

THAMES HOSPICE LOTTERIES AND RAFFLES OVERVIEW POLICY – TERMS AND CONDITIONS

This policy gives an introduction to the policies and regulations associated with the Thames Hospice Lotteries and Raffles.

There are several sections within our lotteries policies and they refer to; social responsibility in gambling, prize-led fundraising exclusions, lottery key events, prize-led fundraising complaints procedure and the terms and conditions associated with the lottery.

This Policy is the overview of these and includes two relevant appendices

APPENDIX A - LOTTERY TERMS AND CONDITIONS

APPENDIX B – RAFFLE TERMS AND CONDITIONS

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

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
- Comply with the Gambling Commission Licence Conditions and Codes of Practice (LCCP) 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 Lotteries that falls within scope of licensed activities but excludes prize competitions and free draws
- Describe Lottery key events at Thames Hospice.
- Describe the Thames Hospice Lotteries Terms and Conditions. It is important to note that anyone entering the Lotteries agrees 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 Lotteries is the responsibility of the Thames Hospice Campaign Manager

In accordance with the Gambling Commission Licence Conditions and Codes of Practice, Thames Hospice maintains a clear record of the individuals responsible for the operation and regulatory compliance of the Lotteries. The following persons hold responsibility for licensed activity and access to the Gambling Commission eServices portal, with defined access rights, permissions and duties including the submission of lottery returns, key event notifications and other regulatory reporting.

Authorised Signatories

Jane Symmons

Sally Richards

Jim Curry

Campaign Manager

Jim Curry

Claire Redrup

Finance Lead

Sally Richards

Governance Lead

Juliana Luxton

System Administrators (eServices Portal)

Jim Curry

Meghan Hunt

Jane Symmons

Sally Richards

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 changes to Gambling Commission regulations that requires us to make changes and if no changes are highlighted, then annually.

The review will be initiated and coordinated by the Campaign Manager in consultation with the Associate Director of Governance, with approval from the Director of Fundraising.

This policy was approved in September 2025 and will be reviewed in March 2026.

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.

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

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

“External Lottery Manager” Sterling Management Centre Limited

“Game Number” The six digit number unique to each Member or the seven-digit number unique to each Player and to each Chance

“Lottery” The Thames Hospice Lottery

“Member” An individual who has registered with the Lottery

“Player” An individual who has purchased one or more Single Entry Chances 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” mean one-off chances purchased in Thames Hospice shops

“Prize Entry Chances” mean chances paid for by Thames Hospice at the same cost as all other tickets in the relevant draw that have been won as a prize in a previous draw

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 a resident of Great Britain (England, Scotland or Wales and excluding Northern Ireland, the Channel Islands and BFPO addresses).
- c. You are not buying or claiming 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 (a), (b) and (c) above then you will not be entitled to receive that prize.

Thames Hospice operates an age verification process in line with regulatory requirements and best practice. For online sign-ups, a randomised check will be conducted on 10% of entrants using national datasets to confirm eligibility. Alternative verification measures are applied for face-to-face registrations.

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 the Lottery, you agree to be bound by the Rules, the applicable provisions of the Act, and any changes made to the relevant regulations from time to time. Thames Hospice shall not be liable for any loss or damage, including loss of the opportunity to enter the Lottery 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. Material changes to the Rules will be published on our website at least 28 days before they come into effect to provide supporters with sufficient notice and the opportunity to cancel any future Direct Debit payments if they do not wish to continue participating.

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 preferences, including marketing 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. Direct debit is only accepted online via the Thames Hospice Lottery website or face-to-face terminals. Other methods may be made available by Thames Hospice from time to time.

The information required will depend upon the sales channel and 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. 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 have chosen to pay by Direct Debit you will receive an Advance Notification Letter including a Direct Debit Guarantee.

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.

If, upon receiving your confirmation, you notice any errors in your name, address or other details provided to Thames Hospice Lottery during registration, please notify us immediately. You can do this by calling our helpline on 0370 050 1694, by writing to us, or by emailing us. Thames Hospice 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 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. Cheque
- c. Cash, debit card and credit card are only accepted for Single Entry Chances purchased in our shops using terminals
- 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 Centre Limited, who are licensed and regulated in Great Britain by the Gambling Commission 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 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 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. 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

If you need to update any of your details after registration, such as your name, address or contact information, please notify Thames Hospice promptly. You can do this by calling our helpline on 0370 050 1694, by writing to us, or by emailing us.

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 may 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: 10 x £10.

Fourth Prize: 20 x Five Prize Entry Chances

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 any 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 direct credit transfer, to the value of the prize won, is paid to the Member's bank account from which Direct Debits are paid to Thames Hospice Lottery.

Members that subscribe by cheque that have won a prize will receive payment by cheque in the post. Prize cheques will be made out in the name of the Member only.

For winning tickets bought in Thames Hospice shops, players are responsible for claiming their prize as detailed in the Single Entry Chances section below.

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

There are no alternatives to the prizes offered 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 letter of name/surname 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.

Prize Entry Chances

Prize Entry Chances may be won as a prize in the Lottery or awarded as part of specific promotions and may be subject to criteria such as purchasing additional entries within a specified time frame or playing the Lottery for a specified period, as advertised in those promotions.

If a Prize Entry Chance is won as a prize, all Chances are entered into the following week's Lottery draw under new unique once-off Game Numbers that are communicated to the Member by post or email. In this instance, the value of all Prize Entry Chances will be paid for by Thames Hospices at the same cost as all other Chances in the relevant Draw.

We reserve the right to limit these Prize Entry Chances to five per person per Draw however at our discretion, may from time to time increase this limit. Any change in the limit will be advertised during specific promotions.

Prize Entry Chances are non-transferable and cannot be exchanged for cash or cash equivalents.

Prize Entry Chances are only valid for the date specified in the promotion and on the ticket provided.

Prize Entry Chance details, such as Game Number and Draw date will be communicated in a letter or printable electronic communication, such as e-mail.

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 their receipt as well as their ticket 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 and receipt (your winning ticket number, the date of the draw and the transaction reference). You must also provide 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.

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 and raffles 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. We will also return any funds that have not yet been entered into Draws and close your account.

You will need to contact us after your period of self-exclusion to take positive action to re-instate your participation in the Lottery. You will then be given a 24-hour cooling-off period before you can participate in any of our gambling activities.

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 Procedure.

If a satisfactory resolution cannot be reached by following the complaints procedure above, 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

on our behalf. 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 to receive calls or mailings from us. You may still receive other types of telephone calls or mail from us where the purpose is administrative and not marketing-related, for example checking your Direct Debit mandate, confirming Gift Aid status or requesting cancellation reasons. We do outsource some of the telephone calling and mailing activity we carry out, but we only use carefully selected organisations which operate in a manner sympathetic to Thames Hospice, with whom we have a contract and whose standards we are confident meet our requirements. Email marketing is conducted in accordance with the Privacy and Electronic Communications Regulations. We will monitor legislative changes, including the Data (Use and Access) Bill, and update our marketing practices and supporters accordingly should new rules, such as soft opt-in, become available.

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: THAMES HOSPICE RAFFLE TERMS AND CONDITIONS

General Rules

- This Raffle is only open to residents of Great Britain over the age of 18 (this excludes Northern Ireland, Isle of Man, Channel Islands and BFPO addresses according to Gambling Act 2005 regulations).
- No tickets can be sold to, on behalf of, or for a person under the age of 18 years.
- If a ticket is sold unknowingly to, on behalf of, or for a person under the age of 18 they will be exempt from the raffle and will forfeit their prize and the stake will be returned.
- The cost of each entry is £1. Players may purchase more than one entry, and payment must be in advance.
- All proceeds from this raffle will be used for the charitable purposes of Thames Hospice.
- The prizes for the Raffle are 1st Prize £3,000, 2nd Prize £400, 3rd Prize £100, Runners-up x 6 £10. There are no alternatives to any prize.
- Raffle entries must be purchased by the published closing date.
- The draw will take place on the published draw date.
- Late entries will be treated as donations.
- We operate a combined online/offline draw ensuring that each entrant has an equal chance of winning each prize. The draw will be conducted by utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved, third party test house in combination with a blind draw in plain sight of staff. The results of the draw are final.
- Winners will be notified by post, email or telephone no later than two weeks after the draw date. Please keep your ticket number as proof of purchase.
- A list of winners will also be published on the website within two weeks of the draw date. These will only be in summary, for example Ms Smith from Slough.
- Winners may be asked to take part in Thames Hospice PR and promotional activity.
- If a prize is unclaimed after reasonable efforts have been made by Thames Hospice to contact the winner, then Thames Hospice will be entitled to dispose of the prize as it thinks fit. The winner has one month after notification to claim the prize.
- The Thames Hospice policies for raffles can be found [here](#). This includes our policy on responsible gambling, underage gambling, protection of customer funds and our complaints procedure.
- Entries must not be bought on behalf of somebody else.

- In order to promote responsible gambling, we limit the maximum number of entries into each raffle to £100 per person.
- Material changes to this raffle are not predicted to happen, but in the event that this occurs you will be notified by email 14 days in advance of any changes.

Online Entries

- A confirmation email will be sent to the entrant confirming their numbers in the draw and thanking them for their participation.
- To enter the online raffle an entrant must self-certify that they are the required age to play.
- Random age verification checks are carried out at regular intervals. If an entrant is found to be under the required age their payment will be returned and they will not be entered into the draw.

Fast Reply Draw

- To be entered into the Fast Reply Draw, one must have responded to the current raffle campaign with a ticket and/or donation by the published date.
- Each responder will have one chance in the Fast Reply Draw.
- The Fast Reply Draw will take place at the office of our External Lottery Manager, CFP Lotteries & Raffles, on the same day as the current related raffle. This includes both physical draw tickets and digital entries.
- Four players will be drawn from the pool of fast reply draw players. Each will receive one of four £25 Marks & Spencer's gift cards. The prize includes delivery by post within the UK. There are no alternatives to any prize.
- One prize per person only for the Fast Reply Draw. Winners of the Fast Reply Draw will still be eligible to win prizes in the main Raffle.
- Prizes will be sent to the winners by post within two weeks of the draw taking place.
- The decision of the Promoter is final; no correspondence will be entered into.

General Information

Thames Hospice is licensed and regulated in Great Britain by the Gambling Commission under account number [25869](#). Responsible person(s): [Jane Symmons and Jim Curry](#), Thames Hospice, Windsor Road, Maidenhead, SL6 2DN

If you would like more information about raffles and lotteries please go to www.gamblingcommission.gov.uk

If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from GambleAware on 0808 8020 133 or via their website begambleaware.org

THAMES HOSPICE LOTTERIES – SOCIAL RESPONSIBILITY IN GAMBLING POLICY

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

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 Act 2005. 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 Appendices A & B in our LOTTERY OVERVIEW POLICY (FR-P-0001).

The Hospice is committed to ensuring that the lotteries are 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

Lottery

- When an individual joins a 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 for subscriptions.
- We limit the maximum number of subscription entries into the Lottery to £10 per person per Draw, Single Entry Chances to £10 per Draw.
- We will record any incidents for future reference.

Thames Hospice requires all staff and volunteers, as well as canvassers who are 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.

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 and that has been approved by the Gambling Commission.

Raffle

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

For the raffle 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.

Lottery

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

Our External Lottery Managers process all entries and handle monies received for our lotteries, although some monies are paid directly in to the dedicated Thames Hospice's Lottery and Raffle bank accounts, 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. Early Bird 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 the Thames Hospice Fundraising 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 above).

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.

There are no alternatives to any of our raffle prizes, unless otherwise stated in the Terms & Conditions of the relevant draw.

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

We will use our best endeavours to address the following issues:

Underage 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 draw for subscription and £10.00 per person per draw for Single Entry Chances.

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 and/or their raffle payment and win 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 Trust, 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.

THAMES HOSPICE LOTTERIES - SELF- EXCLUSION

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

We comply with the Gambling Commission's Licence Conditions and Codes 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.

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 self-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).
- All self-excluded supporters are recorded on our ELM registers' and this status will be reflected in any data exports.

- The self-exclusion will be acknowledged, and information directing the individual towards support (national gambling helpline and GambleAware website) will be provided.
- Any unused credit held by a self-excluded supporter will be returned to them in full.
- 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 your completed 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).
- A self-excluded member must take positive action to be removed from self-exclusion and will only be able to enter the Lottery or raffle after a 24-hour cooling-off period following the conclusion of the self-exclusion agreement.
- 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.

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 in relation to any of our gambling products.

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 in relation to gambling products during my self-exclusion period. I want to be entered on the Thames Hospice Lottery self-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

THAMES HOSPICE LOTTERIES POLICY – LOTTERY KEY EVENTS

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

As a licensed society lottery operator, Thames Hospice is required to adhere to statutory reporting requirements set by the Gambling Commission. Part of these includes reporting Key Events as defined by the Gambling Commission. They are events that could have a significant impact on the nature or structure of our business.

Key Events are as follows:

Operator status

Key event 1:

If a company (or group company) is presented with a petition for winding up, or a winding up order has been made, or it enters administration or receivership. Or, if a person in a key position in a company, or a relevant shareholder, has entered into an Individual Voluntary Agreement (IVA), or is made bankrupt or sequestration of their estate is awarded.

Relevant persons and positions

Key event 2:

If any shareholder in your company (or holding company) holds 3% or more of the issued share capital of the company.

Key event 3:

If your company (or a group company) takes a loan from any person not authorised by the Financial Conduct Authority.

Key event 4:

Any changes to appointments of persons in 'key positions' in your company.

Financial events

Key event 5:

Any material change in your business's banking arrangements.

Key event 6:

Any breach of a covenant given to a bank or other lender to your business.

Key event 7:

Any default by your company (or a group company) in making repayments on a loan.

Key event 8:

Any change in your company's arrangements for accepting payment from customers (e.g. change of payment processor).

Legal or regulatory proceedings or reports

Key event 9:

If an application for a gambling licence or permission made by your company (or any group company) in another jurisdiction is granted, withdrawn, or refused.

Key event 10:

Any investigation by a professional, statutory, regulatory or government body into your company's activities, or person in a 'key position', that could result in a sanction or penalty, which might cause us to question the company's continued suitability to hold a licence from us.

Key event 11:

Any criminal investigation, in any jurisdiction, involving your company, or a person in a 'key position' in the company, which might cause us to question if your business's measures to keep crime out of gambling had failed.

Key event 12:

The referral to your company's Board (or audit and risk function) of material concerns raised by a third party (e.g. auditor), in any jurisdiction.

Key event 13:

A disciplinary sanction for gross misconduct, including dismissal, against the holder of a personal licence or a person occupying a qualifying position.

Key event 14:

Any material litigation against your company (or a group company), in any jurisdiction.

Key event 15:

The unique reference numbers of any suspicious activity reports issued by the United Kingdom Financial Intelligence Unit (UKFIU) ([opens in new tab](#)).

Gambling facilities

Key event 16:

Any security breach that adversely affects the confidentiality of customer data; or prevents account access for longer than 12 hours.

Key event 17:

Any gaming system fault (opens in a new tab) which has resulted in under or overpayments to a player.

Key event 18: Changes to trading on website domains (including mobile sites and applications) or broadcast media.

THAMES HOSPICE LOTTERIES - PRIZE-LED FUNDRAISING COMPLAINTS PROCEDURE

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies (FR-P-0001)

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

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 and 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 fundraising team whom will take all 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 of Complaint) – Campaign Manager

If we haven't reasonably met your expectations or you wish to make a complaint relating to the outcome of a gambling transaction, the way a gambling transaction has been managed or that concerns the way we carry out our business in relation to the three licensing objectives 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.

Juliana Luxton

Associate Director of Governance

Thames Hospice

Windsor Road

SL6 2DN

luxtonj@thameshospice.org.uk

If a satisfactory resolution cannot be reached then the matter can be referred to an independent arbiter at no cost to you. 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