



## Cornwall Hospice Care Bumper/Raffle Draw Terms and Conditions

All profits from the Cornwall Hospice Care Bumper Draw go directly towards funding the services provided by Cornwall Hospice Care, which provides specialist care for adults with terminal illnesses.

### **Bumper/Raffle Style Draws**

In addition to our weekly lottery, we also hold one-off Bumper Draws throughout the year.

### **Draw date**

We currently hold a summer and winter Bumper Draw. Draw dates will be advertised on the tickets and our website.

### **Winners & Prizes**

The prize structure for Bumper Draws is clearly shown on the tickets and on our website.

Prizes are sent out by post within 7 working days of the draw taking place.

Winner's names, town of residence and corresponding winning numbers are published on our website are also published in our hospices and shops.

Any uncashed or expired prizes will be taken as a donation to the hospice six months after the date of issue.

We reserve the right to amend the prize structure at anytime.

### **Data**

The Cornwall Hospice Care database is updated with who was sent tickets and who bought tickets.

### **Cost of entry**

Bumper Draw tickets cost £1 each.

### **Multiple entries**

The number of tickets are limited to 100 per person.

### **Payment Methods**

- Cheque/Postal Order made payable to Cornwall Hospice Care Lottery Ltd
- Cash at shops and hospices or via the Lottery Office.

- Debit card via the lottery office
- Debit card via Cornwall Hospice Care website [www.cornwallhospicecare.co.uk](http://www.cornwallhospicecare.co.uk)

## **How to Buy Bumper Draw Tickets**

Tickets can be purchased:

- From Cornwall Hospice Care Shops
- By post
- At Hospice Receptions
- By calling the Lottery Office
- Cornwall Hospice Care website [www.cornwallhospicecare.co.uk](http://www.cornwallhospicecare.co.uk)

Reserved Bumper Draw ticket numbers are sent through the post to supporters both currently playing and who previously played our lottery via regular subscription. Also to supporters who have participated in previous Bumper Draws. There is no obligation to buy numbers in any of these one-off draws.

To buy or sell draw tickets you must be a resident of Great Britain, be 18 years of age or over and agree to our terms and conditions.

## **Bumper Draw Administration**

### **Change of Personal Details**

It is your responsibility to advise us if you change your name or address between buying a ticket and the date of the draw. This is important as we will issue prizes to the name and address provided. Any uncashed or expired prizes will be taken as a donation to the hospice six months after the date of issue.

### **Cancellation**

You may cancel your entries into a Bumper Draw by contacting the lottery office. If you require a refund, you must contact us at least 7 days prior to the draw date and any refunds are subject to a £5 admin fee.

Where a person is reported to us as deceased, and they have already bought tickets in a forthcoming draw, the numbers will continue to be entered into the draw unless we are instructed otherwise. Any winnings will be made payable to the Executor.

Alternatively, we will accept instructions from an Executor or next of kin to:

- change the name on the tickets
- cancel and refund the cost of the tickets (this may be subject to a £5 admin fee)
- cancel the tickets and donate the money to the Hospice

## Self Exclusion

An instruction to be self excluded, as defined in the Gambling Act 2005, from Cornwall Hospice Care Lotteries Ltd, or any other Cornwall Hospice Care Prize Draw, may be submitted in writing, emailed, faxed or telephoned to the Cornwall Hospice Care Lottery office address below. Self-exclusion forms are available from the lottery office.

## Responsible Gambling

Cornwall Hospice Care Lottery Ltd is a member of The Hospice Lotteries Association whom on behalf of their members make a financial contribution towards the work of Gamble Aware. The Hospice Lotteries Association website, [www.hospicelotteries.org.uk](http://www.hospicelotteries.org.uk) has a page dedicated to the responsible gambling with links to GAMCARE [www.gamcare.org.uk](http://www.gamcare.org.uk) Freephone helpline 0808 8020 133, the leading organisation that provides practical help to problem gamblers. Further support can also be found on the BeGambleAware website [www.begambleaware.org](http://www.begambleaware.org)

## Complaints

Any complaint relating to the operation of the lottery should be sent in writing in the first instance to The Lottery Manager, Cornwall Hospice Care Lottery Ltd, Daniels Lane, Holmbush, St Austell, Cornwall. PL25 3HS. If you are not happy with the response you receive, you can escalate your concerns further in accordance with the complaints policy available from the lottery office.

If the issue is not resolved to your satisfaction, you can ask The Independent Betting Adjudication Service Limited (IBAS) to consider it by:

- Submitting your complaint through The Independent Betting Adjudication Service Limited website <https://www.ibas-uk.com/consumers/how-to-raise-a-dispute/>
- Contacting The Independent Betting Adjudication Service Limited 020 7347 5883

Cornwall Hospice Care Lottery Ltd reserves the right to amend or modify these Terms and Conditions without notice. A copy of these Terms and Conditions can be obtained in writing by sending a stamped addressed envelope to the Lottery Manager at the address in the contact details.

## Contact Us

Daniels Lane  
Cornwall  
PL25 3HS

Telephone: 01726 66868 option 4

Email: [chclottery@cornwallhospice.co.uk](mailto:chclottery@cornwallhospice.co.uk)