

# Terms & Conditions

## St Michael's Hospice Lottery Terms and Conditions

All proceeds from the St Michael's Hospice Lottery (SMHL) go directly towards funding the services provided by St Michael's Hospice (SMH), which provides support for patients with a terminal illness.

1. New members will be sent a unique randomly selected 5 digit draw number created by approved secure computer software and a personal membership number.
2. All subscriptions received at a minimum of £1 per week payable in advance will be entered into the weekly draw using the unique draw number. The draw will normally take place each Friday. Monthly subscriptions of £4.34 includes 34p which accumulates and funds the thirteenth week, which occurs every three months.
3. Prize winners are notified by post within one week of the draw taking place which will include the relevant cheque. Weekly winning numbers are published in the local press, in St. Michael's Hospice Shops and on our website [www.st-michaels-hospice.org.uk](http://www.st-michaels-hospice.org.uk). The top 4 winners are announced on Radio Hereford and Worcester on Friday evenings. They are also available from the SMHL office.
4. The regular payment facility can be by standing order, credit / debit card or by cash collection where available. Standing orders may only be set up using a written mandate. The mandate is available on the back of our leaflets, from the SMHL office or by downloading them from our website. Your written authority is required to set up a regular payment using your credit / debit card (see mandate). Your authority will be retained for a period of three years following your final payment whenever that might occur.
5. We promise to comply with all Data Protection Act requirements and protect your personal data as well as storing securely bank information and credit / debit card data for members who pay regularly by that method. It will be appreciated by members that SMHL cannot accept liability for the loss or delays in or theft of any communication sent by post, email or fax, or for any delays in the banking system.
6. Membership cancellation can be carried out at any time although those received after 17.00 hours on a Thursday evening may not be actioned until after the weekly draw. If you pay by standing order, the lottery subscription must be cancelled in writing to your bank, with a copy to SMHL, Bartestree, Hereford HR1 4HA. If you pay by regular credit / debit card payment please contact the SMHL office in writing or use our website facility.

7. **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 to the Lottery Manager within 7 days. The decision of the Lottery Manager will be final.**
8. It is the responsibility of the member to advise us of any change of address or other membership details deemed necessary.
9. An instruction to be self excluded, as defined in the Gambling Act 2005, from SMHL or any SMH one-off Prize Draws may be submitted in writing, faxed or telephoned through to the SMHL office or completed via our website. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months from the date of exclusion.
10. The Gambling Act 2005 confirms that SMHL has a statutory duty to verify that members and potential members are 16 or over, the minimum age allowed for anyone to play SMHL. It is an offence for anyone under the age of 16 years to participate in a lottery. SMHL will, where appropriate carry out checks to verify this requirement, if necessary seeking confirmation from relevant Agencies who can provide such information.
11. SMHL is a member of The Hospice Lotteries Association and The Lotteries Council, both of whom, on behalf of their members make a financial contribution towards the GREaT Foundation [www.thegreatfoundation.org.uk](http://www.thegreatfoundation.org.uk), an organisation with the sole aim of fundraising to assist with problem gambling. The Hospice Lotteries Association website [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk) has a page dedicated to the GREaT Foundation and also to GAMCARE [www.gamcare.org.uk](http://www.gamcare.org.uk), the leading organisation that provides practical help to problem gamblers. Further support can also be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk)
12. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the SMHL office. 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 The Independent Betting Adjudication Service (IBAS)
13. SMHL reserves the right to amend or modify these terms and conditions without notice.

**St Michael's Hospice Lottery Contact Details:**

**Tel.** 01432 851000  
**Fax.** 01432 851022  
**Email** info@st-michaels-hospice.org.uk  
**Registered Charity No.** 511179  
**Promoter** Mrs N West  
**SMHL Manager** Mrs R Denison & Mrs H Legge

SMHL is licensed by the Gambling Commission –  
[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)