

## **FREQUENTLY ASKED QUESTIONS**

### **HOW DO I ENTER THE SUPERDRAW?**

You can enter by buying tickets/entries. These will either have been sent to you or you might have seen an advert somewhere. They can be purchased at the Hospice, through our wonderful shops, online or by ringing the hotline 01524 382538. Each entry costs £1 and each person can buy up to 20 tickets.

### **WHAT IS THE LINK BETWEEN THE SUPERDRAW AND THE ST JOHN'S HOSPICE LOTTERY?**

The Superdraw is a part of the weekly lottery. For one week only we have boosted the prize pot and allowed people to buy additional tickets. This means that current lottery players can buy extra tickets for this week and non-members can also buy one-off tickets for a chance to win the prizes on offer.

### **I ALREADY PLAY THE LOTTERY – CAN I TAKE PART IN THE SUPERDRAW?**

Yes, absolutely! Your existing entries will automatically go in the Superdraw on 9<sup>th</sup> April (usual draw day Friday 10<sup>th</sup> April is a bank holiday), and you are able to buy more that week if you like. You can buy them online, by ringing 01524 382538 or by calling into the Lottery Office at the Hospice.

### **I ALREADY PLAY YOUR LOTTERY, BUT I DON'T WANT TO BUY ANY ADDITIONAL ENTRIES FOR THE SUPERDRAW, IS THIS OK?**

Of course, you don't have to do anything different to normal and you'll still be in with a chance to win.

### **I'M NOT A MEMBER OF YOUR LOTTERY AT THE MOMENT – CAN I TAKE PART IN THE SUPERDRAW?**

Yes, definitely! You can enter the Superdraw without needing to be a weekly lottery subscriber. Entries cost £1 each and you are eligible to win any of the prizes on offer.

### **I'VE REALLY LIKED BEING PART OF THE SUPERDRAW AND I'D LIKE TO JOIN THE LOTTERY. HOW CAN I DO THIS?**

Fabulous! You can sign up online via our lottery hotline on 01524 382538.

### **ARE MY ENTRIES ELIGIBLE FOR GIFT AID?**

Unfortunately, as with any charity fundraising lottery, entries are not eligible for Gift Aid. We can however, claim Gift Aid on donations.

## **HOW DO I FIND OUT IF I HAVE WON?**

All winners will have their prize cheques sent out automatically by post on the day of the draw. This is why it's really important that we have full contact details for you so there is no delay in getting your winning cheque to you. We'll also try and call the jackpot winner on the day to pass on the good news!

## **HOW DO I CLAIM A PRIZE?**

There is no need for you to claim a prize. All winners will have their prize cheques sent out automatically by post on the day of the draw. This is why it's really important that we have full contact details for you so there is no delay in getting your winning cheque to you.

## **CAN YOU GUARANTEE THE SUPERDRAW IS FAIR?**

Yes, every £1 entry has an equal chance of winning, and the winning numbers are drawn at random.

## **IS THE SUPERDRAW LEGAL?**

Yes, we operate in compliance with all Gambling Commission (the UK regulatory body concerned with lotteries) requirements and UK Gambling law. For further information, please see our lottery rules page.

## **WHAT IS THE MINIMUM AGE REQUIREMENT TO ENTER?**

You must be over the age of 16 to enter the Superdraw. We may ask you for your date of birth and relevant ID to prove that you are over 16 and therefore allowed to take part.

## **I'M UNCOMFORTABLE WITH THE FACT THAT ST JOHN'S HOSPICE RAISES MONEY THROUGH GAMBLING.**

We realise that raising money this way is not for everyone, this is why the Superdraw and the St John's Lottery are entirely optional. However, money raised through our lottery provides really important and sustainable income for the hospice. Since it began in 2012, our lottery has raised more than £1 million, which has helped many local families when they have needed it most.

## **I NEED SOME ADVICE ON THE EFFECTS OF GAMBLING. CAN YOU HELP?**

To speak to someone about a gambling problem, please contact the Gamble Aware confidential helpline on 0808 8020 133 or visit their website [www.Begambleaware.org](http://www.Begambleaware.org) for further information.

## **HOW DO YOU PROMOTE RESPONSIBLE GAMBLING?**

We are members of both the Hospice Lotteries Association (HLA) and we are committed to using our lottery to raise vital funds for the hospice in a responsible way. As members of these bodies we support:

- BeGambleaware
- Gamcare

Players in difficulty with gambling are encouraged to seek help from these organisations and to talk to us if self-exclusion is required.

## **WHO DO I CONTACT IF I HAVE ANY FURTHER QUESTIONS?**

For questions about the lottery or your lottery membership, please call our Lottery Helpline: 01524 382538 (Mon – Fri 9am – 5pm)

Or you can email us: [lottery@sjhospice.org.uk](mailto:lottery@sjhospice.org.uk)

To contact the lottery team at St John's Hospice to find out other ways to support us, please call the hospice on: 01524 382538