Lottery team prior to application on 0191 386 1170 ext. 6 or email [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com).

#### **7. Lottery Syndicates**

To apply for a syndicate entry to the Win Win Lottery, please follow the steps below:

- a. Choose a syndicate co-ordinator who will be responsible for the syndicate and be the main contact for St Cuthbert's Hospice Win Win Lottery.

Please note – The syndicate co-ordinator will be responsible for payment to St Cuthbert's Hospice via Direct Debit and will also be the named payee on any winning cheques.

- b.** Decide who will be in your syndicate and how many numbers you would like. E.g. you may have 5 people in your syndicate, and 5 Lottery numbers, so that would equate to £50 total payment per month - £10 per Lottery player per month.
- c.** You would then equally split any winnings that you received.

Please note – Entries will be paid for monthly by Direct Debit, on either the 1<sup>st</sup> or 22<sup>nd</sup> of the month, directly from the syndicate coordinators bank account.

Prior to entering, please complete the Syndicate Agreement form here and then email [Lottery@stcuthbertshospice.com](mailto:Lottery@stcuthbertshospice.com) or call the Lottery team on 0191 374 6176 ext. 6 for your agreement to be activated.

## **8. Stake**

The number of weekday draws that fall within a given month will vary, therefore the daily lottery stake will vary. The stake is calculated as follows; £10 subscription cost/number of daily draws = daily stake. The daily stake is published on our website [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com).

## **9. Draws**

All daily prizes for a given month will be drawn on a monthly basis, the draw will take place on the first working day of the month Draw outcomes will be announced on a daily basis. In the event of technical issues, St Cuthbert's reserves the right to delay or cancel any draws. Any delayed draws will be completed as quickly as practically possible with notification of said delays informed on [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com). In the event of a cancelled draw players will be notified and a full refund will be given within 90 days of the date of the cancelled draw.

## **10. Prizes and Rollover**

The lottery prize structure is fully advertised on promotional literature and on our website. We have the right to amend the prize structure at any time. There are no alternatives to any prizes and no interest is payable.

For each lottery draw there is not a guaranteed win. The total number of chances is 5 x the number of player entries in each draw. If a player entry is not selected, then that the prize rolls over into the monthly rollover prize. The jackpot prize, once it has rolled over to the maximum amount of £25,000 is a guaranteed win.

## 11. Winning Ticket Numbers

Winners are selected at random by St Cuthbert's Hospice certified draw engine software in the presence of an independent adjudicator. The draw will be made utilizing a random number generator with independent verification methods applied. The prize draw calendar and draw outcomes can be viewed on the St Cuthbert's Hospice website. This sets out the dates of the draws and respective winning ticket numbers. Winning numbers will be publicised daily unless this falls on a statutory holiday in which case they will be publicised on the nearest working day.

Example:

<b>Draw Date</b>	<b>Prize Amount</b>	<b>Results</b>	<b>Next Month's Jackpot</b>
<i>Monday 2<sup>nd</sup> September</i>	<i>£1,000</i>	<i>Rollover</i>	<i>£1000</i>
<i>Tuesday 3<sup>rd</sup> September</i>	<i>£100</i>	<i>Winner - XXXXX</i>	<i>£1000</i>
<i>Wednesday 4<sup>th</sup> September</i>	<i>£100</i>	<i>Rollover</i>	<i>£1,100</i>
<i>....</i>			
<i>Monday 1<sup>st</sup> October</i>	<i>£3,500</i>	<i>Rollover</i>	<i>£4,500</i>
<i>Tuesday 2<sup>nd</sup> October</i>	<i>£100</i>	<i>Winner - XXXXX</i>	<i>£4,500</i>

## 12. Claiming Prizes

Winning cheques will be sent out automatically within one week of the draw taking place. In the event of winning cheques remaining un-cashed due to changes not being notified to the Lottery Office, the promoter reserves the right to return unclaimed prizes to St Cuthbert's Hospice funds after a period of six months. St Cuthbert's Hospice cannot accept any responsibility for any loss or delay of any payment or communication sent by post, direct from a bank or building society, or email.

## 13. Payment Schedule

At the point of sign-up you will receive advanced notification of when your first and subsequent direct debit payment will be collected and the first draw that you will be entered into.

If you choose a monthly payment option, you will pay on either the 1<sup>st</sup> or 22<sup>nd</sup> of the month, which will gain you entry into all draws taking place the following month.

If you choose Quarterly, 6 monthly or Yearly Direct Debit payment option, you will pay on either the 1<sup>st</sup> or 22<sup>nd</sup> of the month and be entered all draws for the appropriate number of months, commencing from the following month.

E.g. 1 entry to the Lottery for 3 months costs £30 in total.  
A payment on 1st December 2020 would give entry to all draws held in January, February & March 2021.

#### **14. Delayed or Missed Payments**

Only tickets for which St Cuthbert's has received payment prior to a draw will be entered into the draw. It is the responsibility of the player to ensure sufficient funds are available from their nominated payment provider when St Cuthbert's Hospice seeks payment in advance of the draw. If two consecutive payments fail, your direct debit will automatically be cancelled. St Cuthbert's Hospice accepts no responsibility for any loss or damage caused if a ticket is not entered into a draw because it had not been paid for.

#### **15. Customer Funds**

Customer funds are kept in a bank account separate from business accounts, this is a Safeguarding account meaning that monies in this account should not be considered as part of business assets; and arrangements have been made to ensure assets in the customer accounts are distributed to customers in the event of insolvency. However, there is no absolute guarantee that funds will be protected in the event of insolvency.

[Customer funds: segregation, disclosure to customers and reporting requirements - The customer funds insolvency ratings system.](#)

#### **16. Change of details**

Please ensure any changes to your address are notified to the Hospice Lottery Office. Any prize winning mail returned as not at this address will be treated as a donation after six months. The Hospice will make all reasonable attempts to locate the winning lottery member.

#### **17. Cancellations**

Players may cancel their subscription at any time by phoning St Cuthbert's Hospice on 0191 386 1170 ext. 6, or by emailing [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com). Any funds which have already been collected and for which the draw has taken place will be non-refundable. If any pre-paid credit remains after cancellations for future draws which have not yet taken place or monies have not been processed by our payment provider, a player can apply for a refund by contacting the lottery team on 0191 386 1170 ext. 6 within 30 days of cancellation.

In regards deceased members, funds will be kept as a donation to St Cuthbert's Hospice and no entry to future draws will be made once we have been notified of the death. If the deceased member has pre-paid and we are notified of the death, no entry will be made to future draws and funds will be held for up to 12 months and will be issued to the executor of the deceased's estate if requested within this 12 month period.

## **18. Data Protection and Privacy**

To view our data protection policy and privacy notice please visit [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com) or request a copy by contacting 0191 386 1170 ext. 6 or emailing [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com). Our data privacy notice sets out the data processing arrangements held between ourselves and any third party service providers associated to the Hospice and its Lottery.

## **19. Gambling Awareness & Self Exclusion**

Please remember – you must be aged 18 or over to play or claim a prize.

St Cuthbert's Hospice is a member of the Hospice Lotteries and is committed to using Lotteries to fundraise responsibly and work together to encourage responsible gambling and access to support if needed.

These organisations are committed to using lotteries to fundraise responsibly and continually work together to encourage responsible gambling and to offer our members access to the following organisations if support is required.

If you want to have a break from gambling you can use our self-exclusion option by emailing us at [lottery@stcuthbertshospice.com](mailto:lottery@stcuthbertshospice.com) with your name, address and membership number(s) or calling us on 0191 386 1170 ext. 6. We will then close your membership(s) for a minimum period of 6 months, during which time it will not be possible for the account(s) to be reopened.

If you need to talk to someone about problem gambling, then contact GamCare. GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. They can be contacted on 0845 6000 133 (UK local rate)

For further information please visit the following websites:

[www.gamcare.org.uk](http://www.gamcare.org.uk)

[www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk)

[www.lotteriescouncil.org.uk](http://www.lotteriescouncil.org.uk)

[www.responsiblegamblingtrust.org.uk](http://www.responsiblegamblingtrust.org.uk)

[www.begambleaware.org](http://www.begambleaware.org)

## **20. Right to refuse or cancel**

We reserve the right to refuse an application, or to cancel an existing subscription at our absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal received within 7 days.

## **21. Comments/Complaints**

St Cuthbert's Hospice welcomes comments and suggestions about how it can improve. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Hospice website at [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

## **22. Employee Membership Restrictions**

Any employees involved in directly administering the draw are not eligible to participate in the Lottery. Any employees with immediate family members playing the lottery must complete a declaration identifying those members. These declarations are a requirement for lottery employees to complete and form part of the checks undertaken by the independent lottery adjudicator. Immediate family members include; a child, parent, grandchild, grandparent, brother, sister, spouse or civil partner.

## **23. Lottery Gift Scheme**

The Lottery Gift scheme allows a person over 18 - "the Purchaser" - to give another person over 18 - "the Recipient" - a Gift allowing entry into a set number of monthly entries, with the minimum set at 3 months.

Payment options include cash/card payment online or in St Cuthbert's Retail outlets and will be confirmed when contact is made by the Lottery team following an enquiry.

The Purchaser will pay for the Gift which will generate a welcome letter, a Gift box and certificate and information about the Hospice which will be sent through the post to either the Purchaser or the Recipient.

The Gift will include a Personal Details form which must be completed and returned to the Hospice by the Recipient, as outlined on the form. This is to ensure the Recipient's details are recorded correctly within Hospice databases and to administer any winnings.

By completing the Gift Purchase, the Purchaser acknowledges that any winnings attributed to the number of the Gift Entry will be paid directly to the Recipient once the Recipient Personal Details form has been received back to St Cuthbert's Hospice.

Both the Purchaser and the Recipient will be notified that if no Personal Details form is received and processed by St Cuthbert's Hospice from the Recipient, then any winnings attributed to the number of the Gift Entry will be paid directly to the Purchaser, as insufficient information is held for St Cuthbert's to pay the Recipient. St Cuthbert's Hospice will ensure this detail is included in Welcome Pack for the awareness of interested parties.

St Cuthbert's Hospice accepts no liability if this process is not followed by either the Purchaser or the Recipient in regards any winnings that are paid as outlined above.

## **24. Lottery Christmas Gift Scheme**

The Lottery Christmas Gift scheme allows a person over 18 - "the Purchaser" - to give to another person over 18- "the Recipient" - a Gift of 3, 6 or 12 months entry to the Lottery.

Payment will be made as outlined in condition 13. Payment Schedule, or via cash/card payment in St Cuthbert's Retail outlet, during promotional periods only.

The Purchaser will pay for the Gift and subsequently receive through the post a welcome letter, a Gift box and certificate and information about the Hospice which they are responsible for passing onto the Recipient.

The Recipient will receive the Gift, which will include a Personal Details form which must be completed and returned to the Hospice, as outlined on the form. This is to ensure the Recipient's details are recorded correctly within Hospice databases and to administer any winnings.

By completing the Gift Purchase, the Purchaser acknowledges that any winnings attributed to the number of the Gift Entry will be paid directly to the Recipient once the Recipient Personal Details form has been received back to St Cuthbert's Hospice.

Both the Purchaser and the Recipient will be notified that if no Personal Details form is received and processed by St Cuthbert's Hospice from the Recipient, then any winnings attributed to the number of the Gift Entry will be paid directly to the Purchaser, as insufficient information is held for St Cuthbert's to pay the Recipient. St Cuthbert's Hospice will ensure this detail is included in Welcome Pack for the awareness of interested parties.

St Cuthbert's Hospice accepts no liability if this process is not followed by either the Purchaser or the Recipient in regards any winnings that are paid as outlined above.

## **25. Reward Card**

Reward cards are issued via email following sign up with the Win Win Lottery and will expire at the end of the year. Cards are re-issued annually for existing players and will expire on the date shown. Cards can only be used by the lottery player named on the card. You will need to show your Reward Card upon payment and the retailer may request proof of identity.

A full list of participating businesses is available on our website or by contacting the Lottery Office. Discounts are offered at the discretion of the retailer (at no cost to St Cuthbert's Hospice). Offers could be amended at any time and restrictions may apply. We recommend that you inform the retailer of your Win Win Lottery Reward Card before purchase.



Exclusions:

Lottery gifts purchased for less than 12 months.

Lottery syndicates.

A downloadable version of our Terms & Conditions is available from our website  
[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

A printed copy of our Terms & Conditions can be requested from our lottery office using the contact details provided below.

### **Contact Details**

St Cuthbert's Hospice, Park House Road, Durham. DH1 3QF

Tel: 0191 386 1170 Fax: 0191 384 3941

[Lottery@stcuthbertshospice.com](mailto:Lottery@stcuthbertshospice.com) [hello@stcuthbertshospice.com](mailto:hello@stcuthbertshospice.com)

[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)