



HELP Appeal Lottery Terms & Conditions

1 Introduction

1.1 The Gambling Commission regulates gambling in the public interest and these Terms and Conditions are the rules of the County Air Ambulance Trust HELP Appeal Lottery (herein known as “The Charity”) weekly Lottery Draw. By joining and playing the draw, the entrant is bound by these rules. You may not accept all or any part of these rules, and your participation in the draw will be cancelled if you reject any or part of the following.

1.2 The County Air Ambulance Trust runs a weekly lottery on behalf of the Charity with the sole beneficiary after prizes and expenses being The Charity. The HELP Appeal lottery is licensed and regulated by the Gambling Commission in accordance with the Gambling Act 2005 and for this purpose is defined as a Society Lottery. The registered details are:

Account number: 32559;

Active Non-Remote Licence number:
000-032559-N-314608-007 from 30 July 2012;

Active Ancillary Remote Licence number:
000-032559-A-316991-005 from September 2013.

1.3 We will regularly review these terms and conditions as well as updating them as required by law from time to time. Any changes to these terms and conditions will be posted on this website 28 days prior to effect.

1.4 The responsible person is Robert Bertram who may be contacted at the address at the end of this document. The responsible person is not eligible to play the “Charity Lottery”.

2

General

- 2.1** The Charity is assisted in operating its HELP Appeal lottery by an External Lottery Manager (ELM). Lottery Fundraising Services Limited, of Cumulus House, Shortcut Way, Old Milton Road, New Milton, Hampshire, BH25 6ED who is licensed by the Gambling Commission, non-remote Lottery Manager's operating licence 000-041200-N-320644 and a remote Lottery Manager's operating licence 000-041200-R-333533
- 2.2** The weekly prize fund will be 30% of total proceeds up to a maximum of £1500 per week including a weekly top prize of £1,000. The superdraw prize fund will be 30% of total proceeds up to a maximum of £10,000. The Charity has the right to change the prize structure at any time in line with the Gambling Act 2005.
- 2.3** Membership will begin upon receipt of a members first Direct debit payment.
- 2.4** Members will commence entry into the weekly draws two weeks after their initial Direct Debit is received.
- 2.5** Only members who have subscribed in advance to both the weekly and Super Draws by a single monthly £5 Direct Debit will qualify for the Super Draw
- 2.6** Upon receipt of the regular monthly Direct Debit, members will automatically purchase one ticket in the Super Draw for that calendar year, subject to available funds.
- 2.7** Direct Debits received after the superdraw cut-off date will purchase one ticket per weekly chance in the Super Draw for the following year.
- 2.8** Existing weekly only subscription members may increase their direct debit to include the Super Draw by contacting the lottery office on 01922 220555 or by email on lottery@helpappeal.co.uk
- 2.9** Existing standing order players may convert to direct debit and increase their weekly only subscription to include the Super Draw by contacting the lottery office on 01922 220555 or by email on lottery@helpappeal.co.uk

- 2.10** **The exact likelihood of winning a prize in this lottery is determined each week and is dependent on the eventual number of participants.**
- The chance of winning a prize in the weekly draw is roughly 1:6400.**
- The chance of winning a prize in the superdraw is roughly 1:45000.**
- It is probable that the number of entries in the HELP Appeal Lottery will change over time, meaning that the likelihood of winning a prize will change each week, as it is determined by the eventual number of participants each week.**
- 2.11** **The weekly draw will be made by a random number generator every Friday and the superdraw will take place on the last Thursday in January. Each draw is witnessed by two people. If the weekly or superdraw cannot be performed on the due date, due to public holidays or unforeseen circumstances then the draw will be performed on the next available working day.**
- The Charity reserves the right to postpone any lottery draw for a period of no longer than 14 days; in the event of an emergency. Details of any postponement will appear on the charity website www.helpappeal.org.uk**
- The winning numbers will be published on the charity website www.helpappeal.org.uk no later than 5 working days after the draw has taken place.**
- 2.12** **To promote responsible gambling we will only allow any individual to purchase up to 20 chances per week for this lottery.**
- 2.13** **To enter the draw any individual must be aged 18 years of age or over and reside in or have a bank account in the UK. It is an offence for anyone under the age of 18 years to participate in this lottery. By purchasing a ticket, the individual confirms that they are 18 years of age or over. The Charity will, where appropriate, carry out checks to verify this requirement if necessary, including seeking confirmation from relevant agencies that can provide such information.**

- 2.14** Should a prize winner be found to be under the age of 18 we will refund their money and withhold the prize, additionally the Charity reserves the right to reclaim any prizes issued in error.
- 2.15** Winners will receive their prizes by bank transfer or cheque no later than ten working days after the draw has taken place, addressed to the details of the player held by the HELP Appeal lottery on the day of the draw. Winners do not have to make a claim and all prizes will be paid automatically. All winners will be notified by post.
- 2.16** All participants in the draw are responsible for providing the charity with up to date contact details. The charity will not be liable for any loss incurred by the entrant caused by the failure of the entrant to inform the charity of any changes or errors to their details.
- 2.17** After reasonable efforts to contact the winner, any uncashed or unclaimed prizes will be deemed as a donation to the Charity after the period of six months from the draw date.
- 2.18** If we are notified that a participant in the HELP Appeal lottery is deceased, we will freeze the associated account and any unclaimed prizes if applicable.

The Charity will use all reasonable efforts to contact the personal representatives or executors of the estate of the deceased to establish their wishes in relation to those funds. If the Charity is not able to contact them, it may at its discretion, return the funds to the bank account registered to the entrant if the payment was made by direct debit. If the Charity is not able to return the funds to that account, it will hold the funds for six months from the date we became aware the entrant was deceased. After this time, the funds will be deemed a donation to the Charity.

The personal representatives or executors may contact the Charity to claim the funds at any time during the six month period and, as long as they can provide any information the Charity reasonably requires, the Charity will then refund the funds. No interest will be payable in respect of monies refunded.

3 **Proceeds**

- 3.1** **All proceeds, after the deduction of legal prizes and expenses, shall be deemed as a donation and transferred to County Air Ambulance Trust.**

In 2022 we expect to raise approximately £6.2m from ticket sales in our lottery, with 1.25% spent on prizes, 34% spent on expenses and a fantastic 65% being used to fund the work of the Charity.

4 **How to Play**

- 4.1** **New members will be sent a welcome letter advising them of their randomly selected draw number(s) and a personal membership number. Members paying by Direct Debit will also receive the Direct Debit Guarantee instruction, including the frequency and amount of payments, a copy of the Direct Debit Guarantee and any other relevant information to be able to satisfy legislation.**

Members should note the date and frequency of payments and ensure funds are available to cover Direct Debit payments when due. The HELP Appeal will not be liable for any charges incurred by the member, unless as a result of our negligence.

- 4.2** **Each entry costs £1 per draw. Payments can be made by direct debit or advance cheque. We do not accept cash as payment for lottery chances. If we receive any cash by mistake we must:**

- Inform the customer that we do not accept cash,**
- Return the cash to the customer by special delivery,**
- Record the date received and date returned.**

Since April 2020, the Gambling Commission has banned gambling with credit cards. Customers of some UK financial services firms (banks) also have the option to activate a gambling block, which, when activated, prevents individuals from being able to pay for gambling using their debit card.

To find out more and see which banks are currently offering spending blocks, visit: www.gamecare.org.uk/self-help/finance-and-debt-management.

4.3 Persons eligible may apply to play the HELP Appeal Lottery by requesting and completing an application form, via the telephone or by email which should include the following information:

- Their name, full address, telephone number and email address, confirmation of their age.

5 **Liability**

5.1 The Charity will comply with all Data Protection Act requirements to protect your personal data. Any individual has the right to request information held about them. To gain access to this information, please contact the responsible person for the lottery at the end of this document.

5.2 The Charity cannot accept liability for the loss of, delays in or theft of any communication sent neither by post, email or fax; nor for any delays in the banking system.

5.3 Membership may be cancelled at any time, although those received after 12:00 hours on a Thursday may not be actioned until after the weekly draw. To cancel please contact the lottery office on 01922 220555 or email us on lottery@helpappeal.org.uk. If members cancel, any refund of advanced payments will be at the discretion of the responsible person. Refunds will be made within 10 working days of the request being accepted. Superdraw tickets purchased before the cancellation date will remain valid for the next annual draw.

5.4 All monies received as advanced payments will be held in a ring fenced bank account prior to each draw being made, and will not be applied to any other use than that of funding entries into the draw prior to the draw. In the event of the society becoming insolvent no guarantee is implied or given that refunds will be made. This covers the 'Basic' Risk rating as identified by the Gambling Commission. Further information can be found at:

www.gamblingcommission.gov.uk/Consumers/Protection-of-customer-funds.aspx

5.5 We reserve the right not to accept an application for entry into the lottery, or to cancel an existing subscription without giving reason for any reason at the discretion of the Promoter.

- 5.6** The Promoter's decision is final in any matter regarding the lottery. Any lottery entry may be terminated. Members wishing to self-exclude can do so by contacting the Lottery Office, but will not be able to re-join the lottery for a period of 6 months from the date of self-exclusion. Further details and a self-exclusion request form can be found on www.helpappeal.org.uk, the charity website.

6 Complaints

- 6.1** In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then the charity advises the customer to contact the office on 01922 220555 or by email to info@helpappeal.org.uk or by post to: The County Air Ambulance Trust, PO Box 999, Green Lane, Walsall, WS2 7YX

All complaints or disputes will be dealt with in accordance with our lottery policies and detailed Complaints and Disputes Procedure, a copy of which is available online at www.helpappeal.org.uk, the charity website.

7 The Lotteries Council

- 7.1** The Charity is a member of the Lotteries Council. This organisation makes a financial contribution on behalf of their members to the Responsible Gambling Trust a charity that carries out research into problem gambling and the treatment of problem gambling. If you are gambling more than you want to or are concerned that an individual may be a problem gambler, advice is available at www.gamcare.org.uk or contact the national telephone helpline free on 0808 8020 133 from 8am to midnight seven days a week.

8 Law

- 8.1** These terms and conditions are the rules of the Charity's HELP Appeal Lottery. By becoming a member you agree to be bound by these rules. The Charity reserves the right to make changes to these rules and will publish any changes 28 days in advance on the charity website, as required by law.

9 Privacy

- 9.1 We will never sell your information to other charities or third parties. To read our privacy statement, please visit www.helpappeal.org.uk**

The Operating Licence details are:

Non-remote: 000-032559-N-314608-007

Ancillary Remote: 000-032559-A-316991-005

Responsible Person: Robert Bertram

**Promoter: County Air Ambulance Trust Limited,
T/A HELP Appeal Lottery
PO BOX 999
Green Lane
Walsall, WS2 7YX**

Telephone: 0800 389 8999

Registered Charity: England and Wales (1057063) Scotland (SCO45963)

The sole charitable beneficiary of the lottery is the HELP Appeal which will receive all of the proceeds after the deduction of the expenses of running the lottery, including the cost of the prizes.