

Katharine House Hospice Lottery Terms & Conditions

1. By entering the Katharine House weekly lottery, players agree to be bound by the terms and conditions contained herein.
2. The Katharine House weekly lottery is open to all mainland Great Britain residents over the age of 18 (this excludes Northern Ireland, Isle of Man, Channel Islands and British Forces Post Office addresses according to Gambling Act 2005 regulations). If you are not a resident of Great Britain, you will not be able to enter. All proceeds from the lottery go to the Katharine House Hospice.
3. Katharine House weekly lottery is promoted by the Katharine House Hospice Trust, a registered charity in England and Wales (297099) and company limited by guarantee (02133391) with a registered office at: Katharine House Hospice, Aynho Road, Adderbury, OX17 3NL.
4. The Katharine House Hospice Trust is registered with the Gambling Commission to operate this lottery, licence number 60963. This licence is issued under Part 5 of the Gambling Act 2005.
5. The Katharine House Hospice Trust's qualified person responsible for the lottery is Charlotte Bound.
6. Katharine House uses the proceeds from the weekly lottery and raffles to support our work which includes providing specialist palliative care for adults with life-limiting conditions and supporting their families. It also funds the payment of prizes and investing back into the lottery so that we can raise even more. If the weekly lottery performs to expectations, during 2023 we project that around £320,000 would be raised from ticket sales, with 24% spent on prizes, 5% being reinvested into growing our lottery programme so it can raise even more in the future and remaining 71% being used to fund the work of Katharine House.

Eligibility

7. Paid employees and volunteers of Katharine House directly involved in running the lottery or who could have influence over the running of the lottery are not eligible to enter the weekly lottery or raffles. If you would like to check if you are eligible to play the lottery, please email lottery@khh.org.uk.
8. It is an offence to buy or purport to buy a lottery entry on behalf of anyone under the age of 16 (sixteen) years of age. It is the policy of Katharine House not to sign up people under the age of 18 (eighteen) to the weekly lottery however. If a ticket is sold unknowingly to or for a person under the age of 18, they will be excluded from the weekly lottery and will forfeit their prize and their ticket money will be returned to the person that paid for the ticket.
9. Any person found to be under 18 years of age who has entered the weekly lottery will be excluded from future entries and any monies paid over by them will be returned and, if applicable, any prizes won will be withheld.
10. Katharine House reserves the right to carry out any checks which it deems necessary to confirm age eligibility to any lottery draw and you shall not be entitled to receive any prize if you are unable to substantiate, to Katharine House's satisfaction, adequate responses to the eligibility checks. Checks will include the following information or confirmations:-
 - a) that you are aged 18 or over;
 - b) that you are a resident of Great Britain (England Scotland and Wales); and
 - c) accurate information regarding your name, postal address and telephone number.

Joining the weekly lottery

11. To apply for membership individuals should complete an application form which can be downloaded from [Membership Form](#). A form can also be sent to you on request. We cannot accept online or telephone applications due to current licencing restrictions.
 12. All lottery entries are priced at £1 each per week. To promote responsible gambling, players may only purchase up to 5 (five) entries per week remotely and full payment for each lottery entry must be received in the form of cleared funds before the entry can be entered into the draw. If players wish to purchase more than 5 (five) entries per week, they may telephone Katharine House who may permit the purchase of up to 20 (twenty) entries per week at their discretion.
 13. Payment can be made by the following methods:-
 - a) **Cheque** – Cheques must be made payable to “Katharine House Hospice”. Please allow at least five working days for payments to clear from the date of receipt by us. Four weeks before your credit expires, we notify you by post with a renewal reminder.
 - b) **Debit Card** - We will accept all major debit cards, however, in accordance with the Gambling Commission requirements, credit cards cannot be accepted for the use of gambling. Payment by debit card requirement a minimum transaction amount of £13. Card payments can only be made in person at Katharine House Hospice Trust, Aynho Road, Adderbury, Oxfordshire, OX17 3NL or via submission of our online membership application form which can be found here: [Membership Form](#).
 - c) **Standing Order** - The easiest way to play the weekly lottery is by standing order and it also helps save the Hospice money in administering the lottery. Set up a standing order via submission of our membership application form which can be found here: [Membership Form](#) and return it to Katharine House. You can pay in advance for three months (13 weeks), six months (26 weeks) or twelve months (52 weeks) entry to the weekly lottery via standing order. The costs of advance payment for a single entry each week is as follows:
 - i Three months' entry - £13.00
 - ii Six months' entry - £26.00
 - iii 12 months' entry - £52.00
 14. Katharine House accepts no liability for loss, theft, delay and is not liable for any late bank payments which will result in non entry to the relevant weekly draw.
 15. All entry monies will be held in a ring-fenced bank account prior to each draw being made and will not be applied to any other use than that of funding entries into the draw prior to the draw. This is considered a 'medium' level of protection by the Gambling Commission. Further information can be found at: <http://www.gamblingcommission.gov.uk/Consumers/Protection-of-customerfunds.aspx>. Lottery entry monies has the same definition as 'customer funds', as defined in clause 4 of the Gambling Commission's Licencing Conditions and Codes of Practice. In the unlikely event of the insolvency of the Katharine House, entry monies will be protected.
 16. All lottery entry sales are final and no refunds will be made at any time, save as stipulated in clause 8. All players acknowledge that their payment of £1 per entry does not guarantee that they will win any prize.
 17. Katharine House reserves the right without notice or reason to cancel or suspend the weekly lottery or refuse entry to the weekly lottery. This decision shall be final and binding.
- Types of membership**
18. **Individual** - an individual membership is issued to one person who is eligible to participate who is registered as the named member of the lottery.

19. **Gift** – a gift membership is available to eligible individuals purchase for another individual for special occasions such wedding anniversaries, birthdays etc. Both the individual asking for the gift and the gift recipient must meet the Acceptance of Membership Terms and Conditions and be over 18 years of age.
20. Application forms and further information on the different forms of entry are available from lottery@khh.org.uk

Draws and prizes

21. A unique lottery number will be allocated to each entry, which will be issued/confirmed with the confirmation of entry letter. Katharine House will conduct the weekly lottery draw [every Friday]. If a bank holiday falls on a Friday, the draw for that week will take place the next available working day.
22. The weekly draw will be made utilising a Random Number Generator (RNG) that has been tested and approved by an independent, Gambling Commission approved, third-party test house. Your chances of winning are dependent on the number of entries in the draw.
23. There will be 20 guaranteed weekly cash prizes. The current prize structure for the weekly lottery draw is: 1 x £1,000, 2 X £50, 5 x £20 and 10 x £10. We reserve the right to amend the prize structure at any time, however, at least seven days' notice will be given via our website and, where possible, through local press, the Banbury Guardian.
24. A list of the winning weekly cash prize numbers with the prize amount, town/county of residence and draw date for prize winners will be published each Friday, the day of the draw, on the Katharine House Hospice' website: [KHH Lottery Results Page](#) and Facebook page: [KHH Facebook](#) . Players can request a printed copy by calling Katharine House on 01295 816484. By accepting a prize, players agree to this information being published and to taking part in publicity for Katharine House. In addition, Katharine House may ask to use winners' stories and/or photographs for publication on the website, or to promote the lottery. If you do not wish to participate, please advise our Supporter Care Team by email at: lottery@khh.org.uk
25. A letter of notification of winning will be sent to winner by post to the postal address with which the recipient signed up. The prize award, payable by cheque, will be included within the notification letter. This may take up to ten days. There is no need to claim any prizes. There are no alternatives to any prize and no interest is payable. Players will be notified as to any change in the prize structure.
26. Katharine House reserves the right to reclaim any prizes issued in error.
27. All players are solely responsible for providing the Katharine House with their accurate and up-to-date contact details and the Katharine House is not liable in any way for failure or inability to contact any player due to errors, omissions or inaccuracies in the contact details that the player has provided.
28. Katharine House will make all reasonable efforts to ensure that winners receive their prizes. If after 180 days the prize cheque remains uncashed, the Katharine House reserves the right to distribute the prize as appropriate.
29. If a winner loses their prize funds cheque. Katharine House should be contacted to request a replacement cheque. Replacement cheques can only be awarded for a period of 180 days after the date of winning.
30. If the Katharine House becomes aware that a prize winner is deceased, the charity will issue the prize by cheque to the deceased's bank account, or if notified forward to the solicitor or will executor who is handling the estate to include as an estate asset. In the case of releasing funds to an executor, written proof of executor status will be required.

Cancellation

31. Entry into the Katharine House Hospice weekly lottery can be cancelled at any time by notifying the Katharine House in writing to: Supporter Care Team, Katharine House, Aynho Road, Adderbury,

OX17 3NL or via email to: lottery@khh.org.uk. Cancellation requests received after 17.00 hours on a Wednesday may not be actioned until after that week's weekly draw.

32. If entry is paid by regular debit card payment then you must provide us with your card details in order to make the cancellation.
33. Cancellations will only become effective after all prepaid credits have been expended by entries into respective future draws. Prepaid stake money will not normally be refunded on cancellation. It is the player's responsibility to cancel any standing order instruction held by the player's bank.
34. Katharine House reserves the right to disqualify any player if it has reasonable grounds to believe the player has breached any of these terms and conditions.

Your data

35. The Katharine House is committed to protecting players' privacy. Data that is collected from players is used lawfully in accordance with the Data Protection Act 2018 and is used by the Katharine House. Katharine House will not sell or swap your details with any other third parties and you can opt out of being contacted for fundraising purposes at any time (see clause 36 below).
36. Players' data may be used to send updates about how their support has helped transform lives and how they can donate and help in the future. If at the point of sign up a player has opted in to be contacted by email, SMS and/or telephone, then they may be contacted in this way about how their support has helped transform lives and how they can donate and help in the future. If you are not happy to hear from us this way, you should contact us by writing to: Fundraising Team, Katharine House, Aynho Road, Adderbury, OX17 3NL or via email to: fundraising@khh.org.uk.
37. Any player has the right to access the information held about them. To obtain this information, please contact the Katharine House in writing to: Fundraising Team, Katharine House, Aynho Road, Adderbury, OX17 3NL or via email to: fundraising@khh.org.uk.
38. Our full data policy can be found here: <https://www.khh.org.uk/privacy>

Responsible gambling and self-exclusion

39. Katharine House promotes responsible gambling. Our Responsible Gambling Policy is available at: [KHH Responsible Gambling Policy](#) Players can request a self-exclusion from the Katharine House database to stop being contacted about lottery and other gaming communications in the future by writing to: Supporter Care Team, Katharine House, Aynho Road, Adderbury, OX17 3NL or via email to: lottery@khh.org.uk.
40. You can self-exclude from the weekly lottery or ALL of the Katharine House's lotteries for a minimum period of six months and up to a period of five years if it is needed. Any self-exclusion period may, on request, be extended for one or more further periods of at least six months. This can be done by filling in the self-exclusion form on our webpage here: [KHH Self Exclusion Form](#) or making the request in writing to the Supporter Care Team at our registered office address (see above). You should read the guidance notes on the consequences of self-exclusion and agree to them before the period commences.

Complaints

41. Any complaints relating to the Katharine House weekly lottery will be dealt with in accordance with our Lotteries Specific Complaints Policy which can be found here: [KHH Lottery Complaints Policy](#)
42. In the event that a written complaint cannot be resolved by in accordance with our Lotteries Specific Complaints Policy or representatives of Katharine House Hospice; Katharine House Hospice Charity will provide free third party arbitration via IBAS. Independent Betting and Adjudication Service PO Box 62639, London EC3P 3AS Telephone: 020 7347 5883 Fax: 202 7347 5882 Email: adjudication@ibas-uk.co.uk

General

43. Nothing within these terms and conditions will create or should be construed as creating any form of contract between any lottery player and the Katharine House.
44. Katharine House will not be liable to any lottery player for any loss or damage suffered or arising from:
- a) any delays or failures in the postal service or other delivery methods used by the Katharine House, or the lottery player from time to time;
 - b) any delays or failures in any software or other systems used by the Katharine House for the administration of the lottery;
 - c) any delays or failures in the banking system used by the Katharine House or the player;
 - d) any refusal by the Katharine House to accept registration of an individual as a lottery player or the cancellation of a lottery entry;
 - e) any failure to enter a number into the draw; and
 - f) any event beyond the reasonable control of the Katharine House.
45. Katharine House accepts no liability to any player in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by any player in relation to participation in the Katharine House weekly lottery (including loss of the opportunity to enter the lottery and/or the chance of winning a prize).
46. Katharine House's liability to you is limited to the amount of prize that has become due to you or the relevant week's aggregate entries fees, whichever is the higher.
47. Each player should retain a copy of these terms and conditions for their reference. A copy of these terms and conditions may also be requested by sending a stamped, addressed envelope, together with a written request, to: Supporter Care Team, Katharine House, Aynho Road, Adderbury, OX17 3NL or by calling 01295 816484 or can be found at: <https://www.khh.org.uk/lottery>
48. Katharine House reserves the right to amend these terms and conditions at any time. If the Katharine House does so it will publish the amended terms and conditions on its website: <https://www.khh.org.uk/lottery>
49. The laws of England and Wales will govern the interpretation and/or enforcement of these terms and conditions and the Katharine House and all players hereby submit to the exclusive jurisdiction of the English courts.
50. For more information about the Katharine House Hospice Trust, its lotteries and other ways to donate, please visit www.khhospice.org.uk.
51. Katharine House supports and contributes to research into problem gambling and is a member of the Lotteries Council www.lotteriescouncil.org.uk.

Katharine House promoted responsible gambling. If you or a friend or family member feel that you are experiencing problems with gambling, you can seek advice and support from the National Gambling Helpline 0808 8020 133 or via the GambleAware website www.begambleaware.org.uk