



CULucky Lottery - Terms & Conditions

By entering, eligible participants agree to be bound by the Cancer United Lottery and Raffle Terms and Conditions. Updated and effective 23rd April 2021.

Cancer United (the Charity) is a registered charity in England and Wales (No. 1155747) and is registered with and licensed by the UK Gambling Commission (licence number 057967-R-333287-001) to operate the lottery under Part 5 of the Gambling Act 2005.

The Charity's designated Annexures A are Janice Sheward, David Lovell and Tom Zanelli.

The Charity is the promoter and operator of the Lottery and is located at:

Millfilled House
Station Road
Angmering
West Sussex
BN16 4HY

The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules of the Charity and all participants hereby submit to the exclusive jurisdiction of the English Courts.

Eligibility

This Raffle is open to residents of mainland Great Britain (this excludes Northern Ireland, Isle of Man and Channel Islands)

Employees of the Charity are ineligible to enter the Raffle

No tickets can be sold to, on behalf of, or for a person under the age of 16 years. If a ticket is sold unknowingly to, or on behalf of, or for a person under the age of 16 they will be refunded, exempt from the draw and will forfeit their prize, if any.

Those persons who satisfy the terms and conditions are considered and Eligible Participant

Lottery Entries

Eligible participants may purchase more than one entry for each monthly draw and can enter up to 100 entries to each draw.

Payment

Payment for lottery tickets must be made by debit card or cheque. We do not accept cash or credit card payments. Full payment for each ticket must be received in cleared funds before the ticket can be entered into the draw. Only tickets for which full payment has been received are eligible to win a prize. All lottery ticket sales are final and no refunds shall be made at any time. All participants acknowledge that their payment of £10 per entry to the lottery draw does not guarantee that they will win a prize

Payment in advance is required

The Charity is not responsible for delays in Bank payments

No liability is accepted for loss, theft or delayed receipt of any payment or communication sent by post. The Charity accepts no responsibility for any technical failure or event which may cause the competition to be disrupted or corrupted.

Ticket numbers will be confirmed by email no tickets will be supplied. Monies raised will support the general work of the Charity.

Fair and Open Draws Policy

All draws are conducted at the premises of CFP and witnessed by individuals who ensure the draw meets its legal obligations.

Draws are conducted at random using a random ball generator. All balls are calibrated annually. Draw results and winners are published on the Charity website and winners information is also available on request.

Game rules and terms and conditions are published online. A copy of the rules and terms and conditions is also available on request.

The Charity has robust procedures in place to ensure that the money donated to the Charity is used for Charitable purposes.

The date of the next draw will be advertised on the website and included in the correspondence. The draw will be conducted by a random number generator. In the event of a draw day falling on a Public Holiday or in cases of severe technical disruption the draw will take place on the next working day.

The winning numbers and prizes will be published on the Charity website and will be available from the weekly raffle helpline 01903 779880.

The result of the draw is final. No correspondence will be entered into.

There are no alternatives to any prize and no interest will be payable. Prize money will be paid by cheque to the winners within 14 working days of the draw.

Any prize cheques which remain un-cashed 6 months after its date of issue will be considered a donation to the Charity.

The winners of the draw prizes will be notified by email or where no email address exists via post. Participants call the weekly draw helpline or access the Charity website to find out if they have won.

By accepting a prize, the winner agrees to take part in all promotional activity requested by the Charity and the Charity reserves the right to use the name and location of the winner and their photograph in any publicity.

All participants are solely responsible for providing and (where necessary) updating the Charity with their accurate and up to date contact details and the Charity will be in o way liable for any failure or inability to contact any participant due to any errors, omissions or inaccuracies in the contact details that the participant has provided.

The charity may (without giving any reason or notice) decline to accept an application, cancel an existing subscription or terminate or suspend the lottery scheme or amend these terms and conditions. The Charity' decisions made pursuant to the rules shall once made be final and binding.

Privacy and Contact

The Charity is committed to protecting the privacy of all participants. Personal information that is collected from participants is used lawfully in accordance with the General data Protection Regulations 2018 (GDPR). Please refer to our Privacy Policy for specific privacy terms and conditions for their reference.

The following procedures are in place to prevent play by vulnerable people from participating in the monthly lottery draw:

Our self exclusion and Do Not Contact policies form part of our full policies and procedures which will be available to all participants and not just problem gamblers via the website The Charity will cease any promotional activities if notice is received from an authorised representative of a vulnerable person and suppress their details in all databases.

Responsible Gambling Policy

Participants are encouraged to gamble sensibly. Please visit the [BeGambleAware](#) website for more information on problem gambling. If you have a problem with gambling or someone you know needs help and advice please visit this website or call 0808 8020133.

The Charity contributes to the Responsible Gambling Trust and Sport in Mind who are committed to minimising the level of problem gambling and gambling related harm. The Charity has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem.

The [BeGambleAware](#) website address is included on all tickets and entry forms to the lottery as well as our website address that include information on gambling. Information is displayed on our website encouraging people to gamble responsibly and recognise the signs of a gambling problem. We also include the [BeGambleAware](#) helpline and website details for people to refer to should they need further help.

Participants can request a self-exclusion form from our database (see self exclusion section below)

Complaints

Any complaints regarding our Lottery can be made by contacting our Annexure A lead Janice Sheward at;
Cancer United
Millfield House
Station Road
Angmering
West Sussex
BN16 4HY

Or by calling 01903 779880

The Charity will respond to initial complaints and queries within 2 days of receipt of the complaint. If the complaint is not satisfactorily resolved, the matter will be escalated appropriately in accordance with our Complaints Handling Policy.

In the event that a satisfactory outcome can still not be reached, in accordance with the agreed protocol the matter will be referred to The Independent Betting Adjudication Service (IBAS) which acts as an impartial adjudicator on disputes that arise between gambling operators and their customers.

The player will be provided with IBAS referral details

The outcome of the IBAS intervention will be reported to the Gambling Commission.

The decision made by IBAS will be binding.

Protection of children and the vulnerable

The following procedures are in place to prevent under aged persons from participating in lotteries;

Ensure that the design, appearance and style of the lottery tickets, promotion or advertising does not particularly appeal to young people

The Charity contracts a third party to ensure that all lottery participants are age verified prior to participating in the lottery

On all data lists used for the promotion of lotteries all persons under 16 will be excluded;

Within the Terms and Conditions of play which can be accessed by the player it clearly states that any person who falsifies their age will automatically forfeit the right to a prize, thus discouraging participation

Any participant who is found to be under 16 years of age will have monies paid in relation to the lottery returned to them

Law and disorder policy

The Charity will only conduct its lotteries with an a Charity Trustee acting as independent adjudicator to ensure that;

- Records are kept of all tickets distributed
- The draw is undertaken fairly and openly
- All monies received are paid into the Charity bank account

Self Exclusion

Customers can request self – exclusion from the Charity lottery if they have a gambling problem. Their details will be held on a log within 48 hours of receiving a self – exclusion notice and they will be refused entry and excluded from all lottery promotional marketing for a minimum period of 6 months and up to 5 years.

Customers can decide to enter into a self exclusion agreement immediately or if they wish to consider the self – exclusion further, the customer may return at a later date to enter into self – exclusion.

The Charity will not market the lottery to anyone on their self – exclusion log for a period of 7 years after the end of the self exclusion period unless the customer takes positive action to gamble again within this 7 year period.

If an individual wishes to extend their self exclusion period, they may do so by contacting the Charity direct.

Where a customer makes a positive request to begin gambling again during the 7 year period following the end of their initial self – exclusion, the customer will be given a 24 hour cooling off period before any promotion of the Lottery or entry into the lottery is made accessible to them. Contact must be made via phone or in person. Participants can be excluded by contacting us directly by phone on 01903 779880 or email at selfexclusion@cancerunited.org.uk