

The Havens Weekly Draw

Terms & Conditions

All profits from The Havens Weekly Draw go directly towards the care provided at Fair Havens Adult Hospice and Little Havens Hospice.

1. New members will be sent a unique randomly selected draw number(s) created by approved secure computer software.

The Havens Weekly Draw Office may reject an application at their discretion, if they consider they have sufficient reason to do so. The applicant would have the right to appeal against such a decision, by contacting the Havens Weekly Draw Office.

Members must be over 16 and resident in Great Britain.

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 include 34p which accumulates and funds the 13th week, which occurs every three months.

*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.

3. The current weekly prize fund is £1500: 1st Prize £1000, 2nd Prize £200* (*Rollover), 3rd Prize £75, 4th prize £25 and 20 prizes of £10.

4. 'Rollover' Prize – the £200 prize will be entered into a separate draw. As well as those members who are 'in credit', this draw will include members who have been in the draw in the past, but whose entries have been cancelled, or have lapsed, plus any void or unallocated entry numbers.

If the prize is won by an entry which is in credit for that week, the prize will be paid. But if the

winning number drawn is **NOT** in credit, then the prize will **NOT** be won, and the value will be carried forward to the following week. For each week the prize is not won, it will rollover until it is won. This procedure will continue up to 50 weeks, at which point the rollover prize becomes £10,000. For the draw that week only, the rollover draw will only be made amongst the members in credit for that week, thus guaranteeing that the prize is won.

5. Prize winners are notified by post within 1 week of the draw taking place which will include the relevant cheque. Weekly winning numbers are published at The Havens Hospices shops and on our website www.havenshospices.org.uk.

Unclaimed cheques will be kept for a minimum of 6 months.

6. Payment methods may be by cheque, cash, standing order, direct debit, credit/debit cards, and via our website. The Havens Weekly Draw Office does not run an automated credit/debit card facility; therefore each membership renewal must be by a separate transaction.

7. Full payment must be received either in the form of cash or cleared funds before the member's unique number is entered into the draw.

8. We promise to comply with all Data Protection Act requirements and protect personal data - we NEVER sell details to any third parties, as well as storing securely bank information provided. It will be appreciated by members that Havens Hospices 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.

9. Members may cancel their membership at any time by contacting The Havens Weekly Draw Office. If the membership is in credit, the unique draw number will be entered into the appropriate number of draws until the credit expires, after which the membership will be cancelled. For those members paying via standing orders, they must contact their bank to cancel the future payments.

10. It is the responsibility of the player to advise us of any change of address or any other membership details deemed necessary.

11. Deceased members – where a member is reported to us as deceased, and there is remaining lottery credit, the number will be 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 membership will be cancelled. Alternatively, we will accept instructions from an Executor or next of kin to:

- Change the name on the membership
- Cancel and refund any remaining credit
- Cancel and donate any remaining credit to Havens Hospices.

12. An instruction to be self excluded, (as defined in the Gambling Act 2005), from The Havens Weekly Draw or any Havens Hospices one-off Prize Draws may be submitted in writing, faxed or telephoned through to the Havens Weekly Draw 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.

13. The Gambling Act 2005 confirms that Havens Hospices has a statutory duty to verify that members and potential members are 16 or over, which is the minimum age allowed for anyone to join The Havens Weekly Draw. It is an offence for anyone under the age of 16 years to participate in a lottery type draw. Havens Hospices will, where appropriate, carry out checks to verify this requirement, if necessary including seeking confirmation from relevant Agencies who can provide such information.

Should a prize winner be found to be under the age of 16, The Havens Weekly Draw Office will refund their entry money and withhold any prize awarded.

14. Havens Hospices is a member of The Hospice Lotteries Association (HLA), which on behalf of their members makes a financial contribution towards the Responsible Gambling Trust www.responsiblegamblingtrust.org.uk , an organisation with the sole aim of fundraising to assist with problem gambling. The Hospice Lotteries Association website www.hospicelotteries.org.uk has a page dedicated to the Responsible Gambling Trust and also to GAMCARE www.gamcare.org.uk , the leading organisation that provides practical help to problem gamblers. Further support can also be found on the Gambleaware website www.gambleaware.co.uk .

15. Our Canvassing Team is working around Essex on both a door to door basis and attends events and venues. They all have official photographic ID on them at all times and this will be

shown to you. If you have any queries about our team, please contact our office on 03700 585919 or 08700 585919 (Monday – Friday, 9am-5pm). Please leave an answer phone message outside these times. You can also email Carmel Hudson if you have any additional queries relating to the Weekly Draw – chudson@havenshospices.org.uk

16. All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Havens Weekly Draw Office. In the event a complaint or dispute can not 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 Ltd (IBAS).

17. Membership to The Havens Weekly Draw is open to all staff, volunteers and their families.

18. Havens Hospices reserves the right to amend or modify these terms and conditions without notice.

Registered Charity No. 1022119 **Company No.** 2805007

Promoter: Havens Hospices, Stuart House, 47 Second Avenue, Westcliff on Sea, Essex, SS0 8HX

Responsible Persons: Vanessa Longley and Trevor Johnson

Havens Weekly Draw Manager: Carmel Hudson (chudson@havenshospices.org.uk)

Havens Weekly Draw Office: Telephone - 03700 585919

Havens Hospices is licensed by the Gambling Commission –

www.gamblingcommission.gov.uk

