

## Christmas 2023 Superdraw 2023 Terms & Conditions

- St John's Hospice Lottery is licensed by the Gambling Commission – [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk). Responsible person C. Butterworth. Registered charity no: 1157030. Licence no 040169
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- The St John's Hospice Lottery will become the Christmas 2023 Superdraw for 1 week only and will be drawn on 15<sup>th</sup> December 2023.
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- Cost of entry is £1 per ticket
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- As part of our commitment to be socially responsible the maximum number of tickets that can be purchased is 50 per person.
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- Prizes will be increased to: 1<sup>st</sup> Prize £2,500, 2<sup>nd</sup> Prize Rollover, 3<sup>rd</sup> prize £100 plus 5x £25 and 10x café vouchers
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- The minimum purchase amount is 1 ticket (=£1) for entry into the Christmas 2023 Superdraw. All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1 per ticket to enter the Christmas 2023 Superdraw does not guarantee that they will win any prize.
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- The winning numbers will be randomly selected electronically via our Donorflex database. The result of the draw is final and no correspondence will be entered into.
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- A list of winners will be recorded and available on request from the lottery department after the draw, and will also be available on our website.
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- Winners who have purchased a ticket either from a physical book or online will be notified within 7 days of the draw date.
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- Supporters who have purchased a ticket from one of our shops have until 31<sup>st</sup> January to check if they are a winner by checking online, calling into any St John's Hospice shop, or by contacting the hospice directly.
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- If a prize is unclaimed after reasonable efforts have been made by St John's Hospice to contact the winner, then St John's Hospice will be entitled to dispose of the prize as it thinks fit. The winner has until 31<sup>st</sup> January to claim the prize.
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- In the event of any dispute regarding the rules, the decision of St John's Hospice shall be final and no correspondence or discussion shall be entered into.
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- St John's Hospice reserves the right to amend these rules at any time. Raffle players will be notified 28 days prior to the changes to the terms and conditions before they come into effect.
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- Ticket buyers' details will be kept for the purpose of contacting the winners and auditing purposes. The buyers' information will also be recorded on our lottery database; Donorflex.
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- Physical entries into the draw must be returned to the hospice by Monday 11<sup>th</sup> December 2023 to be entered into the draw. Any late entries received will be treated as a donation to St John's Hospice.
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- Nothing within these terms and conditions shall create or should be construed as creating any form of contract between any entrant and St John's Hospice.
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- We will comply with all data protection requirements and protect our supporters' personal data. Please note that St John's Hospice Lottery will not accept liability for the loss, theft or delay in any communication sent by post, email or for any delays in the banking system. The correspondence will be kept for 3 years.
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- All income and expenditure will be submitted to the Gambling Commission within 90 days of the draw.
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- Under the Gambling Act 2005 St John's Hospice Lottery has a statutory duty to verify that all buyers are aged 16 or over. It is an offence for anyone under the age of 16 to participate in any form of gambling, including lotteries and scratch cards. St John's Hospice Lottery may on occasion carry out checks to verify this requirement. If any supporter is subsequently found to be less than 16 years of age, any tickets already paid will be returned and every effort made to retrieve any winnings.
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- St John's Hospice may (without giving any reason or notice, at its absolute discretion) decline to accept an entry.
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- St John's Hospice would like you to gamble responsibly. If you'd like to be excluded from future St John's Hospice raffle communications for a specific period of time please contact our lottery team to be sent a Self-Exclusion form on 01524 382538 or via email at [lottery@sjhospice.org.uk](mailto:lottery@sjhospice.org.uk)
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- St John's Hospice Lottery supports Gamble Aware. Visit [www.begambleaware.org](http://www.begambleaware.org) for more information.
- You must be aged 16 and over and resident in the UK (for reference not Northern Ireland) to buy a raffle ticket. Under age gambling is an offence. We are committed to protecting our young people and preventing under age play.
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- St John's Hospice shall not be liable to you in contract, tort, and negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the lottery (including loss of the opportunity to enter the Lottery and/or the chance of winning a prize).
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- Any complaint relating to the operation of the lottery or raffle can be received verbally or in writing to Karen Gillespie, Lottery Lead, St John's Hospice, Slyne Road, Lancaster, LA2 6ST. In the event that a complaint or dispute remains unresolved it will be referred for free to arbitration via the Independent Betting Adjudication Service (IBAS).