

## Ellenor Lions Hospices Lottery Company Limited

Terms & Conditions  
Updated March 2021

### 1 Governance

- 1.1 The Lottery is a weekly draw operated by Ellenor Lions Hospices Lottery Company Limited (registered address **ellenor**, Coldharbour Road, Gravesend, Kent, DA11 7HQ), as a society lottery under the Gambling Act 2005.
- 1.2 Issued under registration with the [Gambling Commission](#).  
Ancillary Licence No: 004881-A-313700-006  
Non-Remote Licence No: 004881-N-305616-010  
PML Holder: T Hammond
- 1.3 Ellenor Lions Hospices Lottery Company Limited is a wholly owned subsidiary of **ellenor**. A charity registered in England and Wales (1121561), and a company limited by guarantee (6302132).

### 2 General

- 2.1 The lottery draw will take place each week, on a Friday. If the draw cannot be performed on a Friday, due to public holidays or unforeseen circumstances then the draw will be performed on the next available working day.

Winning numbers will be published within 5 working days on the **ellenor** website: [www.ellenor.org/lottery](http://www.ellenor.org/lottery)

A maximum of 2 draws may take place retrospectively at the discretion of the board of the society.

- 2.2 The following people may enter The Lottery:

2.2.1 Any individual over the age of 16 years who resides in or has a bank account in Great Britain. By purchasing an entry, the individual confirms that they are 16 years of age or over. No entries should be sold to, or on behalf of, a person under the age of 16 years. Underage gambling is an offence.

2.2.2 Any **ellenor** trustee and those persons where there may be a conflict of interest such as Lottery Directors, Managers and Administrators are not permitted to be members of the lottery.

- 2.3 The maximum amount of entries permitted for this lottery, to any individual, is 20 per week.

- 2.4 All proceeds, after the deduction of legal prizes and expenses, shall be deemed as a donation and transferred to **ellenor**.

During the 2019 – 2020 financial year, the proceeds for this lottery were spent as follows;

- Of the total proceeds, £95,605 (16.2%) was spent on the prizes offered for a winning chance in this lottery. This is based on 43 prizes drawn each week, for 52 weeks and two grand draws with 12 prizes each.
- The expenses related to promoting and running this lottery, totalled, £82,047 (13.8%)
- The amount that was directly applied to the purpose of the society lottery (money given to the good cause) totalled, £415,446 (70%)
- The total proceeds from the selling of tickets for the Lottery & Grand Draws, during the financial year of 2019 – 2020, totalled £593,098

2.5 Any application for entry into the lottery may be rejected for any reason by discretion of the Promoter.

2.6 Any lottery entry may be terminated for any reason at the discretion of the Promoter.

2.7 The Promoter's decision is final in any matter regarding the lottery.

### **3 How to Play**

3.1 Each entry costs £2 per draw. The member will be entered into the draw for which each entry has been received in advance of the draw taking place. All advance payments received from the member will be held in account by Ellenor Lions Hospices Lottery Company Limited and credited upon receipt to the relevant amount of draws in advance. Payments must be received no later than 5.00pm on Thursday to be entered into the Friday draw.

3.2 Persons eligible may apply to play the lottery by entering online and completing an online application form, via a paperless method over the telephone or by completing a paper application form which will include the following information:

3.2.1 The member's full name, full address, telephone number, email address, confirmation of age over 16, and a completed Direct Debit mandate in favour of the draw. Alternatively, members may join by advance cheque, cash or debit card payment, complete with full name, full address, telephone number, email address and confirmation of age over 16.

3.3 Members may choose to pay by Direct Debit, standing order, cheque, cash or debit card. Members can choose the frequency of their payment subscription, either monthly (Direct Debit only), quarterly, every six months, or annually.

- 3.4 The Direct Debit Guarantee applies to all Direct Debit arrangements. A copy of the Direct Debit Guarantee will be supplied to all members with their welcome letter. A member can cancel their Direct Debit at any time by notifying their bank or building society. Members should also notify **ellenor** of cancellation.
- 3.5 All lottery sales are final, and no refunds shall be made at any time. All entrants acknowledge that their payment to enter the lottery does not guarantee that they will win any prize.
- 3.6 Following acceptance of membership, **ellenor** will issue all members with a letter stating their membership number/s that will be entered into all future draws that payment has been received for. Members paying by Direct Debit will also receive a document detailing the Direct Debit instruction, including frequency and amount of payments amongst other relevant detail as required by the Direct Debit Guarantee.
- 3.7 It is the responsibility of the member to check their details held by us are correct, and to inform us of any errors in the information held. Members are also responsible for informing us of any future changes in their personal details, to which we will update the details on our system within 3 working days of the notification.
- 3.8 Members should note the date and frequency of payments and ensure that funds are available to cover Direct Debit payments when due. Ellenor Lions Hospices Lottery Company Limited will not be liable for any charges incurred by the member, unless as a result of our negligence.
- 3.9 Membership to the Lottery may be cancelled at any time although those received after 5.00pm on a Thursday may not be actioned until after the weekly draw. Direct Debit, Cheque, Cash or Debit Card members should contact the Lottery office by telephone or email to cancel their membership. Members who pay by regular Standing Order must cancel in writing with their Bank as well as notifying us. Ellenor Lions Hospices Lottery Company Limited cannot cancel a member's Standing Order payments, even if requested to do so.
- 3.10 Where members cancel and have credit remaining, they will stay in the draw until all credits have depleted. Any credits remaining, on an account where the member has cancelled their membership, totalling less than the cost per entry will be removed and treated as a donation to **ellenor**.

#### 4 **Draws & Prizes**

- 4.1 Each entry into the lottery is a unique number that is allocated to a paying member. These numbers continue to be issued at random each time a new entry is created.

The donorflex Lottery is fully licensed and regulated by the Gambling Commission and their Random Number Generator (RNG) has been independently tested, using a variety of industry-standard statistical tests to produce truly random numbers.

The draw is operated by a designated officer of **ellenor** and the draw is witnessed, and the results recorded.

4.2 Only members who have paid subscription to the relevant draw will be entered into the draw.

4.3 Members will not accrue any debt to the lottery.

4.4 The Donorflex Lottery system and its Random Number Generator (RNG) is used to select, at random, the 53 prizes available.

Each week there is a first prize of £1,000, one prize of £100 and 50 prizes of £10, plus our Rollover prize of £250 which can roll up by £250 a week up to £10,000.

The Rollover is a separate draw to the main prize draw and includes all players who have not won the first prize. Once the Rollover prize amount is more than £1,000, the Rollover prize becomes the first prize.

The prize allocated to this rollover draw is currently £250 per week, accumulating in further £250 lots until won. If it reaches a total of £10,000, then the jackpot becomes a guaranteed prize and is drawn as per the process listed above. Our lottery webpage will show what the current rollover total stands at each week.

In order to encourage a higher Rollover prize, we have a pre-set 5% chance of it being won. However, as the number is randomly selected, it can still be won any week.

4.5 Ellenor Lions Hospices Lottery Company Limited has the right to change the prize structure at any time in line with the Gambling Act 2005.

4.6 The exact likelihood of winning a prize in this lottery is determined each week and is dependent on the eventual number of participants. The number of entries that were entered into the draw on Friday 26 February 2021 were 9,400. This means that for this particular draw, there was a 1 in 218 chance of winning ANY prize.

4.7 It is probable that the number of entries in the 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 entries each week.

4.8 Ellenor Lions Hospices Lottery Company Limited reserve the right to withhold payment of a prize if we are not satisfied as to the validity or legality of a member, pending further investigation into each case.

4.9 Prize monies will be paid by cheque within 20 working days, subject to satisfaction of section 4.5, and sent to the winner's registered address held

by us following completion of the draw, with no requirement for winners to claim.

4.10 Should Ellenor Lions Hospices Lottery Company Limited be unable to pay a winning member because we do not hold their correct details, and after exhaustive investigation which may include communication with the member's last known bank, we will after a period of 6 months, treat the winning monies as a donation to **ellenor**.

4.11 Any winnings cheques which have not been cashed within 6 months will be treated as a donation to **ellenor**.

4.12 Following notification that a paying lottery member is deceased, all monies present on lottery plays will be removed and as instructed will either be returned to the estate of the deceased or treated as a donation to **ellenor**.

4.13 Winner's details, in brief, may be used to promote new membership and/or further lotteries.

## 5 **Liability**

5.1 Ellenor Lions Hospices Lottery Company Limited will not be liable to a member for any loss or damage suffered to a member arising from:

5.1.1 Any delays in payments received from members for entry into the lottery.

5.1.2 Any delays or failure in the postal service or other delivery methods including emails used by the Lottery or by members.

5.1.3 Any failures in the banking system used to transmit payments to or from Ellenor Lions Hospices Lottery Company Limited.

## 6 **Responsible Gambling and Self-Exclusion**

6.1 Ellenor Lions Hospices Lottery Company Limited promotes responsible gambling. As such, Ellenor Lions Hospices Lottery Company Limited has the following procedures to encourage responsible gambling and encourage people to seek help should gambling become a problem for them:

6.1.1 At any time, anyone can advise us that they wish to be excluded from the lottery or Grand Draws. Any requests to be self-excluded should be directed to the Lottery Team on 01322 626508 or sent via email to [lottery@ellenor.org](mailto:lottery@ellenor.org). Anyone wishing to use this facility will have their details placed on an exclusion database and will not be able to re-join the lottery for a minimum of 6 months.

6.1.2 The maximum amount of chances permitted for this lottery, to any individual, is 20 per week (also see section 2.3)

6.2 Ellenor Lions Hospices Lottery Company Limited is a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards Gamble Aware. The Hospice Lotteries Association website [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk) has a page dedicated to responsible gambling, including information about and contact details for GamCare ([www.gamcare.org.uk](http://www.gamcare.org.uk)), the leading organisation providing practical help to problem gamblers. Further support can be found on the Gamble Aware website, [www.begambleaware.org](http://www.begambleaware.org)

## 7 Complaints

7.1 Complaints pertaining to the lottery draw should in the first instance be sent by post to:

**Ellenor Lottery**  
Coldharbour Road  
Gravesend  
Kent  
DA11 7HQ

Or by email to [lottery@ellenor.org](mailto:lottery@ellenor.org)

Complaints pertaining to Ellenor Lions Hospices Lottery Company Limited should in the first instance be sent by post to our head office (using the address above) or by email to [lottery@ellenor.org](mailto:lottery@ellenor.org).

In the first instance a complaint will be dealt with by the Individual Giving Manager. Should the complaint not be satisfied at this point it will be referred to the Board of Directors of **ellenor**. If the complaint is still not satisfied at this point, the complaint will be referred to the Independent Betting and Adjudication Service (IBAS) whose decision will be final.

## 8 Law

8.1 These terms and conditions are the rules of Ellenor Lions Hospices Lottery Company Limited. By becoming a member, you agree to be bound by these rules.

## 9 Privacy

9.1 Ellenor Lions Hospices Lottery Company Limited are committed to protecting our members' privacy. Data that is collected from the member is used lawfully in accordance with the Data Protection Act 2018 and is used solely for the purposes of processing lottery membership, subsequent entries into the lottery draw and informing winners that they have won a prize.

9.2 **ellenor** provide support and comfort to people suffering with a life limiting illness, enabling them to do the things they love with the time they have left. That's why we would love to keep in touch and keep you informed of our latest news, future fundraising activities, appeals, lotteries and other ways in which you can support us. We will continue to contact you by post or phone about how your support has made an impact for local families. You can opt out of any marketing from **ellenor** at any point, by contacting us by phone at 01322 626509 or email [preferences@ellenor.org](mailto:preferences@ellenor.org)

### 9.3 **Our promise to you**

We will keep your details safe and will only allow your information to be used by suppliers working on our behalf. We will not sell or give your contact details to any other organisation to use for their own purposes unless requested to by law. To view our complete privacy policy, please visit our website at [www.ellenor.org/privacy](http://www.ellenor.org/privacy)

Ellenor Lions Hospices Lottery Company Limited reserves the right to update and amend these terms and conditions at any time.

