

WEEKLY LOTTERY TERMS & CONDITIONS

Version 11.00

Owner	Head of Individual Giving and Supporter Engagement	
Approved by	Annex A Responsible Persons	Date: July 2026 (v11.0)
Current version	11.0	
Document change history		
Version	Date	Version
8.0	April 2024	8.0
9.0	April 2025	9.0
10.0	November 2025	10.0
11.0	July 2026	11.0
Document summary		
Review date	Every 3 years and as required with changes to policies, procedures and legislation	
Linked procedural documents		
Document applicable to	All staff, trustees, volunteers and supporters	

1. Introduction

- 1.1. These Terms and Conditions govern participation in the East Anglian Air Ambulance ("EAAA") Weekly Lottery.
- 1.2. The EAAA Weekly Lottery is promoted by East Anglian Air Ambulance (Trading) Ltd ("EAAA", "we", "our", "us"), a wholly owned trading subsidiary of East Anglian Air Ambulance.
- 1.3. By joining the EAAA Weekly Lottery, purchasing entries, or continuing to participate in the EAAA Weekly Lottery, you agree to be bound by these Terms and Conditions.
- 1.4. If you do not agree to these Terms and Conditions, you must not participate in the EAAA Weekly Lottery.

2. Promoter

- 2.1. East Anglian Air Ambulance (Trading) Ltd, Helimed House, Hangar 14, Gambling Close, Norwich Airport, Norwich, NR6 6EG
- 2.2. East Anglian Air Ambulance (Trading) Ltd is licensed and regulated by the Gambling Commission. Gambling Commission Account Number: 3319

3. Responsible Persons

- 3.1. The Responsible Persons for the promotion and administration of the EAAA Weekly Lottery are Conor McGeown and Chris Soards

4. Eligibility

- 4.1. Participation in the EAAA Weekly Lottery is restricted to persons aged 18 years or over. By applying to join the EAAA Weekly Lottery, you confirm that you are aged 18 years or over.
- 4.2. EAAA reserves the right to verify the age and identity of any player at any time.
- 4.3. Any entry, or prize claim found to involve a person under the age of 18 will be invalid and any prize will be forfeited.
- 4.4. Players must ordinarily reside in Great Britain and participate only where lawful to do so.
- 4.5. Employees and volunteers of EAAA may participate in the EAAA Weekly Lottery except where they are:
 - 4.5.1. Directly involved in administering the weekly draw;
 - 4.5.2. Able to influence the outcome of the draw; or
 - 4.5.3. Listed as a Responsible Person or otherwise prohibited by internal policy.

5. Lottery Entry

- 5.1. Each lottery chance, or play, costs £1 per week.

- 5.2. Upon acceptance of an application, players will be allocated one or more unique lottery numbers which will be entered into the weekly draw.
- 5.3. Direct Debit Entry Limit
 - 5.3.1. To support responsible gambling, players paying by recurring Direct Debit may hold a maximum of 20 entries per weekly draw.
- 5.4. One-Off Entry Limit
 - 5.4.1. Players purchasing one-off entries are limited to a maximum of 50 entries per weekly draw.
- 5.5. EAAA reserves the right to refuse, restrict, suspend or cancel any lottery participation where it considers this necessary for reasons of regulatory compliance, responsible gambling, player protection, fraud prevention or operational integrity.

6. Draws

- 6.1. The draw takes place weekly on a Friday using a computerised random number generator.
- 6.2. The draw is conducted under appropriate controls and independently witnessed.
- 6.3. Draw dates may occasionally be amended due to public holidays, operational requirements or exceptional circumstances. Details of any changes will be published on the EAAA website.
- 6.4. Winning numbers will be published on the EAAA website.
- 6.5. Winners' initials and broad location may be published unless a winner requests otherwise.

7. Prizes

- 7.1. At the date of publication of these Terms and Conditions, the standard weekly prize structure is:
 - 7.1.1. 1 x £1,000 Jackpot
 - 7.1.2. 1 x £250 Prize
 - 7.1.3. 5 x £100 Prizes
 - 7.1.4. 11 x £50 Prizes
 - 7.1.5. 100 x £5 Prizes
- 7.2. A separate Accumulator Prize draw operates alongside the weekly draw. The Accumulator Prize increases by £500 per week until won and is capped at £25,000.
- 7.3. Entry to the Accumulator draw is automatic for all numbers that are entered into the weekly draw each week.
- 7.4. There is no other alternate entry route into the accumulator draw.
- 7.5. EAAA reserves the right to change prize structures where necessary.

- 7.6. If any change materially affects players, reasonable notice will be provided before the change takes effect.
- 7.7. Prizes are awarded as advertised and no alternatives, substitutions or exchanges are available unless required by law.

8. Prize Payment

- 8.1. Prizes of £50 or more are normally paid by cheque and sent by post to the player's registered address.
- 8.2. £5 prizes are normally notified by email or SMS.
- 8.3. Players will receive a secure payment link enabling them to claim their prize by:
 - 8.3.1. Digital voucher; or
 - 8.3.2. Open Banking payment.
- 8.4. Players are responsible for ensuring their contact details remain accurate and up to date.
- 8.5. EAAA is not responsible for prizes delayed or undelivered because inaccurate information has been supplied.
- 8.6. EAAA reserves the right to reclaim any prize paid in error due to technical, administrative or operational mistake.

9. Unclaimed Prizes

- 9.1. EAAA will make reasonable efforts to contact prize winners using the contact details held on record.
- 9.2. Any prize remaining unclaimed six months after the draw date will be deemed abandoned and treated as a donation to East Anglian Air Ambulance.
- 9.3. We will provide any player with a full history of their lottery activity, including complete payment and winnings history upon request.

10. Payments

- 10.1. Lottery payments may be made using payment methods approved by EAAA.
- 10.2. In accordance with Gambling Commission requirements, payments for lottery participation made by remote means (such as online, telephone or SMS) cannot be made using a credit card.
- 10.3. No entry will be included in any draw until payment has been successfully received and processed.

11. Advance Payments and Customer Funds

- 11.1. Where payments are collected in advance of future draws, those funds will be credited against future lottery participation.

- 11.2. No credit is granted to individual customers. If a customer has not paid, they are not entered into the draw.
- 11.3. 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.
- 11.4. We are required by our licence to inform customers about what happens to customer funds which we hold, and the extent to which these 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.
- 11.5. Customer funds are held in a bank account within the parent charity, East Anglian Air Ambulance, which is separate from the trading subsidiary. The Trustees of the charity have deemed this bank account as ring-fenced, and the funds are therefore 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 would be repaid in the event of insolvency. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: medium protection.
- 11.6. For more information, please see the customer funds insolvency ratings system on the Gambling Commission's website.

12. Cancellation and Refunds

- 12.1. All players accept that we may be unable to provide refunds or replacements once you have purchased your lottery entries.
- 12.2. Players may cancel their lottery subscription at any time by:
 - 12.2.1. Telephone;
 - 12.2.2. Email; or
 - 12.2.3. Writing to EAAA.
- 12.3. Where a player cancels:
 - 12.3.1. Any prepaid balance will continue to be entered into future weekly draws until exhausted; or
 - 12.3.2. The player may request a refund of any unused balance.
 - 12.3.3. Any balance of less than £1 remaining after cancellation will be treated as a donation unless a refund is requested within six months.
- 12.4. Where players pay by standing order, cancellation of the standing order with the bank remains the player's responsibility.
- 12.5. Any lottery entry may be terminated at the discretion of EAAA with any unused monies refunded.

13. Death of a Player

- 13.1. Upon notification of a player's death:
 - 13.1.1. The account will be suspended;
 - 13.1.2. Any outstanding winnings due to the player or their estate will be processed appropriately;
 - 13.1.3. Any unused balance may be refunded to the estate upon request and receipt of any reasonably required documentation.
- 13.2. The player's personal representative may be invited to apply for a new account but lottery numbers and past activity are not transferable.

14. Responsible Gambling

- 14.1. Gambling should be entertaining and not seen as a way of making money, if you are concerned about your gambling, or the gambling of a friend or family member, please contact the GamCare Helpline: 0808 8020 133 or visit www.gamcare.org.uk
- 14.2. Players should:
 - 14.2.1. Only gamble what they can afford to lose;
 - 14.2.2. Avoid chasing losses;
 - 14.2.3. Monitor their spending;
 - 14.2.4. Seek support if gambling is no longer enjoyable.
- 14.3. You may request to self-exclude from future lottery participation or stop receiving gambling marketing by contacting us on 03450 669 999.

15. Self-Exclusion

- 15.1. Players may request to self-exclude from the EAAA Weekly Lottery at any time.
- 15.2. Requests can be made by telephone, email or in writing.
- 15.3. Upon self-exclusion:
 - 15.3.1. Lottery accounts will be closed;
 - 15.3.2. Any remaining account balance will be refunded;
 - 15.3.3. Gambling-related marketing communications will cease as soon as reasonably practicable;
 - 15.3.4. The player will be signposted to sources of gambling support.
- 15.4. The minimum period of self-exclusion is six months.
- 15.5. Players may request longer periods or extensions to an existing exclusion.
- 15.6. End of Self-Exclusion
 - 15.6.1. At the conclusion of the chosen self-exclusion period, the exclusion will remain in force until the player takes positive action to request removal of the exclusion.

- 15.6.2. A minimum 24-hour cooling-off period will apply before participation can recommence.
- 15.7. Individuals who have self-excluded will not receive gambling-related marketing communications unless they actively request or consent to receiving such communications after the self-exclusion has ended.

16. Data Protection

- 16.1. EAAA will process personal information in accordance with applicable data protection legislation.
- 16.2. EAAA will never sell personal information to third parties for marketing purposes.
- 16.3. Our Privacy Policy is available at: www.eaaa.org.uk/privacy-policy

17. Complaints

- 17.1. Any complaint relating to the EAAA Weekly Lottery should be submitted to the Supporter Engagement Team in the first instance.
- 17.1.1. Telephone: 03450 669 999
- 17.1.2. Email: info@eaaa.org.uk
- 17.1.3. By post: East Anglian Air Ambulance (Trading) Ltd, Helimed House, Hangar 14, Gambling Close, Norwich Airport, Norwich, NR6 6EG
- 17.2. EAAA aims to acknowledge complaints within seven working days and provide a full response within a further ten working days where possible.
- 17.3. 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.
- 17.4. If a complaint cannot be resolved internally, it may be referred to our Alternative Dispute Resolution provider: IBAS (Independent Betting Adjudication Service), Website: www.ibas-uk.com, Telephone: 020 7347 5883, Email: adjudication@ibas-uk.co.uk. IBAS services are free to consumers.

18. Limitation of Liability

- 18.1. Nothing in these terms and conditions shall limit EAAA's liability for death or personal injury caused by its negligence, fraud or for any other matter for which liability may not be limited by law.
- 18.2. EAAA is not liable to you for:
- 18.2.1. loss or damage, including the right to receive a prize, suffered by you if you have not complied with these rules, any relevant participation instructions or the rules and regulations of the Gambling Commission under legislation laid down in the Gambling Act 2005;
- 18.2.2. any delays or failures in the banking system used by you or the Promoter,

- 18.2.3. the loss, theft, delayed receipt of or damage to any communication or entry,
- 19. EAAA's failure or inability to contact you and/or award any prize due to any errors, omissions or inaccuracies in the contact or bank details you have provided or your failure to update these if they change;
- 20. loss or damage incurred by you in connection with or arising from the use of the EAAA Weekly Lottery prizes or participation in the EAAA Weekly Lottery;
- 21. any delays or failures in the EAAA website or any software, hardware or any other systems used by the Promoters for the administration of the EAAA Weekly Lottery;
 - 21.1.1. any failure or delay beyond the Promoter's reasonable control.
- 21.2. EAAA is not liable to you in contract, tort (including but not limited to negligence) or otherwise in connection with the EAAA Weekly Lottery for loss of revenue, contract, profits, anticipated savings or loss of data, any special or indirect or consequential losses or any loss of goodwill or reputation.
- 21.3. All warranties, conditions or guarantees relating to the EAAA Weekly Lottery made by or on behalf of EAAA whether express or implied by law, in the course of dealings or otherwise, are excluded to the maximum extent permitted by law.
- 21.4. EAAA's liability to you shall be limited to the amount of any prize which has become due to you

22. Amendments to these Terms

- 22.1. EAAA reserves the right to amend these Terms and Conditions where necessary.
- 22.2. Where a change materially affects players or their participation in the EAAA Weekly Lottery, reasonable notice will be provided before the change takes effect.
- 22.3. The latest version will always be available on the EAAA website.