

Lottery Rules Terms and Conditions



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The following are the terms and conditions of the East Anglian Air Ambulance (EAAA) 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 03450 669 999 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 18 years or over. Members joining the lottery must confirm that they are 18 years of age or over. It is an offence for persons under the age of 16 to attempt to join the lottery.
- 2.2. Members of EAAA staff and volunteers are eligible to play in the weekly lottery unless they are:
 - 2.2.1. A member of the team responsible for administering the draw and have access to the pages to run the draw.
 - 2.2.2. A registered Annex A holder on the EAAA gambling licences.
- 2.3. All prizes are set, there is no alternative.
- 2.4. Players are limited to a maximum of 20 plays per week.
- 2.5. Each weekly draw takes place at the Head Office of the charity by use of a computerised random number generator. In holiday periods any changes to the draw date will be advertised on our website.
- 2.6. The draw is witnessed each week and the results are recorded. The winning numbers, along with winners' initials and locations will be published on our website – www.eaaa.org.uk.
- 2.7. It is the member's responsibility to keep us notified of any change of address details. All winning cheques will be sent to the member's recorded address.
- 2.8. 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.

- 2.9. All advanced payments received from a lottery member are held in a separate bank account in the name of East Anglian Air Ambulance and the relevant amount is credited upon receipt to lottery draws in advance.
- 2.10. No payments will be accepted by Credit Card, in line with Gambling Commission guidelines.
- 2.11. Any application for entry into the lottery may be rejected for any reason by discretion of the Responsible Person(s), S. Judd and C. McGeown.
- 2.12. East Anglian Air Ambulance (Trading) Ltd is not responsible in any way whatsoever for delays in payments being received.
- 2.13. Any lottery entry may be terminated at the discretion of East Anglian Air Ambulance (Trading) Ltd with any unused monies refunded.
- 2.14. East Anglian Air Ambulance (Trading) Ltd reserves the right to reclaim any prizes issued in error.
- 2.15. You accept that we may be unable to provide refunds or replacements once you have purchased your lottery entries.
- 2.16. 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.
- 2.17. We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.
- 2.18. East Anglian Air Ambulance (Trading) Ltd may change the rules of the lottery at any time and at their discretion.
- 2.19. The East Anglian Air Ambulance lottery is licenced by with the Gambling Commission under certificate number 3319.

3. Pausing or cancellation of subscription and refunds

Subscribers of the lottery can cancel at any time. Please inform the Charity by ringing 03450 669 999, or email info@eaaa.org.uk, or in writing to:

- 3.1. East Anglian Air Ambulance (Trading) Ltd.
Helimed House, Hangar 14
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.

We must be notified of a member's death even if the payment is from a joint account. Any refund requested from unused subscriptions will only be payable to the deceased member's 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 member. 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.

If you wish to pause your membership for a period of one or more months, and you pay by direct debit, this can be done by contacting the Charity on 03450 669 999, or email info@eaaa.org.uk, or in writing to:

East Anglian Air Ambulance (Trading) Ltd.
Helimed House, Hangar 14
Gambling Close
Norwich Airport
Norwich
NR6 6EG

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 are required by our licence to inform customers about what happens to funds which we hold on account for you, and the extent to which funds are protected in the event of insolvency. The Gambling Commission provides further information on our licence conditions detailing what we need to tell customers about their funds.

The funds are kept in a bank account in the charity, thus separate from the trading subsidiary.

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

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

New players paying monthly will be debited £5 per play as a first payment of any new Direct Debit instructions, followed by £4.34 per month thereafter. This is to ensure the player holds enough credit in their account in the case of beginning during a '5 week month' period.

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:

Any payments/ forms/ communications sent by post or email or for any delay in payments through the banking system

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: www.eaaa.org.uk/privacy-policy

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 Supporter Engagement Team in the first instance by one of the following methods: telephone: 03450 669 999, email: info@eaaa.org.uk or in writing to East Anglian Air Ambulance (Trading) Limited, Helimed House, Hanger 14, Norwich Airport, Gambling Close, Norwich NR6 6EG.

The Charity 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 (if required) 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. 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 www.ibas-uk.com.

For further information on how we handle complaints, including how key events and incidents are recorded, please read our full policy here: www.eaaa.org.uk/making-a-complaint

8. Problem Gambling

8.1. We'd love as many people as possible to support us by playing the East Anglian Air Ambulance lottery in a responsible way. 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 0808 8020 133. You can also visit the GamCare website for more information and advice www.gamcare.org.uk

- 8.2. If self-exclusion is requested, 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, the lottery system will ensure that the individual does not open a new membership by referencing their postcode and surname.
- 8.3. If East Anglian Air Ambulance (Trading) Ltd is made aware of an application to participate in the lottery from a person that has previously excluded themselves from participating in gambling, or is a suspected problem gambler, the application will be rejected and current entries removed. The prospective customer will be advised in writing of the reasons for the rejection and referred to GamCare. The customer's details will be logged in the charity's database for the purposes of possible exclusion from future participation in the lottery.
- 8.4. Communication between East Anglian Air Ambulance (Trading) Ltd and any customer that self-excludes from gambling will be conducted as per the Self-exclusion Process.

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

e/ info@eaaa.org.uk

t/ 03450 669 999

a/ East Anglian Air Ambulance, Helimed House, Hangar 14, Gambling Close, Norwich Airport, Norwich, NR6 6EG