

Friends of North West Air Ambulance Prize Draw

Terms and Conditions

The following are the Terms and Conditions of the Friends of the North West Air Ambulance (FONWAA) Prize Draw. By entering the Prize Draw, entrants agree to be bound by these rules.

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

Gambling Commission Licences

- The FONWAA Prize Draw will be operated as series of society lotteries under the Gambling Act 2005 and is licensed by the Gambling Commission of Great Britain. <https://www.gamblingcommission.gov.uk>
- FONWAA has both a non-remote and remote operating licence.
- The FONWAA Prize Draw will be operated as a Society Lottery under the Gambling Act 2005
- The laws of England and Wales shall govern the interpretation and/or enforcement of these Terms and Conditions and Friends of North West Air Ambulance and all entrants hereby submit to the exclusive jurisdiction of the English courts.
- The FONWAA Prize Draw is promoted in support of North West Air Ambulance Charity.
- The Prize Draw is promoted by FONWAA, the responsible person is Heather Arrowsmith. Registered address: North Mersey Business Centre, Woodward Road, Knowsley, L33 4UY. FONWAA is licensed by the Gambling Commission - Operating licence numbers: (005227-N-304575-014) and (005227-R-332622-001)

Rules of play

- To enter the Prize Draw, you must be aged 16 or over and be resident in Great Britain.
- We limit the number of Prize Draw tickets to 50 per person for each draw. This is to ensure participants gamble responsibly.
- Tickets must not be sold to, or by, anyone under 16 years of age.
- The directors and employees of North West Air Ambulance are prohibited from entering
- All tickets shall be priced at £1 and can be purchased with cash, cheque or debit card – we do not accept credit card payments.
- Friends of North West Air Ambulance (FONWAA) reserves the right to modify and amend these rules at any time without notice, up-to-date rules will be available on our website.
- FONWAA reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached these rules.
- Any unsuccessful payments, including bounced cheques, will result in withdrawal from the Prize Draw
- All Prize Draw entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1 per ticket to enter the Prize Draw does not guarantee that they will win any prize.
- All entrants are solely responsible for providing FONWAA with their accurate and up-to-date contact details. FONWAA will be in no way liable for any failure or inability to contact any entrant due to errors, omissions or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their contact details, they will be solely responsible for advising FONWAA.

- If the winner of a prize is deceased, and the charity is subsequently informed of the death, the prize will be paid to the deceased's estate.
- All late entries received after the closing date will be voided and the monies received for these entries will be treated as a cash donation to FONWAA.

Information to lottery players: proceeds and prizes

- **How much is returned to the good causes and what good causes they're supporting?**
 - In financial year 2019-2020 the amount passed to the charity was: 84.22% of the total income (including Prize Draw), which amounted to £4,572,538.
 - All profit from the lottery goes towards funding North West Air Ambulance (NWAA) charity's lifesaving work, funding around 2500 of our flight missions annually.
 - **How much is spent on prizes?**
 - £1,350 for our Weekly Lottery and £7,050 for our Prize Draw
- **How much is spent on expenses?**
 - Expenses for 2019-2020 totalled £852,835 (Lift Off Lotto and Prize Draw)
- **The process around the awarding of grants?**
 - We don't award any grants
- **The way in which winners are determined and prizes allocated ?**
 - FONWAA uses Donorflex by Care Data Systems to administer all aspects of the Lift Off Lotto and Prize Draw. The system has been verified by the Centre for Advanced Software Technology (CAST) Limited, for fairness and compliance with the applicable sections of the Gambling Commission's Technical Standards
 - The prizes are awarded on a 100% chance basis. There are no rollovers of prizes. A random number generator selects supporters who are entered into each draw to distribute the prizes.
- **What are the potential prizes available?**
 - £1,000, £200, £75, £50, £25 for our Lift Off Lotto
 - £5,000, £1,000, £500, £250, £75 (x4) for our Prize Draw
- **What is the likelihood of winning a prize in our Lift Off Lotto or Prize Draw?**
 - Roughly 100,000 plays in each draw – each play has an equal chance of winning one of the 5 cash prizes so 5 in 100,000 or 1 in 20,000
 - If we sold 50,000 tickets in our next draw and have 8 prizes in total, this would mean you have a 1 in 6,250 chance of winning a cash prize.

The draw

- The draw will take place on the date stated on the ticket, the winning numbers will be selected at random by licensed random generator software, witnessed, verified and recorded in writing by the designated officer and two other employees on premises of North West Air Ambulance.
- All winners will be contacted by telephone following the draw – if we are unable to speak to winners we will send a letter.
- A full list of winners will be available in writing upon request and be available on the North West Air Ambulance Charity website www.nwaa.net
- If a cash prize is awarded, this will be made by cheque in the name of the entrant only, and posted as soon as reasonably possible following completion of the draw to a maximum of 15 working days.
- Every possible effort will be made to contact the winners. In cases where the information provided is insufficient, unclaimed prizes will be treated as a donation to FONWAA.

Complaints

- Any complaints relating to the Prize Draw should be sent in writing to North West Air Ambulance giving full details of the complaint and supporting documentation – please see our complaints and disputes procedure.
- In the event a ‘dispute’ (as defined within the promoter’s policy) cannot be resolved by these means then it may be referred to alternative dispute resolution (ADR). As a member of the Lotteries Council, the NWAA’s ADR entity is the Independent Betting Adjudication Service (IBAS). IBAS is a free to use service and its contact details are set out below:

Independent Betting Adjudication Service, PO Box 62639, London, EC3P 3AS

Telephone: 020 7347 5883

Email: adjudication@ibas-uk.co.uk

- Full details of our complaints procedure can be found at www.nwaa.net/lottery

Data protection

- North West Air Ambulance is committed to protecting data privacy. Data collected via our prize draw tickets is used lawfully in accordance with the Data Protection Act 2018.
- Data from the tickets is used for the purpose of processing the prize draw and informing winners that they have won a prize only, unless you indicate otherwise using the tick boxes on the reverse of the ticket stub
- Any entrant has the right to access the information held about them. To obtain this information, please contact North West Air Ambulance Charity in writing.
- FONWAA will not sell, rent or grant access of any personal data to any third party without express prior permission.

Liability

- FONWAA 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 Prize Draw (including loss of the opportunity to enter and/or chance of winning a prize)
- FONWAA shall not be liable to entrants for any loss or damage suffered from or arising from any event beyond the reasonable control of FONWAA.
- Nothing within these terms and condition shall create or should be construed as creating any form of contract between any entrant and FONWAA.
- All payments received will be held in account by FONWAA and credited to the charity after the draw has taken place.
- Customer funds are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency.

Social responsibility

- This Prize Draw is a form of gambling. FONWAA promote responsible gambling. Prize draws should be a fun way to help support the North West Air Ambulance Charity, if however you feel you have a problem with any form of gambling we recommend you contact the GamCare helpline on 0800 8020 133 or visit www.gamcare.org.uk or www.begambleaware.org

- You can self-exclude from the prize draw and all of the promoter's lotteries for a minimum period of six months and up to a period of five years if it is needed. Any self-exclusion period may, on request, be extended for one or more further periods of at least six months.
- You can self-exclude from the raffle or ALL NWAA lotteries for a minimum period of six months. Any self-exclusion period may, on request, be extended for one or more further periods of at least six months.
- Applications for self-exclusion can be made by filling in the self-exclusion form that is downloadable from www.nwaa.net/lottery or by contacting NWAA in writing, by telephone or by email to lottery@nwaa.net. You should read the guidance notes on the consequences of self-exclusion and agree to them before the period commences.

Promoter's Rights

- FONWAA has the right to change or update the raffle rules and/or prize fund at its discretion and raffle participants are invited to regularly check the website for updates. The promoter will update this page to reflect any changes.
- FONWAA reserves the right without notice or reason to cancel or refuse entry to the raffle. This decisions shall be final and binding.
- FONWAA accepts no responsibility for raffle entries, communications or prizes which are lost, stolen or delayed in the post, damaged or illegible or for raffle entries from which the prize winner cannot be identified or which have insufficient postage. Proof of posting is not proof of receipt.