

Friends of North West Air Ambulance Lottery Terms and Conditions

The following are the Terms and Conditions of the Friends of North West Air Ambulance Lottery. By entering the weekly Lift off Lotto draw, entrants agree to be bound by these rules.

The Friends of North West Air Ambulance Community Interest Company (C.I.C) operates an in-house lottery with the sole purpose of raising funds for the North West Air Ambulance (Charity no. 1075641).

Gambling Commission Licence

- The Friends of North West Air Ambulance Lottery will be operated as series of society lotteries under the Gambling Act 2005 and is registered with the Gambling Commission of Great Britain.
- The Friends of North West Air Ambulance Lottery is a weekly subscription draw promoted by and on behalf of North West Air Ambulance Charity.
- The Friends of North West Air Ambulance Lottery is promoted by Heather Arrowsmith. Registered address: North Mersey Business Centre, Woodward Road, Knowsley, L33 4UY. Operating licence number: 000-005227-N-304575-012.
- Only activity carried out directly by the North West Air Ambulance and partners is permitted under the above licence.

Rules of Play

- To enter the lottery you must be aged 16 or over and be a resident of Great Britain.
- All directors, employees and seconded staff of North West Air Ambulance are prohibited from entering.
- All chances are priced at £1 for the weekly draw.
- The maximum number of chances permitted for any individual is 20 per week.
- Only members who have paid subscription for the relevant week will be entered into the draw.
- Members will never accrue any debt to the North West Air Ambulance Lottery.
- All lottery entry sales are final and no refunds shall be made at any time. Entrants must acknowledge that their payment of £1 entry into the lottery draw does not guarantee that they will win any prize.

Payments

- Payment can be made by Direct Debit or advanced cheque payment. No cash payments are accepted.
- Payments can be made in instalments of any of the following:
 - Weekly payments of £4.34,
 - monthly payments of £13
 - Half yearly payments of £26 or,
 - An annual payment of £52.

Friends of North West Air Ambulance Head Office,
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- All advance payments received will be held in an account by the Friends of North West Air Ambulance and will be credited upon receipt to the number of draws in advance.
- In the event that Friends of North West Air Ambulance ceases to operate, any outstanding entry payments will be fully refunded.
- Members should note the dates and frequency of payments to ensure that funds are available to cover the agreed Direct Debit request.

The Draw & Prizes

- The draw will take place each week on a Friday. In each draw the winning numbers will be selected by Gambling Commission recognised lottery software at the North West Air Ambulance Head Office. We reserve the right to change the day of the draw subject to Bank Holidays or unforeseen circumstances. Any changes will be posted on our website.
- The draw will be operated by a designated officer of the Friends of North West Air Ambulance and witnessed by a third party who shall record the winning members in writing.
- Winners will be announced on the day of the draw on the North West Air Ambulance Charity website www.nwaa.net/lottery and on our social media pages. Only the membership numbers and general area will appear on these pages, no names will be displayed. A full list of winners is also available in writing on request from the North West Air Ambulance Head Office.
- Top prize winners may be asked to take part in promotional activity. Any participation entered into will be entirely at the discretion of the individual.
- Our weekly prizes consist of a first prize of £1,000 and four runners up prizes of £200, £75, £50 and £10 respectively.
- There is no need to claim. If you are successful then your prize will be automatically issued. A cheque will be made payable in the name of the entrant and posted to the winner's registered address as soon as is reasonably possible following the completion of the draw up to maximum of 15 working days.
- Every possible effort will be made to contact the winners. In cases where the information provided is out of date, incorrect or insufficient these will be treated unclaimed prizes after a period of six months.
- Any prizes not claimed or prize cheques not cashed after a period of six months will be treated as a donation to the NWAA.
- Friends of North West Air Ambulance reserve the right to withhold payment if they are not satisfied as to the validity or legality of a member. An investigation will be entered into in each case.
- Lottery membership can be cancelled at any time by notifying Friends of North West Air Ambulance in writing, by phone or via email. Please visit www.nwaa.net/contact for details. If credit remains after cancellation entries into the draw will continue until credit runs out. Any further remaining balance below the value of £1 which does not qualify for draw entry will be treated as a donation to the charity.
- If a member is deceased any remaining credit will run until it expires and any winnings during this time will be made payable to the executor. Any monies that remain unused upon

notification will be refunded to the executor if desired. This can either be accepted or treated as an unclaimed prize.

Data Protection

- Friends of North West Air Ambulance are committed to the protection of data privacy. Data that is collected for purposes of the lottery is used lawfully within the Data Protection Act 1998 and is used solely for the purpose of lottery processes and informing winners that they have won a prize.
- Any member has the right to access the information held about them. To obtain this information please contact the North West Air Ambulance Head Office in writing.
- Friends of North West Air Ambulance will not sell, rent or grant access to any personal data to any third party without express prior permission.

Complaints Procedures

- Any complaints pertaining to the lottery draw should be sent in writing to the North West Air Ambulance outlining full details of the complaint and including any supporting documentation. Complaints can also be made via email or telephone. For full details of our complaints procedure please visit www.nwaa.net/contact. Full instructions and contact details are provided here.
- In the event of any dispute regarding the lottery and the lottery rules the decision of the Friends of North West Air Ambulance will be final and no further correspondence will be entered into.

Liability

- Friends of North West Air Ambulance will not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including the loss of the opportunity to enter the Lottery and/or chance of winning a prize).
- Nothing within these terms and conditions shall be construed as creating any form of contract between any entrant and Friends of North West Air Ambulance.
- Customer funds are kept in accounts separate from the business accounts but would form part of the assets of the business in the event of insolvency.
- Friends of North West Air Ambulance will not be liable to any member for loss or damage arising from:
 - i. Any delays or failures in the postal service or delivery methods used by Friends of North West Air Ambulance.
 - ii. Any delays or failures in software used by Friends of North West Air Ambulance.
 - iii. Any delays or failures in the banking system used by Friends of North West Air Ambulance or the member.
 - iv. Any refusal by Friends of North West Air Ambulance to accept registration of a member or the cancellation of a member.
 - v. Any failure to enter a chance into the lottery draw.
 - vi. Any event beyond the reasonable control of Friends of North West Air Ambulance.

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Each entrant should keep a copy of these terms and conditions for their reference.

A copy of these rules may be obtained by sending a stamped addressed envelope to our Head Office.

The Laws of England and Wales shall govern the interpretation and/or enforcement of these Terms and Conditions. Friends of North West Air Ambulance and all entrants hereby submit to the exclusive jurisdiction of the English Courts.

We reserve the right to amend these Terms and Conditions at any time. Any changes will be published at www.nwaa.net.

Social Responsibility in Gambling

The lottery is a form of gambling. Lotteries should be a fun way to help support the North West Air Ambulance Charity. If you feel that you have a problem with any form of gambling we recommend that you contact the **GamCare** helpline on **0845 6000 133** or visit their website on www.gamcare.org.uk.

Other helpful sites include: www.responsiblegamblingtrust.org.uk www.gambleaware.co.uk

The Friends of North West Air Ambulance Community Interest Company (C.I.C) operates an in-house lottery with the sole purpose of raising funds for the North West Air Ambulance (Charity no. 1075641).

Friends of the North West Air Ambulance C.I.C are committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members.

The gambling commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on the following licensing objectives:

1. Preventing Gambling being a source of crime and disorder

When an individual joins the lottery we will check that:

- The individual is aged 16 or over
- The individual is resident in the UK
- We reserve the right to cancel any membership if criminal activity is suspected.
- We do not accept cash.
- The maximum number of entries into the lottery is limited to 20 per week.
- All lottery computers and software are password protected and accessible only by authorised members of staff.
- We adopt a strict and thorough reporting procedure if a member of staff and/or another operator is found to be operating in an illegal or suspicious manner.

2. Ensuring that gambling is conducted in a fair and open way

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning
- The rules are fair
- Any advertising and promotional material is clear and not misleading

- The results are made public
- We utilise tried and tested lottery software to administer our lotteries using a software supplier that uses and RNG in line with Gambling Commission regulations.

3. Protecting Children and other vulnerable persons from being harmed or exploited by gambling

We will use our best endeavours to address the following issues:

- **Under age gambling** – It is illegal for individuals under the age of 16 to enter into a lottery. If, upon winning, any individual is unable to prove that they are 16 or over any winnings will be forfeited and their previous stakes money returned. Each lottery membership form has a compulsory Declaration of Age section which must be completed before the membership is accepted. Sale staffs, including our canvassers, are trained to avoid persons who are or who appear to be under the age of 16.
- **Vulnerable persons** – Staff, including our canvassers, are trained to detect vulnerability in potential customers and politely decline offers of support from such individuals. People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol.
- **Under age employment** – Friends of North West Air Ambulance Charity C.I.C does not employ anyone under the age of 16 years as paid staff, canvassers or volunteers.
- **Marketing** – to ensure that our lotteries do not appeal to children or young people, careful attention is paid to the design and content of our marketing material.

4. Promotion of social responsibility in gambling

We undertake the following to promote social responsibility in gambling:

- **Self Exclusion** – On request, Friends of North West Air Ambulance will close any player's lottery membership for a minimum period of six months during which time the membership cannot be reinstated. During this period we will also do our best to ensure that the individual does not open a new membership. Upon completion of the six month exclusion period a new membership may be entered into. A minimum of a 24 hour 'cooling off' period will be applied prior to membership re-activation.
- **Limits** – Friends of North West Air Ambulance C.I.C have imposed a limit of £20 on the value of entry into a lottery that can be purchased by an individual each week.
- **Access to player history** – We will provide any player with a full history of their lottery membership, including complete payment and winnings history, on request.
- **Self-help and awareness information** – We will provide self-help and awareness information on our lottery website and other appropriate media with contact details for and links to GamCare and other relevant organisations.

- **Contribution to research and public education** – Through our membership to the Lotteries Council we regularly contribute to the Responsibility in Gambling Trust to fund research and public education on the risks of gambling and how to gamble safely.