



Lottery rules terms and conditions

The following are the terms and conditions of the East Anglian Air Ambulance charity lottery. By completing the player application form, you agree that you have read and understood these terms and that they will apply to and govern your participation in the lottery. If you do not agree with any of the terms and conditions, you should not accept them, in which case you will not be eligible to participate in the lottery.

1. Lottery Rules

East Anglian Air Ambulance Lottery is a weekly draw. Each chance costs £1 per week and upon receipt of your application we will issue you with a unique membership number which will be entered into the draw each week. The winning numbers will be displayed weekly on the lottery page of www.eaaa.org.uk. You may call 01603 489400 to request a list of winning numbers. If you are one of our lucky winners there is no need to check your numbers as we will notify you by post as soon as possible.

2. Rules for play

2.1. The lottery is only open to persons aged 16 years or over. Members joining the lottery must confirm that they are 16 years of age or over. It is an offence for persons under the age of 16 to attempt to join the lottery.

2.2. All prizes are set, there is no alternative.

2.3. The draw will take place every Friday (except where a Friday falls on a public holiday and then the draw will take place on the nearest possible working day) at the Norwich office of the East Anglian Air Ambulance by use of a computerised random number generator. The draw is witnessed each week and the results are recorded.

2.4. The winners will be published on our website – www.eaaa.org.uk.

2.5. It is the members' responsibility to keep us notified of any change of address details. All winning cheques will be sent to the members recorded address.

2.6. All proceeds, after the deduction of prizes and expenses, shall be deemed as a donation to the East Anglian Air Ambulance charity which you have supported.

2.7. All advanced payments received from a lottery member are held in a separate account by East Anglian Air Ambulance (Trading) Ltd and credited upon receipt to the relevant amount of lottery draws in advance.

2.8. Any application for entry into the lottery may be rejected for any reason by discretion of the Responsible Person, S. Demetriou or C. Causton.

2.9. Winners' initials and locations will be published on our website and sent out in press releases for information and promotional purposes. Players can opt out of being included in this announcement by contacting the lottery office on 01603 489400 or at lottery@eaaa.org.uk

2.10. East Anglian Air Ambulance (Trading) Ltd is not responsible in any way whatsoever for delays in payments being received.

2.11. Any lottery entry may be terminated at the discretion of East Anglian Air Ambulance (Trading) Ltd with any unused monies refunded.

2.12. East Anglian Air Ambulance (Trading) Ltd reserves the right to reclaim any prizes issued in error.

2.13. Any prize unclaimed for a period of six months from the date of the draw will be deemed to be, and applied as if it were, a donation to the East Anglian Air Ambulance Charity.

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

2.15. East Anglian Air Ambulance (Trading) Ltd may change the rules of the lottery at any time and at their discretion. Customers will be notified of any changes to the rules on the www.eaaa.org.uk website before they come into effect.

2.16. The East Anglian Air Ambulance lottery is licenced by with the Gambling Commission under certificate number 000-003319-N-102952-010.

3. Cancellation of subscription and refunds

Subscribers of the lottery can cancel at any time. Please inform the Charity by ringing 01603 489400, or email lottery@eaaa.org.uk, or in writing to:

The Friends of the East Anglian Air Ambulance Lottery
Hangar E
Gambling Close
Norwich Airport
Norwich
NR6 6EG.

If you subscribe by standing order and you wish to cancel your subscription, it is your responsibility to cancel the standing order with your bank. (The Charity does not have the authority to amend or cancel a standing order). If we are notified of a subscribers' death, any refund requested from unused subscriptions will only be payable to the deceased subscribers' estate. Supporting documentation may be required. If any next of kin would like to continue the subscription any unused monies will pass on with the subscription. They will be given further information regarding payment methods to renew the subscription. (Proof of identity/age/supporting documentation, may be required). If no one wishes to continue the subscription and a refund is not required, the number will cease to be valid and any unused portion of the subscription will be donated to the East Anglian Air Ambulance charity.

When a supporter cancels their lottery membership, if there is a balance on their account, they are entered into the draw until the balance is less than £1. After this the balance will be treated as a donation to the charity. It is noted that the supporter could request a refund for this up to six months after cancelling. In these cases the money would be repaid. No provision is made for this due to the immaterial amounts involved.

4. Customer funds – segregation and disclosure

Payments received in advance of the lottery draw are accounted for and reconciled monthly with the bank and the lottery software.

We qualify for the basic customer fund rating with regards to holding funds received in advance. The funds are kept in a bank account in the charity, thus separate from the trading subsidiary and these are shown as a creditor and corresponding debtor on the management accounts.

Trustees have deemed this account as separate and the funds are not included in the working capital of the charity.

No credit is granted to individual customers. If a customer has not paid they are not entered into the draw.

Credit of four weeks play is granted to a small selection of approved lottery agents by means of an invoice.

5. Liability

The Charity cannot accept liability for loss/theft or delays for:

- 4.1. Any payments/ forms/ communications sent by post or email or for any delay in payments through the banking system
- 4.2. Any event beyond the reasonable control of the Charity

6. Data protection

EAAA will never sell or share your information with any other organisation for marketing purposes. Data that is collected from you is used solely by the Charity to process your entry into the weekly lottery, to inform you if you have a prize or to send news updates and promotions of the Charity according to your preferences. You can read our full Data Protection and Privacy statement on our website [here](#).

7. Complaints Procedure

East Anglian Air Ambulance (Trading) Ltd aims to ensure that any issue regarding the lottery that you may have is dealt with promptly, efficiently and in confidence. If you wish to make a complaint then please contact the Head of Direct Marketing & Supporter Insight in the first instance by one of the following methods: telephone: 01603 489402, email:

feedback@eaaa.org.uk or in writing to Friends of East Anglian Air Ambulance, Hanger E, Norwich Airport, Gambling Close, Norwich NR6 6EG.

The Lottery Team will send acknowledgment of your complaint along with a copy of our complaints procedure within seven working days. Your complaint will be fully investigated and a response issued within a further 10 working days. If you are still not happy with the response to the issue you will then be referred to the Gambling Commission's registered responsible persons at our office address, S. Demetriou or C. Causton. If the matter cannot be resolved internally by the charity, it would then be referred to our Alternate Dispute Resolution (ADR) provider, IBAS (Independent Betting and Adjudication Service) for further advice. IBAS can be contacted by phone on 020 7347 5883 or by email at adjudication@ibas-uk.co.uk, and further details are available at <https://www.ibas-uk.com/>. Claims that cannot be resolved internally can also be filed and handled independently online at <https://ec.europa.eu/>.

For further information on how we handle complaints, including how key events and incidents are recorded, please read our [full policy here](#).

8. Problem Gambling

Whilst we'd love as many people as possible to support us by playing the East Anglian Air Ambulance lottery, helping members of the public gamble in a responsible way is even more important. Please make sure you bear the following in mind:

- a. Gambling should be entertaining and not seen as a way of making money
- b. Avoid chasing losses
- c. Only gamble what you can afford to lose
- d. Keep track of the time and amount you spend gambling
- e. If you need to talk to someone about problem gambling then contact GamCare.
GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted confidentially on their helpline on 0845 6000 133. You can also visit the GamCare website for more information and advice. www.gamcare.org.uk

If you have any questions about this policy, please contact the East Anglian Air Ambulance (Trading) Ltd responsible person for gambling at:

e/ lottery@eaaa.org.uk

t/ 01603 489400

a/ East Anglian Air Ambulance, Hangar E, Gambling Close, Norwich Airport, Norwich, NR6 6EG