

COMPTON CARE LOTTERY – TERMS AND CONDITIONS

Compton Care Lotteries Ltd reserves the right to amend these terms and conditions from time to time without prior notice.

A) What is the Compton Care Lottery and how does it work

- Compton Care Lottery Ltd (known as Compton Lottery) is a weekly lottery draw; each entry into the draw costs £1.00.
- To enter the weekly draw on a subscriber/ongoing basis you will need to complete a Compton Lottery form online, by post, face to face or on the telephone.
- Once your application has been processed, you will be issued with a unique lottery number (s). The unique lottery number (s) will remain allocated only to you until your play is cancelled.
- The maximum number of entries permitted per person, per week in the weekly lottery if a subscriber lottery play, is 10 at a cost of £10 per week or £520 per year.

Only lottery numbers that have been paid for in advance are entered in a draw.

The results from each draw are normally available from 2pm onwards each Friday, on our website. A poster displaying winning numbers will be on display in all open Compton Care Charity shops.

We reserve the right, subject to Bank Holidays and unforeseen circumstances, to change the draw and publication dates without notice or suspend the lottery.

B) Marketing Materials and access to information.

- I. Participants have access to the terms and conditions (including information on prizes and breakdown of how funds are used and % for prizes, costs & licences and charitable funds) of the lottery prior to purchasing a chance to win.
- II. Any promotional materials for the lottery are clear and not misleading, and all advertising for the lottery complies with the advertising code of practice applicable to the form and media the advert is in. The principles in these codes should also be applied to all forms and media not explicitly covered by the advertising codes as if they were.

C) How to Play

To become a lottery player you can join:

- Online: <https://www.comptoncare.org.uk/support-us/our-lottery/>
- By telephone: 0300 323 0250
- Complete a Compton Lottery joining leaflet
- Via one of our Compton Lottery Promoters who undertake door to door canvassing and promotional activities.

- Payments can be made monthly (£4.34), quarterly (£13), half yearly (£26) or annually (£52).
- Lottery players can pay by Direct Debit (this is the most cost-effective method of payment for the Hospice), Cheque, Debit Card or by company Payroll. Payment by credit cards can only be accepted when the cardholder is present. Credit cards cannot be accepted for remote payment, such as online, mailing response or by telephone.
- There are opportunities to buy one off tickets in Compton Care shops and premises, other venues plus over the phone and online. Please visit our website or call the team on 0300 323 0250 and we'll let you know how you can purchase one off tickets.
 - Measures are in place to monitor quantity of one-off tickets bought
 - Measures are in place to ensure tickets are sold to over 18's only
 - Please see the claiming a prize from a winning lottery ticket purchased through shops and venues section.

D) Prizes - The current prize structure for the weekly lottery draw is:

1st Prize up to £2,000, 2nd Prize £125, 3rd Prize £75, 4th Prize £50, 5th Prize £25
145 prizes of £5 each

From 4th June 2021 the prize structure will be:

1st Prize up to £1,500, 2nd Prize £125, 3rd Prize £75, 4th Prize £50, 5th Prize £25
145 prizes of £5 each

- In the event of not being able to cover the operational costs and ensure at least the minimum legal 20% of profit is donated to Compton Care, prize amounts will be lowered accordingly, or in exceptional circumstances the lottery will be suspended. Any changes to any weekly draw will be displayed on the Compton Care website.

E) How the winners are chosen

- Winners are selected at random with the first prize being selected first and so on (through compliant Donorflex software).
- Compton operates a no need to claim approach with lottery subscribers. Prize winners are notified by post within 10 working days of the draw taking place. The notification includes the relevant cheque to the appropriate value of prize. Winning numbers are published on our website, social media and in the Compton Care charity shops. Copies and information may be requested from the Compton Care Lottery Ltd office by Tel 0300 323 0250, or use our contact form <https://www.comptoncare.org.uk/about-us/contact-us/>
- Winners may be asked to take part in promotional activity (permission will be sought) and Compton Lottery reserves the right to feature the area the winner resides unless notified otherwise.
- Prize cheques will be valid for 6 months. Replacement cheques can be issued upon request and upon receipt of the original cheque.

F) Claiming a Prize from a winning ticket purchased through shops and venues

- Contact details are requested when a lottery ticket is purchased so winning ticket holders can be contacted. Should a purchaser of a lottery ticket not provide valid contact details, the responsibility falls on the ticket holder to check winning numbers and claim within 6 months.
- Ticket Holders who cannot be contacted by Compton Lottery can
 - claim their prize by completing a claim form online and submitting photographic evidence of the winning ticket
 - Download a form or pick up from one of our shops/main reception – complete and send the form with winning ticket (or photo of) to Compton Care Lottery, 4 Compton Road West, Wolverhampton WV3 9DH.

G) Protection of Customer Funds & Anti Money Laundering

- Customer payments in advance (customer funds) are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency. These accounts may include bank accounts, investment accounts and other accounts.

H) Change of Personal Details

- It is the member's responsibility to advise Compton Care Lottery Ltd of any change of address or any other membership details deemed necessary. This is important as we only issue letters and winners' cheques to the name and address held on our database.
- For security purposes you will be asked to confirm your personal information before we discuss your play details.
- Unfortunately, any member who moves outside Great Britain will have their membership cancelled. Any remaining credit will be refunded.

I) Cancellation

- Condition of cancellation: Lottery Participation can be cancelled at any time. However, any notices to cancel received after midday on a Wednesday may not become effective until the following week's draw.

To cancel please contact the Compton Care Lottery Ltd office on 0300 323 0250 or by using our online [contact form](#).

- If you pay by a standing order you must also cancel your agreement/mandate with your bank as we are unable to do this.
- If you pay by direct debit, please cancel your mandate with your bank.
- If your lottery number has remaining credit at the point of cancellation your lottery number will continue to be entered into the lottery draw until your credit expires. Alternatively, you may choose to donate your credit direct to Compton Care or you can request a refund if your credit is greater than £10.
- Refunds will be paid by cheque upon request. We reserve the right to cancel an existing subscription without giving reason and at our absolute discretion, any credit would be refunded.
- If we are notified that a lottery player has passed away, the remaining credit on the lottery player's account will continue until the credit expires. Any winnings will be made payable to the Executor or as requested by the executor. Alternatively, we will accept instructions from the Executor or next of kin to:

- Cancel and refund any remaining credit (greater than £10)
- Cancel and donate any remaining credit to Compton Care
- Any credit 99p or less remaining on the players cancelled account will be treated as charity funds after 6 months.

J) Special Event Lottery Raffles and SuperDraws

The Compton Care Lottery Ltd weekly lottery terms and conditions apply equally to weekly and special events draws.

- Compton Care Lottery Ltd conducts weekly draws throughout the year and one or more Super Draws each year. The prize structure and date for these draws is clearly shown on the relevant tickets.
- Tickets are only sold through outlets or agents approved by us and include; online through our website, Compton Care Shops, approved venues & directly from the Compton Care Lottery team.
- In addition, we mail supporters with up to 20 tickets. There is no obligation for individuals to purchase tickets in any of these one-off draws/raffles. Additional tickets may also be purchased with monitoring in place relating to quantities purchased.
- If tickets and payments are received after the draw has taken place, for every special event ticket that has been received and paid for – a replacement ticket will be issued for the next eligible weekly draw.

Please contact the Compton Lottery office for further information.

K) Data Protection

- Compton Care Lottery Ltd holds all data under the Data Protection Act (2018).
- Compton Care Lottery Ltd promise to comply with all Data Protection legislation, GDPR, PECR requirements and protect your personal data as well as securely storing any bank data.
- We use legitimate interest to determine how we communicate with you. Please advise us of any changes at marketing@comptoncare.org.uk or call 0300 323 0250 so we can update our records.
- We do not sell your data to third parties. Our Privacy policy can be found <https://www.comptoncare.org.uk/privacy-policy/>
- Compton Care Lottery Ltd cannot accept liability for third party loss, delay or theft of any communication sent by post, email or fax, nor for any delays in the banking systems which are beyond our control.

L) Responsible Gambling and Self-Exclusion

Under the Gambling Act 2005 Compton Care Lottery Ltd has a duty to ensure gambling is

- Free of crime and disorder.
- Fair and open.
- Protect children and the vulnerable from gambling.

- Compton Care Lottery Ltd has a statutory obligation under The Gambling Act 2005 to verify that members are 16 years or over. Compton Care Lottery operate an over 18 policy.
- Compton Care Lottery Ltd will, where appropriate, carry out checks to verify this requirement.
- Players of the Compton Care Lottery Ltd lottery must be resident in Great Britain – unfortunately, this excludes; the Channel Islands, Isle of Man and Northern Ireland as they do not fall within the boundaries of Great Britain.

Compton Care Lottery Ltd promotes responsible gambling.

- At any time, anyone can advise us that they wish to be excluded from our lottery.
- Any requests to be self-excluded from the Compton Care Lottery Ltd and any other gambling products can either be telephoned through to the office 0300 323 0250 or sent via email using the [contact us](#) form.
 - Anyone wishing to self exclude will have their details placed on an exclusion database and will not be able to re-join the lottery or participate in any of our raffles or draws for a minimum of 6 months.

Compton Care Lottery Ltd is a member of The Hospice Lotteries Association (HLA), which, on behalf of its members, makes a financial contribution to the Responsible Gambling Trust, an organisation which funds research for education and treatment of problem gambling.

The Hospice Lotteries Association website www.hospicelotteries.org.uk has a page dedicated to the Responsible Gambling Trust and GAMCARE, the leading organisation that provides practical help to problem gamblers. Further support can be found on the following websites;

Responsible Gambling Trust www.responsiblegamblingtrust.org.uk

Gamcare www.gamcare.org.uk 0808 8020 133

Gamble Aware www.gamblingaware.co.uk

M) Dispute Resolution

- Any complaints and disputes will be dealt with in accordance with Compton Care Complaints policy, a copy of which is available from the Compton Care Lottery Ltd office or the website.
- In the event of a complaint/dispute not being resolved it will be referred to an alternative dispute resolution service.
- As Compton Care Lottery Ltd is a member of the Hospice Lotteries Association this will be referred to The Independent Betting Adjudication Service Limited (IBAS) www.ibas-uk.com 020 7347 5883

N) Training

All staff, volunteers, third party agencies and self-employed collectors involved with the recruitment, selling, promotion, administration, customer service will receive compliance training regarding the following (but not exhaustive) areas that are relevant to them:

- Gambling Commission Licence conditions and codes of practice (LCCP) <https://www.gamblingcommission.gov.uk/for-gambling-businesses/Compliance/LCCP/Licence-conditions-and-codes-of-practice.aspx>
- The Fundraising Regulator/Chartered Institute of Fundraising Code of Fundraising Practice <https://www.fundraisingregulator.org.uk/code>
- The Fundraising Regulator/Chartered Institute of Fundraising Code of Fundraising Practice <https://www.fundraisingregulator.org.uk/code>
- General Data Protection Regulation (GDPR) <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>
- Privacy and Electronic Communications Regulations (PECR) <https://ico.org.uk/for-organisations/guide-to-pecr/>
- Advertising standards – See Advertising Standards Authority https://www.asa.org.uk/type/non_broadcast/code_section/16.html and also LCCP Provision 5 marketing.

O) General Notes

All proceeds from the Compton Lottery go direct to Compton Care to help fund running costs and patients care services. The Lottery Promoter is Compton Care Lottery Ltd, 4 Compton Road West, Wolverhampton WV3 9DH (registered in England No: 3188860) and is a wholly-owned subsidiary of Compton Care Group (registered in England No: 1607631) Compton Care is a Registered Charity 512387.

Compton Care Lottery Ltd is licensed with the Gambling Commission under the Gambling Act 2005. Operating Licence 000-004882-N-306728 Ancillary Remote Operating Licence 000-004882- A-319915. <https://registers.gamblingcommission.gov.uk/4882>

Responsible Person held by: Marie Von Wurzbach

The Gambling Commission www.gamblingcommission.gov.uk Telephone: 0121 230 6666