



embracing life and living

FULL TERMS & CONDITIONS

KATHARINE HOUSE HOSPICE LOTTERY

JANUARY 2017

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1. INTRODUCTION

K H Promotions Ltd (hereinafter referred to as 'The Company') a Society Lottery licensed by the Gambling Commission.

Trading address:

KH Promotions Ltd
Katharine House Hospice
Weston Road
Stafford
ST16 3SB

'The Company' is the trading company (registered number 03295776) set up by Katharine House Hospice (registered charity number 1011712) to operate a Society Lottery, and all profits from this lottery go directly towards the funding of the Hospice which helps and supports patients and their families and carers at no cost. 'The Company' is governed by the Gambling Commission.

Throughout the year we operate a number of lotteries including:

- A weekly membership lottery draw;
- Bumper Raffles.

All profits from our lotteries go directly towards funding Katharine House Hospice (Registered Charity Number 101172) and its care services.

'The Company' lotteries are open to individuals who are aged 16 years or over and are resident of Great Britain (this excludes the Channel Islands, the Isle of Man and Northern Ireland).

To take part in one of our lotteries, you must agree to our terms and conditions. We may amend these from time to time. We do not notify members individually of changes, but an up-to-date copy will be available at www.khhospice.org.uk at least 7 days before any changes take effect. If you require additional copies or a large print version of our terms and conditions please telephone: 01785 270808 email - lottery@khhospice.org.uk or visit www.khhospice.org.uk/lottery.

1.1. Definitions

For the remainder of this document, “you/your” refer to the lottery member and “we/our/us” refer to K H Promotions Ltd. “Our website” refers to www.khhospice.org.uk/lottery.

2. WEEKLY MEMBERSHIP LOTTERY DRAW

2.1. Draw date

Our weekly lottery draw takes place on a Friday. We reserve the right, subject to holidays and unforeseen circumstances, to change the draw date without notice. In the event that a draw is delayed it will take place as soon as possible and before the next weekly draw.

The draw is made using random number generator software approved by The Gambling Commission.

2.2. Winners & Prizes

The current prize structure for the weekly lottery draw as of the 1st January 2017 is:

- 1st £1,000
- 10 prizes of £10
- 120 prizes of £5

Prizes are sent out by post within 1 week of the draw taking place. Winning numbers are published on our website and are also displayed in all Hospice Shops. Names of winners will not be published unless express permission is given.

We reserve the right to amend the prize structure at any time. At least seven days notice will be given via our website.

2.3. How to Join

The weekly draw is a membership lottery, to become a lottery member you can:

- Join online via our website;
- Download an application form from our website;
- Pick up a membership leaflet from the Hospice, one of our Hospice shops or other outlets;
- Phone the Lottery Office;
- Speak to one of our door-to-door lottery representatives.

2.4. Types of Membership

An individual membership is a random membership number allocated to one person.

2.5. Cost of entry

Each entry costs £1 and is paid in advance. Only lottery numbers that have been paid for in advance are entered in the draw. If you miss a payment you never owe us money – instead, your lottery number is not placed in the lottery draw for the period missed. All entrants acknowledge that their payment of £1 per ticket to enter the lottery does not guarantee that they will win a prize.

Full payment for each ticket must be received either in the form of cash or cleared funds before the ticket can be entered into the draw.

The number of entries permitted per membership, per week, is limited to 10. You will receive a unique lottery number for each entry. If you wish to purchase more than 10 entries per week please contact us prior to your membership application.

2.6. Payment Methods

2.6.1. Direct Debit

Direct Debit is a simple and cost effective way to pay your lottery membership. To pay by this method you will need to contact the lottery office to request a Direct Debit mandate form or complete the relevant section on the membership leaflet. Both are downloadable from our website. Payments can be made annually (£52), half yearly (£26), quarterly (£13), or monthly (the first payment will be £6.34 after the first payment it will be a monthly payment of £ 4.34).

The Direct Debit Instruction may remain with DDPay Ltd re Katharine House Hospice and if so, details will be passed electronically to your Bank / Building Society.

The Direct Debit Guarantee is a guarantee offered by all banks and building societies that accept instructions to pay by Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, DDPay Ltd re Katharine House Hospice will notify you 10 working days in advance of your account being debited, or as otherwise agreed. If you request DDPay Ltd re Katharine House Hospice to

collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If any error is made in the payment of your Direct Debit, by DDPay Ltd re Katharine House Hospice or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when DDPay Ltd re Katharine House Hospice asks you to.

You can cancel a Direct Debit at any time by simply contacting your Bank or building society. Written confirmation may be required. Please also notify us in writing.

2.6.2. Credit/Debit Card

Payment by card for renewals and new applications can be made online at www.khhospice.org.uk/lottery using a Sage Pay secure payment site. Alternatively you can pay by card over the phone by calling the Lottery Office or by filling in your card details on a lottery membership form, to be returned to us by post. If you pay by debit/credit card, we will send you a renewal reminder before your credit expires.

2.6.3. Standing Order

This facility is now only offered to existing members and no longer offered to new members. Payments can be made annually (£52), half yearly (£26), quarterly (£13), or monthly £4.34). Please do not set up standing order arrangements directly with your bank as we may not be able to identify your payments. Standing order memberships will renew automatically unless you cancel your membership with us and standing order with your bank. Please be advised that the standing order agreement is between you and your bank.

2.6.4. Cheque/Postal Order

Lottery payments can be made by sending us a cheque or postal order made payable to K H Promotions Ltd .If renewing please ensure your unique lottery number is written on the back of the cheque/postal order and allow five working days for payments to clear. If you pay by cheque/postal order, we will send you a renewal reminder four weeks before your credit expires.

2.6.5. Cash / Door-to-door collection

This facility is now only offered to existing members and no longer offered to new members.

Cash payments through the post are not advisable. If you wish to pay by cash and we have door-to-door lottery collectors in your area, they will call to collect your payment. Occasionally if a collector is unable to call (for example at Christmas and holidays) we may ask you for a double payment. Wherever possible we will notify you of this in advance. You are under no obligation to pay a set amount of money and you may pay your collector more or less. The collector will acknowledge your payment on the lottery collection sheet in your presence. Please note that we only operate cash collection rounds within specific areas. To check if we have a lottery collector in your area, please contact the Lottery Office.

2.7. Acceptance of Membership

Once we have received an application and an initial payment or completed Direct Debit agreement, you will be issued with a unique lottery number and welcome letter. This number remains allocated to you unless your membership is cancelled. Only one lottery number is allocated per membership, unless you request multiple entries. To become a lottery member you must be a resident of Great Britain, be 16 years of age or over and agree to our full terms and conditions. If you fail to meet these criteria we reserve the right not to accept your membership.

2.8. Membership Administration

2.8.1. Change of Personal Details

It is your responsibility to advise us of any change of name, address or other relevant details. This is important as we only issue letters and winners' cheques to the name and address held on our database.

If we become aware that you have moved from the address we hold (e.g returned mail), and we are unable to contact you to obtain your new details, any returned prize cheques will be held for 6 month period, and if remain unclaimed, will be taken as a donation.

We reserve the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules. Each entrant should retain a copy of these Terms & Conditions for their reference.

2.8.2. Cancellation

You may cancel your membership at any time by contacting the Lottery Office. If you cancel after 13.00 pm on a Thursday, your number may still be entered in that week's draw.

If you pay by standing order you must also cancel your standing order agreement with your bank as we are unable to do this and payments will continue to be made.

If you pay by Direct Debit you can cancel a Direct Debit at any time by simply contacting your Bank or building society and sending notification to us. Written confirmation may be required. By notifying us of the cancellation this will ensure that the payment is not requested for.

If there is a balance remaining at the point of cancellation, you can choose to either donate this to the Hospice or leave your number in the draw until the credit runs out.

If you move to live outside Great Britain, your membership will be cancelled and any remaining credit will be refunded.

We reserve the right to cancel a lottery membership without giving reason and any credit will be refunded in full.

If your lottery plays doesn't have any credit over a 14 weeks period we reserve the right to remove details from the system and change the status to a standard cancellation.

Deceased players

Where a member is reported to us as deceased, and 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 Executor. When there is no remaining credit, the lottery number will be cancelled. Alternatively, we will accept instructions from an Executor or next of kin to:

- Change the name on the lottery number;
- 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 Standing Order agreement with the bank. If payments are made by Direct Debit, the Executor must also cancel this agreement with the bank and notify us of the cancellation this will ensure that the payment is not requested for.

Office Errors

Occasionally errors are made when processing lottery payments. In these circumstances, you would be informed as soon as an error had been identified, and this would be corrected at no cost to you.

3. SUMMER & WINTER BUMPER RAFFLES

In addition to our weekly lottery, we also hold one off Bumper Raffles throughout the year.

3.1. Draw date

We currently hold a Summer & Winter Bumper Raffle. Draw dates will be advertised on the tickets and our website.

3.2. Winners & Prizes

The prize structure for Bumper Raffles is clearly shown on the tickets and on our website. Prizes are sent out by post within 28 working days of the draw taking place. If this is a none cash prize this must be collected. Winning numbers are published on our website and are displayed in all our Hospice Shops. Names of winners will not be published unless express permission is given.

We reserve the right to amend the prize structure at any time (please see our website for current Bumper Raffle prize structure). Late arrival of tickets will be taken as a donation.

3.3. How to Buy Tickets

Tickets can be purchased:

- From Katharine House Hospice Shops;
- At Hospice Receptions;
- From Lottery representatives;
- By calling the Lottery Office.

Tickets may also be sent to you through the post, either with Hospice News or in a separate

mailing. There is no obligation to buy tickets in any of these one off raffles. To buy or sell raffle tickets you must be a resident of Great Britain, be 16 years of age or over and agree to our terms and conditions.

3.4. Cost of entry

Bumper Raffle tickets cost £1 each.

3.5. Multiple entries

The number of tickets is limited to 30 per person.

3.6. Payment Methods

3.6.1. Credit/Debit Card

Payment by card for can be made online at www.khhospice.org.uk/lottery using a Sage Pay secure payment site. Alternatively you can pay by card over the phone by calling the Lottery Office or by filling in your card details on a Raffle form, to be returned to us by post. If you pay by debit/credit card.

3.6.2. Cheque/Postal Order

Raffle payments can be made by sending us a cheque or postal order made payable to K H Promotions Ltd.

3.6.3. Cash at shops or via one of our representatives

Cash payments through the post are not advisable.

3.7. Raffle Administration

3.7.1. Change of Personal Details

It is your responsibility to advise us if you change your name or address between buying a ticket and the date of the draw. This is important as we will issue prizes to the name and address provided.

4. GENERAL INFORMATION

4.1. Identification of Lottery Representatives

All of our representatives have identification cards which should be clearly visible to you. The

card has their photograph, name and the contact number of the Lottery Office (01785 270808) on the front.

All of our cash collectors also carry lottery collection sheets. These sheets show membership details, including your name and address.

If you are unsure of a caller's identity, do not give out any personal details or payment. Genuine lottery representatives are happy to call back once you have verified their identity by contacting the Lottery Office during working hours.

If you believe you have been visited by a bogus caller, please contact your local Police immediately on 111 and also advise us as soon as possible.

4.2. Data Protection

We hold your information under the Data Protection Act (1998). For security purposes you may be asked to confirm your personal information before we discuss your membership details.

Once credit/debit card payments have been processed, details are securely shredded and destroyed. We do not store any card details.

We do not share or sell your data to third parties not representing or contracted to K H Promotions Ltd. To ensure that we keep you up to date with events and developments, we may share your information within the Katharine House Hospice.

If you do not wish to receive information about Katharine House Hospice, please contact the Lottery Office.

We cannot accept liability for third party loss, delay or theft of any communication sent by post, email or fax, nor for any delays in the banking systems which are beyond our control.

5. REGULATION

We are licensed with the Gambling Commission under the Gambling Act 2005. Qualifying positions are held by Dr R Soulsby & Mrs E Reuvers. www.gamblingcommission.gov.uk
Telephone: 0121 230 6666.

We are also members of the following associations:

- The Hospice Lotteries Association (HLA)

www.hospicelotteries.org.uk

The HLA was established to enable hospice lotteries across Great Britain the opportunity to network and share best practice. Members include both adult and children's hospice lotteries and have all worked closely with the Gambling Commission to keep crime out of gambling and protect the vulnerable.

- The Lotteries Council

www.lotteriescouncil.org.uk

The Lotteries Council is a cross sector association for any organisation with an interest in society lotteries. The Lotteries Council works closely with the Gambling Commission.

6. RESPONSIBLE GAMBLING

Katharine House Hospice promotes responsible gambling. Under the Gambling Act 2005, we have a duty to ensure gambling is free of crime and protect children and the vulnerable from gambling.

It is an offence for anyone under the age of 16 years to participate in a lottery. Where we believe that a person may be under the age of 16, we may ask for proof of age. The Lottery Membership form contains a clear age statement, and also a section for completion with the applicant's date of birth. Single ticket counterfoils also contain sections requesting either their date of birth, or, if the purchaser does not wish to divulge it, minimum age self-declaration. Membership forms and single tickets without the appropriate age verification will not be processed.

The Hospice Lotteries Association, on behalf of its members, makes a financial contribution to the Responsible Gambling Trust, which is an organisation "committed to minimising the level of problem gambling and gambling-related harm in Britain through effective education and prevention techniques". The Hospice Lotteries Association website also has a page dedicated to the Responsible Gambling Trust and GAMCARE, the leading organisation that provides practical help to problem gamblers. Further support can also be found on the Gamble Aware website.

- Responsible Gambling Trust

www.responsiblegamblingtrust.org.uk

- GAMCARE

www.gamcare.org.uk

0808 8020 133

- Gamble Aware

www.gamblingaware.co.uk

6.1. Self-Exclusion

You can advise us that you wish to be excluded from our lottery at any time. Anyone wishing to be self-excluded will have their details placed on an exclusion database and will not be able to re-join the lottery or take part in any of our raffles for a minimum of 6 months, with an option to the player to extend this to at least 5 years. Any requests to be self-excluded from our lottery and any other gambling products can either be telephoned through to the office, put in writing or emailed.

7. COMPLAINTS

If you have a complaint, please contact us as soon as possible. Any complaints relating to the lottery should be sent in writing to 'The Company' giving full details of the complaint and supporting documentation. In the event of a complaint or dispute not being resolved, it will be referred to arbitration. As we are a member of the Hospice Lotteries Association, this will be referred to The Independent Betting Adjudication Service Limited (IBAS) www.ibas-uk.com 020 7347 5883.

8. PROTECTION OF CUSTOMER FUNDS

We declare that all customer payments held for entry into future draws are kept in a separate bank account, and will be refunded in the event that it becomes unable to trade.

9. HOW TO CONTACT US

KH Promotions Ltd

Katharine House Hospice

Weston Road

Stafford

ST16 3SB

Tel: 01785 270808, opening hours Monday to Friday, 9am to 5pm.

lottery@khospice.org.uk

www.khospice.org.uk