

Terms and Conditions

All profits from Willen Hospice Lottery go directly towards funding the Hospice services which helps provide free care and support to patients whose illness may no longer be curable. This may be cancer or another life limiting illness.

- New members will be sent a unique randomly selected (by secure computer software) draw number and a personal membership number.
- All subscriptions received at a minimum of £1 a week payable in advance will be entered into the weekly draw using the unique draw number. The draw normally takes place each Friday.
- We endeavour to contact the 1st Prize winner by telephone and all other 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 on the Willen Hospice website and displayed in our shops. www.willen-hospice.org.uk
- The regular payment facility can be made by standing order, or online by debit/credit card.
- Before you play our lottery, you will be asked to provide certain personal information, such as your name and contact details. The processing of personal data by organisations is governed by the Data Protection Act 1998, until 25 May 2018 when it will be governed by the General Data Protection Regulation (GDPR). We take your privacy seriously and we will only use the information we collect about you lawfully. Please review our [Privacy Notice](#).
- Members must accept that Willen Hospice cannot accept liability for the loss or delays in theft of any communication sent by post, email or fax, nor for any delays in the banking system.
- Membership cancellations 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. Please contact the office on 01908 303065.
- Where members cancel in credit, we will refund your full entitlement at the time of cancellation (subject to receiving before 17.00hrs Thursday condition). This will be sent to the named member by cheque within 7 working days.
- We reserve the right not to accept an application, or to cancel an existing subscription without giving reason and at our absolute discretion. It is the responsibility of the player to advise us of any change of address or any other membership details deemed necessary.

- Any requests to be self-excluded (terminology used in the Gambling Act, for clarification contact the office) from the Willen Hospice membership lottery can either be telephoned through to the office or sent in writing. Customers wishing to use this facility will not be able to rejoin the lottery for a minimum of 6 months thereafter.
- The Gambling Act 2005 confirms that Willen Hospice now has a statutory duty to verify that members and potential members are over the age of 16, the minimum age allowed for anyone to play. It is an offence for anyone under the age of 16 years to participate in a lottery. The Lottery is only open to UK residents. Willen will where appropriate carry out checks to verify this requirement including if necessary seeking confirmation from relevant agencies who can provide such information.
- Willen Lottery is a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards the Responsible Gambling Trust (RGT), an organisation set up with the sole aim of promoting and encouraging responsible gambling and operating under the name of Gambleaware. The Hospice Lotteries Association website www.hospicelotteries.org.uk has a page dedicated to responsible gambling, with links to Gambleaware www.gambleaware.co.uk and also to GAMCARE www.gamcare.org.uk, the leading organisation that provides practical help to problem gamblers. Further support can be found on the above websites.
- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Willen Hospice Lottery office, Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes MK14 6LY. In the event 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 Ltd (IBAS).
- Willen reserves the right to amend or modify these terms and conditions without notice.

Registered Charity Number 270194

Willen Hospice Lottery is promoted by Willen Hospice Ventures. Responsible persons, Lynn O’Gorman and Lynn Reeves.

Please call 01908 303067 with any queries

Licensed by the Gambling Commission – www.gamblingcommission.gov.uk

Thank you for supporting Willen Hospice



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