

THAMES HOSPICE LOTTERY POLICIES

Purpose of this policy – Aim and Scope

The purpose of this policy is to:

- Set out our approach to ensuring we operate any gambling activities in a socially responsible way. Thames Hospice Lottery staff are familiar with this document and read it upon appointment and at least annually thereafter.
- Complies with the Licence Conditions and Code of Practice governing the procedures for Lottery self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our lottery
- Describes the complaints Procedure for the Thames Hospice Lottery and other prize-led fundraising.
- Describe key lottery events at Thames Hospice.
- Describe the Thames Hospice Lottery Terms and Conditions. It is important to note that anyone entering the lottery agree to be bound by these rules.

Responsibility

- Ultimate Responsibility:
 - The Director of Fundraising has overall responsibility to ensure that the policy is fit for purpose, disseminated throughout the organisation, and available to Thames Hospice lottery players
 - The Finance Director and nominated executive directors are responsible for this policy if the Director of Fundraising is not available
- First-line Responsibility:
 - Daily management of the lottery and any raffles is the responsibility of the Thames Hospice Lottery Manager

All Thames Hospice staff and volunteers are expected to adhere to this policy and procedure. Breaches are taken seriously and will be investigated and appropriate action taken. This may result in disciplinary action for employed staff.

Monitoring and Review

This policy will be reviewed when there are changing to Gambling Commission regulations that requires us to make changes and if no changes are highlighted, then every four years.

This policy was approved in September 2024 and will be reviewed annually.

Breach of Policy

Any deviation in practice may be deemed a breach of policy.

Any breach of this policy by Thames Hospice employees may lead to formal disciplinary action.

Any breach of this procedure by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.

TERMS AND CONDITIONS

The Thames Hospice Lottery (“the Lottery”) will be operated as a subscription based (or single entry) Society Lottery under the Gambling Act 2005 as amended (“the Act”) and subsidiary legislation as amended.

The Lottery is promoted by and conducted for the benefit of Thames Hospice (“Thames Hospice”).

Thames Hospice is licensed and regulated in Great Britain by the Gambling Commission under account number 25869.

The persons responsible for the promotion of the Lottery is Carol Carpenter and Jane Symmons.

Sterling Management Centre Limited is our nominated External Lottery Manager, they are licensed and regulated in Great Britain under account number 3137. (Sterling Management Centre, Suite 8, Furness Gate, Peter Green Way, Barrow-in-Furness, LA14 2PE, United Kingdom).

Entry to the lottery is at Thames Hospice’s discretion. We reserve the right to cancel or refuse membership at any time. This does not affect the rights of paid members to receive prizes.

By entering the Lottery, Members agree to be bound by these rules.

Full terms and conditions can be found in Appendix A

Contact Address

All correspondence should be sent to the following address: Thames Hospice Lottery
Thames Hospice, Windsor Road Maidenhead, SL6 2DN Emails should be sent to:
lottery@thameshospice.org.uk Telephone: 01753 84212

SOCIAL RESPONSIBILITY IN GAMBLING

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

- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
- Ensuring that gambling is conducted in a fair and open way.
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This document sets our approach to ensuring we operate any gambling activities in a socially responsible way. Thames Hospice Lottery staff are familiar with this document and read it upon appointment and at least every six months thereafter.

All Fundraising staff are annually briefed on the three licensing objectives of the Gambling Commission Objectives. This will extend to our contracted lottery provider staff.

For the purposes of this policy, the term lottery covers both raffle and lottery, unless stated otherwise. **See Appendix B.**

LOTTERY KEY EVENTS

Thames Hospice Lottery key events are as follows:

- The Hospice is placed in liquidation, administration or receivership: in this condition a 'group company' is any subsidiary or holding company of the licensee – as those terms are defined in section 736 Companies Act 1985 or any statutory modification or re-enactment thereof – and any subsidiary of such holding company.
- If key Hospice staff become bankrupt within the meaning of section 381 of the Insolvency Act 1986 or sequestration of their estate under section 12(1) of the Bankruptcy (Scotland) Act 1985.
- Any unplanned change of auditor including a change prompted by a dispute or resulting from auditors being unable or unwilling to sign an audit certificate.
- The departure from the Hospice of any key staff (on the lottery licence), other than those with oversight of the day to day management of licensed premises of a licensee operating more than four licensed premises.
- Any reduction in employed staff by more than 10%.
- The disposal of assets to the value of 10% or more of Thames Hospice total net assets.

- Any breach of a covenant given to a bank or other lender.
- Any default in making repayment of the whole or any part of a loan on its due date.
- Any court judgements remaining unpaid 14 days after the date of judgement.
- The commencement of any material litigation against the licensee.
- Any instance of internal or external fraud or theft involving a sum in excess of £10,000.
- The commencement of disciplinary action against the key personnel where the licence holder is suspended or serious misconduct is alleged.

PRIZE-LED FUNDRAISING EXCLUSION

We comply with the Licence Conditions and Code of Practice governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our prize-led fundraising.

(See Appendices C & D).

PRIZE LED FUNDRAISING COMPLAINTS PROCEDURE

Thames Hospice is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our patients, families, friends and supporters we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern to our members can usually be resolved by talking them through with an appropriate member of our prize-led fundraising team whom will take all of the details at the time of the call. All complaints will be taken seriously, whether verbal or written, and dealt with promptly. However, we recognise that sometimes our members' concerns have not been properly addressed after talking them through with us.

We actively encourage our members to use our Prize-led Fundraising Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This policy explains how the Thames Hospice Prize-led Fundraising Complaints Procedure works.

Lottery Team (1st level) – Lottery Manager

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write, telephone or e-mail in the first instance to the Lottery Team.

In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and any other circumstances relating to your complaint. This helps us to quickly and fully understand your complaint and begin our investigations.

Once we have received a complaint the Lottery Team will acknowledge it in writing. Following an investigation a full written response will be sent within 20 working days of receipt of the complaint. Our aim is to resolve the complaint to your complete satisfaction at this level.

Contact Address

Thames Hospice Lottery Thames Hospice, Windsor Road Maidenhead, SL6 2DN

Email: lottery@thameshospice.org.uk Telephone: 01753 848924

Thames Hospice Complaints Policy (2nd level)

If our Lottery team have not resolved your complaint to your satisfaction you can contact our Associate Director of Governance who will investigate your complaint following the Thames Hospice Complaints Policy.

If a satisfactory resolution cannot be reached then the matter can be referred to an independent arbiter. We use IBAS (Independent Betting Adjudication Service) for this purpose – www.ibas-uk.com

IBAS
PO Box 62639
LONDON
EC39 3AS
Telephone 0207 347 5883
Fax 0207 347 5882
e-mail adjudication@ibas-uk.co.uk

APPENDIX A: THAMES HOSPICE LOTTERY FULL TERMS AND CONDITIONS

Definitions

“Act” The Gambling Act 2005

“Chance” The entry into the Lottery

“Draw” The process by which winners are selected

“Game Number” The six digit number unique to each Member and to each Chance

“Lottery” The Thames Hospice Lottery

“Member” An individual who has registered with the Lottery

“Player” An individual who has purchased Single Entry Chance(s) in Thames Hospice shops

“Promoter” Thames Hospice

“Rules” The rules of the Thames Hospice Lottery as set out below and amended from time to time

“Rollover” A Rollover occurs when a specific prize is not won in a draw. The unallocated prize funds are added to the following draw(s) up to a maximum of £10,000, at which point the prize is guaranteed to be won.

“Single Entry Chances” means one-off chances purchased in Thames Hospice shops.

“Superdraw” a draw that is run from time to time in which enhanced prizes can be won

Entry into the Thames Hospice Lottery

The Lottery is promoted in accordance with the Gambling Act 2005 as amended (“the Act”) throughout Great Britain. In order to comply with the Act, during the purchase of Lottery Chances you will be required to confirm that:

- a. You are at least 18 years of age to comply with Thames Hospice terms and conditions.
- b. You are resident in Great Britain (England, Scotland or Wales and excluding Northern Ireland, the Channel Islands and BFPO addresses).
- b. You will not buy or claim to buy lottery chances on behalf of any other person.

If, upon winning any prize in the Lottery, you are not able to prove that you have met the criteria specified in Rules 6.1 (a), (b) and (c) above then you will not be entitled to receive that prize.

In order to comply with the Act Lottery Chances that have been purchased and entered into the Draw for which they were intended are prohibited from being subsequently refunded.

By entering into the Lottery you agree to be bound by the Rules, and applicable provisions of the Act and any relevant regulations made there under from time to time. Thames Hospice shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you if you have not complied with the Rules. The Rules may be amended by Thames Hospice from time to time. If Thames Hospice does this, Thames Hospice will publish the amended rules on our website prior to the changes coming into effect.

This Lottery is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the Gamble Aware helpline on 0808 8020 133 or visit the website on <https://www.begambleaware.org>

The maximum number of entries an individual will be permitted to purchase in any one draw is 10.

In order to comply with the Act only those Chances for which payment has been received are eligible for entry into the Draw.

Registration with the Lottery

Note: This only applies for those taking out a recurring subscription via direct debit (monthly, quarterly or annual); single tickets sold via our retail outlets do not require registration.

You can enter the Lottery by the completion of an application form which will be published in a variety of forms from time to time.

Registration will require you to provide the following information:

- a. Your name and address, so that we can write to you to confirm your entry into the lottery and contact you if you have won a prize.
- b. Confirmation that you are over 18 years of age, in order to ensure compliance with the Act.
- c. The number of Chances in the Lottery you wish to purchase

You will also be asked to provide the following information:

- a. Your contact telephone number
- b. Your date of birth
- c. Your mobile telephone number
- d. Your e-mail address
- e. Your communication consents

You will also be required to provide information relating to the purchase of your Chances.

Payment may be made via the following methods and the relevant information will vary depending upon the payment method.

Cash, debit card and credit card are only accepted for Single Entry Chances purchased in Thames Hospice shops, cafes and outlets via terminals.

Any other method made available by Thames Hospice from time to time

The information required will depend upon the payment method

Thames Hospice shall be entitled to take any steps necessary to verify the above information and to process your registration. Thames Hospice may (in its absolute discretion) refuse to accept an application for an individual to become a Member of the Lottery.

Following registration Thames Hospice will send you confirmation of your entry. If you have chosen to pay by Direct Debit you will receive an Advance Notification Letter. The confirmation will specify your Game Number and the first draw into which you will be entered and will confirm your name, address and any other details provided to Thames Hospice as part of your registration. If you purchase one or more Single Entry Chances in a Thames Hospice shop your draw date(s) will be as shown on your ticket which is printed by the shop after payment has been made for your Chances.

It is your responsibility to ensure that the personal information you provide to us is accurate.

When you receive your confirmation if you discover any error in your name, address or any other details provided to Thames Hospice Lottery as part of your registration, then you must correct this by notifying Thames Hospice Lottery in writing or by e-mail. Thames Hospice will make any required corrections as soon as reasonably possible. We will endeavour to make any correction as soon as reasonably practicable. Thames Hospice shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you until such correction has been made. Any correction notified to Thames Hospice shall only become effective once the correction has been made.

Each Game Number is unique. A randomly selected Game Number will be issued to you with your confirmation of entry. If you are entering by Direct Debit you may subsequently request an alternative random Game Number if you wish at any time. We regret that we are unable to facilitate specific Game Number requests.

Thames Hospice employees are permitted to join the Hospice Lottery and are permitted to play the one-off raffles organised by the Hospice however employees of the Thames Hospice External Lottery Manager and members of the Thames Hospice lottery team are not permitted to play the Thames Hospice Lottery.

Payment

Payment for Chances may be made by the following methods:

- a. Direct Debit
- b. Cash, debit card and credit card are only acceptable for Single Entry Chances purchase in our shops using terminals.
- c. Cheque
- d. Any other method made available by Thames Hospice Lottery from time to time

Payments for Chances are made to Thames Hospice directly or via the External Lottery Manager, Sterling Management, they are licensed and regulated in Great Britain under account number 3137. Therefore:

- a. Direct Debit payments on your bank statement will be referenced as THAMESXXXXXXX where the X's represent a unique number assigned to the payment.
- b. Cheques must be made payable to Thames Hospice Local Lottery.
- c. Any other method made available by Thames Hospice from time to time would also be referenced as or be payable to Thames Hospice Local Lottery on any appropriate documentation.

The price for each Chance is £1.00.

Your Chances and therefore associated Game Number(s) will not be entered into the Draw unless Thames Hospice Lottery has received all amounts payable (cleared funds) relating to your Game Numbers relating to your Chances by Thursday of that week's draw for subscription players, or by 12.00 (midday) on Wednesday of that week's draw for Single Entry Chances. If there is a dispute regarding whether Chances have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Lottery's bank accounts operate.

Direct Debit payments will be entered into the first available draw three working days after the collection has been made from your bank account. You will be notified of your first direct debit collection date in writing.

You may cancel your entry into the Lottery by notifying Thames Hospice Lottery in writing or by e-mail (this includes stopping the payment or via any other methods specified by Thames Hospice from time to time). Upon receipt of this notice Thames Hospice will;

- a. Cancel future Direct Debit payments as soon as is reasonably practicable.
- b. In accordance with the Act and as described in Rule 2.3 any payments made prior to such cancellation taking effect but which have not been used to pay for Chances in previous Draws will be used to pay for entry for your Chances into future Draws.
- c. In the event that a cancelled account reflects an outstanding balance below £1 for a duration of four consecutive years from the point of cancellation, Thames Hospice reserves the right to consider the outstanding amount as a voluntary donation. The determination of outstanding balances and the subsequent categorisation as a donation will be made at the sole discretion of Thames Hospice.

Thames Hospice may cancel your entry into the Lottery (in its absolute discretion) at any time. Thames Hospice will notify you accordingly as soon as reasonably practicable and will reimburse any amounts which have been paid that relate to future Draws. Other than the reimbursement of any such amounts, Thames Hospice shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you in relation to such cancellation.

All customer funds for use in future Lottery Chances paid to the Lottery are held in a separate bank account to maintain a separation from Thames Hospice's own trading income to protect those funds in the event of insolvency. We hold customer funds separate from company funds. This means that steps have been taken to protect customer funds but there is no absolute guarantee that all funds will be repaid. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: medium protection. For more information, please see [the customer funds insolvency ratings system](#).

Changes to Member Details

Any changes to your details as provided by you upon registration should be notified to Thames Hospice in writing or by e-mail. Changes to the bank or building society specified during registration will require the completion of a new Direct Debit Instruction.

Draws

There will be one Draw per week, to be held on a Friday, unless this falls on a public holiday, in which case the draw will take place on the next most convenient business day.

The Draw will be conducted at our External Lottery Manager's offices and determined by means of a random number generator which has been certified by a Gambling Commission approved test house.

You do not need to be present at the draw to win a prize in the lottery. A list of winning numbers will appear on our website weekly or are available by phoning us on 0370 050 1614

Prizes

Prizes are issued as follows:

First Prize: 1 x £1,000.

Second Prize: £200 Rollover.

The rollover will accumulate to a maximum of £10,000, at which point a winner will be guaranteed.

Third Prize: 3 x £10.

Fourth Prize: 4 x £5

Additional prizes could be offered from time to time.

Thames Hospice reserves the right to amend the value and quantity of prizes at any time. Any such changes will be published on the Thames Hospice Lottery Website at least one month prior to a change being made. (lottery.thameshospice.org.uk).

Each Game Number shall only be entitled to win one prize in one Draw. Players can have more than one Game Number in each draw.

The results of each Draw will be published on the Thames Hospice Lottery website within one week of the date of the Draw and may also be published in any other manner determined by Thames Hospice from time to time.

Winners who subscribe by Direct Debit will be notified by post or email within one week of the date of the Draw. Such notification will include advice that a cheque, to the value of the prize won, made payable to the Member will be sent to the Member. For winning tickets bought in Thames Hospice shops, players are responsible for claiming their prize as detailed in clause 12.5.

If a cash prize is awarded, this will be paid by cheque in the name of the Member only.

Thames Hospice reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.

There are no alternatives to the prizes offered from time to time and no interest is payable.

Any unclaimed prizes will be treated as a donation and re-credited to the Thames Hospice main bank account after a period of six months has elapsed.

By accepting the prize, the winner agrees that Thames Hospice may request the winner to take part in promotional activity, including use of first name and general location of the winner, their photograph and audio/or visual recordings of them in any publicity. We will never use a prize-winner's identification information in this way without their express permission.

Single Entry Chances

For Single Entry Chances the maximum number of entries an individual will be permitted to purchase in any one Draw is 10 and shall be entered into the next available Draw only.

Tickets bought in Thames Hospice shops, cafes and outlets via terminals will be provided in the form of a till receipt at the point of purchase, together with a transaction receipt. It is the Player's responsibility to check at the point of purchase that the information on the ticket is readable and to request a replacement if it is not. The Player is required to keep tickets and receipts safe and in good condition. Thames Hospice cannot reissue tickets once the Player has left the till. Players will require receipts as well as tickets to claim a prize for a ticket bought in a Thames Hospice shop.

Players purchasing Single Entry Chances can check if they have won a prize by entering their ticket number into the web page lottery.thameshospice.org.uk.

To claim a prize on a winning ticket bought in a Thames Hospice shop you must claim online using the web form available at lottery.thameshospice.org.uk or call our helpline on 0370 050 1694 (during business hours of 9am to 5pm Monday to Friday excluding bank holidays). You must provide information from your ticket (your winning ticket number, the date of the draw and the transaction reference) and also your name, address, other contact details and date of birth. We will use this information to verify your eligibility to enter the Lottery and claim a prize, to contact you in connection with your participation in the lottery and to award any prize.

Claims must be received within 90 days of the draw. Any prizes not claimed within this timeframe will be gratefully accepted as a donation to Thames Hospice.

Online Vouchers

Online Vouchers can only be purchased using a debit card (no credit cards will be accepted).

The purchaser explicitly agrees to provide their personal debit card details to complete the purchase of an Online Voucher.

Purchasers of Online Vouchers will be required to select the number of lottery entries to purchase and the number of draws into which the lottery entries will be entered at the time of purchase.

Online Vouchers have a validity period of 12 months from date of purchase; if not redeemed within 12 months, the Online Voucher will be gratefully accepted as a donation to Thames Hospice.

The validity of Online Vouchers may not be extended.

No cash alternatives or refunds will be granted for Online Voucher purchases.

Online Vouchers are issued in the form of system-generated alpha-numeric codes displayed on screen with an option to print and/ or email to the purchaser or receiver of the Online Voucher.

Online Vouchers can only be redeemed through the Thames Hospice Lottery webpage.

Self-excluded individuals are not permitted to redeem Online Voucher codes.

To redeem an Online Voucher, you will be required to provide your personal information including your date of birth, name & surname, email address, telephone number(s) and address.

By redeeming an Online Voucher, a player agrees to receive communications regarding their Lottery Chances.

By redeeming an Online Voucher, you agree to be bound by these Lottery Rules as amended from time to time.

Suspension of the Lottery

Thames Hospice may (at its absolute discretion) suspend the Lottery for any period of time. During such period, Thames Hospice shall:

- a. Suspend direct debit payments from your bank or building society account as soon as reasonably practicable, and;
- b. Retain any amounts which were paid prior to such suspension taking effect that have not been used to pay for Chances in previous Draws.

You will be notified of further details regarding the resumption of the Lottery or otherwise as soon as reasonably practicable after the date of suspension in writing.

Liability

Thames Hospice shall not be liable to you for any loss or damage suffered by you arising from:

- a. Any delays or failures in the postal service or other delivery methods used by Thames Hospice or you from time to time.
- b. Any delays or failures in any systems used by Thames Hospice or its External Lottery Manager Sterling or you to transmit e-mails.
- c. Any failure in any software or other systems used by Thames Hospice or its External Lottery Manager Sterling for the administration of the Lottery.
- d. Any delays or failures in the banking system used by Thames Hospice or you.
- e. Any refusal by Thames Hospice to accept registration of an individual as a Member or the cancellation of a Member by Thames Hospice.
- f. Any failure to enter your Chance into the Draw.
- g. Any event beyond the reasonable control of Thames Hospice.

Thames Hospice shall 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 loss of the opportunity to enter the Lottery and / or the chance of winning a prize).

Self-Exclusion

Should you feel that you have issues with gambling and wish to be self-excluded from our Lottery please phone our helpline number (0370 050 1694) Mon- Fri 9am- 5pm and request a self-exclusion form.

There is a minimum period of six months self-exclusion and a maximum of 5 years.

We will not target you with any gambling related marketing material during the self-exclusion period and will opt you out of all communications indefinitely on any marketing databases used by ourselves regarding gambling related offers.

You will need to contact us after your period of self-exclusion to take positive action to re-instate your participation in the Lottery.

If you need to talk to someone about problem gambling then please contact GambleAware <https://www.gambleaware.co.uk>

GambleAware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GambleAware can also be contacted on 0808 8020 133 (Freephone).

Complaints

See the Thames Hospice Prize-led Fundraising Complaints

Alternative Dispute Resolution

If a satisfactory resolution cannot be reached, the complainant may refer to our appointed Alternate Dispute Resolution service provider, IBAS (Independent Betting Adjudication Service) and direct your complaint here: www.ibas-uk.com. This service is provided to the complainant free of charge.

Privacy

Thames Hospice is committed to protecting your privacy. Data that we collect from you is used lawfully in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) and is used for the purpose of processing your purchase of Lottery Chances, subsequent entry into the Lottery, and informing you if you have won a prize.

Thames Hospice will not sell, rent or grant access to any of the personal data we collect about you to any third parties, unless they are third parties appointed by us to process data. As such they will be required to meet certain standards in order to keep the data secure.

For mailing and telephone based direct marketing campaigns, we may contact you having confirmed our legitimate interest to do so. We will not contact you if you are registered with the Telephone Preference Service (TPS) or Mail Preference Service (MPS) unless you have given us opt in consent that you are happy to receive calls or mailings from us. You may still

receive other types of telephone calls or mails from us as long as they are not for marketing purposes and are admin-based, such as checking your direct debit mandate, Gift Aid status or cancellation reasons. We do outsource some of the telephone calling we carry out as well as mailing programs, but we'll only ever use carefully selected organisations which operate in a sympathetic manner to Thames Hospice, with whom we have a negotiated contract and whom we are confident of their probity.

We may be obliged to disclose your personal information if required to do so by law, for example to statutory bodies such as the Gambling Commission or other government bodies.

Thames Hospice may contact you to verify your age in accordance with the Gambling Commission guidelines.

For further, detailed information about how Thames Hospice looks after your data, please refer to our Privacy Notice at <https://www.thameshospice.org.uk/privacy-and-cookie-statements/>

Proper Law and Jurisdiction

The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules and Thames Hospice and all entrants hereby submit to the exclusive jurisdiction of the English courts.

Contact Address

All correspondence should be sent to the following address:

Thames Hospice Lottery
Thames Hospice,
Windsor Road
Maidenhead,
SL6 2DN

Emails should be sent to: lottery@thameshospice.org.uk

Telephone: 01753 848924

APPENDIX B: SOCIAL RESPONSIBILITY IN GAMBLING POLICY

Thames Hospice operates a Society Lottery for the general public in East Berkshire and South Buckinghamshire and the surrounding area, for the sole purpose of raising funds for Thames Hospice.

The Hospice is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorse 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 three licensing objectives:

Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.

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

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

Preventing gambling from being a source of crime and disorder

- When an individual joins the lottery we will ensure that:
- The individual is aged 18 or over. We will ask the supporter to confirm this at sign up.
- The individual is resident in Great Britain.
- We do not suspect money laundering in any way, in line with the Proceeds of Crime Act.
- We also retain the right to cancel any membership should we suspect criminal activity.
- We do not accept cash.
- We limit the maximum number of entries into the lottery to £10 per person per week.
- We will record any incidents for future reference.

Thames Hospice require all staff and canvasser, employed either directly or through an agency to have had the appropriate background checks.

As part of the staff recruitment processes at our canvassing agency(ies) a minimum of two references are required. Legally during interview, every candidate must declare any criminal convictions spent or unspent.

All Fundraising staff are annually briefed on the three licensing objectives of the Gambling Commission Objectives. This will extend to our contracted lottery provider staff.

We will only use a random number generator (RNG) which has been provided by an External Lottery Manager registered with the Gambling Commission.

Raffle

In relation to our raffle we have a limit of 100 tickets per individual and record all tickets that are sent out and returned.

For the raffle or additional Super Draw Entries we will not send in excess of 60 tickets to an individual without customer interaction.

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

Our External Lottery Manager keeps a record of all tickets that have been distributed.

Extra tickets will not be made available to players until all monies have been received for existing tickets within that draw.

Our External Lottery Manager operates from secure premises, with fire safes in situ, and with contractors such as G4S.

Our External Lottery Manager processes all entries and handles all monies received for a lottery, although all monies are paid directly in to Thames Hospice's bank account, and banking reports are issued by our External Lottery Manager on a weekly basis.

Thames Hospice Staff involved in promoting lotteries/ raffles or selling lottery/ raffle tickets face to face or via telephone will be trained to a satisfactory standard to ensure compliance with Thames Hospice gambling policy and procedure.

Thames Hospice will not enrol any person into any of its lottery schemes if that person is suspected of any potential or actual criminal activities.

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery or raffle, the prizes that are available and how winners are selected.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.
- All lottery or raffle draws are conducted using a Random Number Generator, all raffle draws are conducted using a blind draw in sight of witnesses.
- A complaints procedure is in place including an independent arbitration service.
- Terms and conditions of the lottery are published on the website and promotional materials. Rules for raffles are printed on tickets and provided on the website.
- Thames Hospice staff who work directly on the lottery or raffle and the staff of our lottery supplier are not eligible to enter the lottery.

Raffle

All draws are conducted at the External Lottery Manager's premises in plain sight of staff and ourselves.

Draws are conducted at random using either a random number generator or using a blind draw.

Speed prize draws (e.g. super seller and fast replies) will be drawn before any 'main' prize draw takes place. All speed prize draw entries will then be added to the 'main' prize draw.

Thames Hospice will not accept liability for any incomplete, damaged, illegible entries. In such cases monies associated with tickets will be treated as donations to Thames Hospice.

Any ticket payments received after the closing date of the draw will be considered as donations to Thames Hospice and treated as such.

Winning numbers associated with the raffle will be published on the Thames Hospice website. Winning numbers shall also be available by contacting Thames Hospice's Supporter Care Team.

Rules are published on the Thames Hospice website and on the reverse of raffle tickets.

Printed versions of rules are available on request.

Thames Hospice have a complaints procedure in place (please see below).

A record is kept of both online and ticketed sales, as well as tickets not purchased but distributed regardless of whether they are returned or not.

Thames Hospice will reserve the right to offer alternative prizes of equal value if, due to circumstances beyond its reasonable control, the stated prizes are no longer available.

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 gambling. The current minimum age for participating in the Thames Hospice prize-led fundraising is 18. We reserve the right to ask for proof of age from any customer and customer accounts may be suspended until satisfactory proof of age is provided. If, for whatever reason, upon winning the Thames Hospice Lottery any individual is unable to prove that they are 18 or over then any winnings will be forfeited and their stake returned.

Gambling limits. Thames Hospice may impose limits on the value of lottery entries that can be purchased by an individual. The current limit to the maximum number of entries is £10.00 per person per week.

Self-Exclusion. On request, we will close any player's lottery membership(s) for a minimum period of six months during which time the membership(s) cannot be reinstated. During this period we will also make all reasonable efforts to ensure that the individual does not try to open a new membership.

All attempted breaches of underage gambling and self-exclusions will be recorded and investigated.

Access to Player History. We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.

Provide Information on Gambling Support Organisations. We will provide contact details or links on any lottery websites or via other appropriate media to Gamble Aware and other relevant / appropriate organisations. We also provide financial support to the Responsible

Gambling Trust¹, which raises funds to support research, education and treatment of problem gambling.

Self Help and Awareness Information. We will provide self-help and awareness information on any lottery websites or other appropriate media together with links to or contact details of Gamble Aware and other relevant / appropriate organisations.

Staff Training. All relevant Thames Hospice staff receive awareness training on problem gambling issues, including affordability and awareness of vulnerability at induction and on an annual basis.

¹ Through the Hospice Lottery Association.

APPENDIX C: SELF-EXCLUSION PROCESS

Should a member of our staff receive correspondence from an individual who wishes to be self-excluded they will send out a prize-led fundraising Exclusion form to be completed and returned to Thames Hospice. Upon the receipt of the completed form the individual's details will be entered onto the **self-exclusion register**. This will then be cross referenced against the existing membership database and any new members signed up for prize-led fundraising for the period of the exclusion.

Marketing and Data Management

We will not target the individual with marketing material for gambling products at any time during the self-exclusion. We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

Procedures

We have in place the following procedures to ensure that an individual who has self-excluded cannot gain access to prize-led fundraising.

- A register of those excluded with appropriate records (name, address, lottery number, and any other appropriate comments).
- The self-exclusion will be acknowledged, and information directing the individual towards support (national gambling helpline and GambleAware website) will be provided.
- Staff training to ensure that staff are able to recognise and enforce the system.
- An individual must take positive action in order to self-exclude by way of a signature.
- You can also email our self-exclusion form to lottery@thameshospice.co.uk
- The self-exclusion period is a minimum of six months (giving members the option of extending this if they so wish).
- The self-excluded member must take positive action to be removed from the self-exclusion and be able to enter the lottery or raffle at a future date.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.

Compliance

All Thames Hospice staff and volunteers are expected to adhere to this Policy and Procedure. Any breaches will be investigated and appropriate action taken. This may include disciplinary action for employed staff.

APPENDIX D: SELF EXCLUSION FORM

Self-exclusion is designed to help those who are concerned about their gambling. If you only want to cancel your Thames Hospice lottery membership you can do so simply by contacting us on the details below. For clarity, Thames Hospice will contact you to confirm receipt of this form after which we will not make direct contact with you.

You will not receive any targeted direct mail/email or tele-fundraising from Thames Hospice related to gambling activity (which includes but is not limited to lottery and raffle). We will exclude you for a minimum period of 6 months from the date of the form. Beyond that date you will have to request to be removed from the exclusion register otherwise your exclusion will continue.

Form to return

Please exclude me from your lottery and raffles with immediate effect and do not make any direct contact with myself during my exclusion period. I want to be entered on the Thames Hospice lottery Exclusion Register.

Name _____

Address _____

Lottery Name _____
Membership Number _____
(if applicable)

Comments _____

Email: _____

Telephone number _____

Signature _____

Date _____

Please return the form to: Lottery, Thames Hospice, Windsor Road, Maidenhead, SL6 2DN
Or email it to lottery@thameshospice.org.uk For more information call 01753 848924