

Willowbrook Hospice Car Raffle

Rules of Play, Terms and Conditions

By entering the Raffle, you agree to be bound by these Terms and Conditions. Any Raffle entry and participation instructions form part of these Terms and Conditions. Any entries not complying with these Terms and Conditions will not be valid.

Background and Legality

The Willowbrook Hospice Raffle provides financial support towards the care of local people living with a terminal illness, and support for their families. We do not charge for any of our services. All profits after distribution of prizes and other minor costs are utilised for patient care and support.

The Raffle is licensed under the Gambling Commission and operates according to the conditions and codes of practice of the Gambling Commission, the recommendations of the Institute of Fundraising and the laws stipulated under the Gambling Act 2005.

Willowbrook Raffles, Lottery (Including weekly draws, super draws and sales of single tickets) are also governed by the same licence and terms of compliance as above. The Willowbrook Lottery is a member of the Hospice Lotteries Association and uses a database and remote number generator known as Combase which is licensed and regulated by the Gambling Commission .

How to join

Tickets cost £5 each.

Only raffle tickets that have been paid for in advance (and funds cleared) will be entered into the draw.

Individuals can buy Raffle tickets:-

- Online via our website - <http://www.willowbrookhospice.org.uk>
- By telephone 01744 453798
- Direct to a canvasser during door-to-door or other face-to-face promotions
- Via post by returning their raffle stubs with payment
- By text to 88802

Payment may be made by cheque, cash or debit card.

The Draw

Willowbrook Hospice(The Promoter) reserves the right, subject to public holidays and unforeseen circumstances, to change the draw date without notice. Willowbrook will make every effort to notify the public on its website and social media platforms. In the event that a draw is delayed it will take place as soon as possible and winners contacted as usual.

Anyone selling raffle tickets on behalf of Willowbrook, including Willowbrook staff, canvassers and volunteers, should be aware that they can refuse service to customers if they have any concerns that problem gambling may be involved. Any such incidents must be reported to the Willowbrook Fundraising Team Manager as soon as possible. A confidential log will be kept.

Anyone selling raffle tickets on behalf of Willowbrook, including Willowbrook staff, canvassers and volunteers, should also be aware that they can refuse service to customers if they have any concerns that someone is using money they obtained illegally (the proceeds of crime) to buy raffle tickets. Willowbrook Hospice has a duty to report such incidents to the National Crime Agency (NCA).

All tickets will be held securely in the fundraising office. We will not use harvest data from the tickets and all tickets will be confidentially destroyed after the draw.

The closing date is Friday 11th October. Raffle tickets received after this date will not be entered into the draw and these monies will be treated as a donation. The Raffle draw will take place on Saturday 12th October.

Willowbrook Hospice reserves the right to modify, cancel, terminate or suspend the Raffle in whole or in part at the Promoter's sole discretion.

Terms and conditions can be modified at any time, and if this is the case all effort will be made to inform the public using the charity's own communication channels of significant changes before these come into effect.

In the event of any dispute regarding the rules, the decision of Willowbrook Hospice shall be final and no correspondence or discussion shall be entered into.

Winners

Numbers only (not names or addresses) are listed on the Willowbrook website, online social media platforms, in Willowbrook charity shops and are also published in the local press (the Star).

□ 1st Prize Car –Suzuki Celerio

Willowbrook Hospice reserves the right to change this prize structure at their discretion, and in this case details will be amended on our website.

Prizes are subject to availability and Willowbrook Hospice reserves the right to substitute any prize with another prize of equal or greater value. Prizes are non-transferable, non-negotiable and except where expressly stated no cash alternative will be available. The person named on the Raffle ticket stub will be the only person entitled to the corresponding prize.

The winning entries will be selected from all entries received by the closing date and prizes will be awarded in order of selection. Only tickets for which full payment has been received will be eligible to win a prize.

Winners will be notified using the method of communication provided on the raffle ticket stub e.g. telephone call, email or post.

Winners details will be used by Willowbrook to ensure all relevant legal documentation is completed before the car is collected.

The winner of the first prize will be expected to pick the vehicle up from Willowbrook Hospice Living Well where they will be asked to show some form of ID to match their name with the entitled winner on the winning raffle ticket stub. The winner will also need to complete all relevant paperwork and legal documentation to register the vehicle to their name in order to collect the car.

The car must be collected within 28 days of notification. It is the responsibility of the prize winner to ensure that the vehicle is collected by a person with a valid UK driving licence and insurance appropriate for the vehicle.

Should the winner be under 17 years of age, they must bring with them a guardian who is 18 or above to have the car registered in their name and sign all the relevant documentation.

Willowbrook Hospice reserves the right to reject an entry and/or award any prize to an alternative winner if the Promoter has grounds to believe that there has been a breach in any of these Terms and Conditions, or the person entering the draw has acted fraudulently or illegally, or on other reasonable grounds. The Promoter shall have no liability to the ticket holder for any loss or damage arising from the Promoter exercising such right.

Players' Responsibilities

It is the responsibility of each raffle player to provide accurate and up to date personal details and Willowbrook will be in no way liable for any inability to contact any entrant due to errors, omissions or inaccuracies in the details that the entrant has provided.

Willowbrook Hospice shall not be liable to the member for any loss or damage suffered or arising from:-

- Breakdowns or accidents, once the car has been collected from the hospice.
- Any delays or failures in any software or other systems used by Willowbrook for the administration of the Raffle.
- Any delays or failures in the banking system used by Willowbrook or the Raffle.
- Any event beyond the reasonable control of Willowbrook Hospice.

Responsible Gambling

Willowbrook Hospice is committed to encouraging legal and responsible gambling. If you or a family member needs support we would recommend that they visit www.begambleaware.org (0808 8020 133).

Members have the option of advising us at any time that they wish to be self-excluded from further Raffle or Lottery participation. This will be noted on our database record to ensure no further raffle or lottery participation can be initiated for a minimum period of six months. Their database record will also be amended to

'no mailing' to ensure no literature potentially promoting the Raffle or Lottery is sent to the individual.

As part of our commitment to responsible gambling an individual will not be permitted to purchase more than 50 single Raffle tickets (10 books) and a group syndicate will be limited to one hundred. If staff or canvassers are satisfied that an individual is buying more than 50 individual tickets but not for themselves; for example as wedding favours, staff are able to make an exception to this rule. Additional tickets may be requested by emailing events@willowbrookhospice.org.uk or by calling 01744 453798. The amount of additional tickets sent out will be in the absolute discretion of the Promoter.

Raffle tickets at £5 each are also available in our charity shops and at various local venues or events where promotions are taking place, with the draw date as stated on the ticket. The maximum number of tickets sold to any one individual through a single transaction is limited to 50 tickets.

As a member of the Hospice Lotteries Association, Willowbrook adheres to Gambling Commission guidelines to promote awareness and support for people with compulsive gambling issues.

Age Restrictions, Eligibility and safeguarding young People

Only individuals aged 16 or over who are residents of the UK are eligible to enter Willowbrook Raffle. It is illegal to gamble under the age of 16 and Willowbrook reserves the right to request evidence of age and to refuse tickets if this cannot be provided.

Only those people aged 17 and above will be able to claim the first prize. Should the winner be 16 years of age they will need to have a guardian over 18 who can sign for and collect the car on their behalf.

No prizes will be distributed to any player found to be under the age of 16. If a winner is found to be under the age of 16 the corresponding prize will be forfeited and one extra winner will be selected to take the lowest prize to ensure the integrity of the draw.

If tickets are inadvertently sold to a person aged under 16 the cost of such tickets will be refunded to the purchaser.

During sales of raffle tickets a date-of-birth is requested for inclusion on the raffle ticket stubs to ensure that canvassers do not place young people at risk. Canvassers have the right to refuse a sale where age cannot be verified.

The Internet Matters website, run by an independent not-for-profit organisation to help parents keep their children safe online, provides a guide on how to set parental controls on computers and websites: <https://www.internetmatters.org/>
There are also a number of companies that offer software that will block access to gambling websites. GambleAware provides information about this software. Employees, volunteers and members of their families are permitted to enter Willowbrook Raffle and will be subject to the same terms and conditions as other members of the public.

Members of Willowbrook fundraising, marketing and communications department are not eligible to enter the raffle.

Those persons identified by the Gambling Commission as holding qualifying positions are not eligible to enter the raffle. This includes the named promoter –Mrs N Saunders.

How to Complain

Any complaints relating to the raffle should be submitted to 'The Promoter', Willowbrook Hospice, The Living Well, Borough Road, St Helens, WA10 3RN, giving full details of the complaint and supporting documentation.

All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Promoter. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be referred to the Independent Betting Adjudication Service Ltd (IBAS) www.ibas-uk.com – 020 7347 5883.

Data Protection

Willowbrook Hospice is committed to protecting the privacy and data of all members. Data collected from members is used lawfully in accordance with the Data Protection Act 1998. It is not knowingly sold to or shared with any third party. The Promoter will use your personal information for the purpose of administering the Raffle only unless you have given us permission to contact you in other ways. In which case Willowbrook may utilise members' data to send updates on the Hospice or promote events and other fundraising activities. Each member has the right to opt out of receiving such information and should contact the Fundraising Department on 01744 453798 to notify their preferences.

Willowbrook Hospice reserves the right to amend these rules at any time. Such amendments or updates will be posted on our website www.willowbrookhospice.org.uk

As part of the Gambling Act 2005, Willowbrook and its Fundraisers are committed to:-

- Prevent gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- Ensure that gambling is conducted in a fair and open way
- Protect children and other vulnerable persons from being harmed or exploited by gambling.

Who to contact

For any raffle related queries, please contact the Willowbrook fundraising team: events@willowbrookhospice.org.uk, 01744 453798

Willowbrook Hospice, Registered Charity No. 1020240 Company No. 2808633

Co-ordinator: Fundraising Team Manager

Approved by:

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