

FAQ

WHAT IS THE NORTH DEVON HOSPICE LOTTERY?

The North Devon Hospice Lottery is a draw which takes place every week. Each ticket gives you the chance of winning our fantastic weekly prize of £1,000. Each entry costs just £1.

WHY IS NORTH DEVON HOSPICE RUNNING A WEEKLY LOTTERY?

A lottery is a fun and engaging way for us to raise funds. The lottery is promoted and run to help raise essential funds for North Devon Hospice, the beneficiary charity. 100% of the profits from the lottery go to North Devon Hospice.

CAN YOU GUARANTEE THE LOTTERY IS FAIR?

Yes, every £1 entry has an equal chance of winning, and the winning numbers are drawn at random.

HOW OLD DO I HAVE TO BE TO ENTER?

You must be aged 18 or over to enter the lottery.

HOW DO I BUY TICKETS?

You can buy tickets through our website by setting up a Direct Debit lottery subscription, which is the easiest way to ensure you're entered into the draw each month.

WHY IS THE PRICE £4.34 PER MONTH WHEN PAYING DIRECT DEBIT?

The monthly cost breakdown of £4.34 for playing the lottery is based on paying £1 per week over a 52 week year. Direct debits are only collected once monthly. Sometimes there will be five weeks in a month and the additional £0.34p is to build up credit to cover the fifth week on the five-week months.

CAN I HAVE MORE THAN ONE ENTRY?

Yes, you can have as many entries as you'd like. Each £1 entry buys you one 'chance' of winning in our lottery. In accordance with our commitment to responsible gambling, we offer a maximum of 20 entries each month per person.

ARE MY ENTRIES ELIGIBLE FOR GIFT AID?

Unfortunately, we cannot claim Gift Aid on funds raised through the lottery.

CAN I CHOOSE MY LOTTERY NUMBERS?

These are chosen randomly and will be your numbers for the duration of your membership of our lottery. When you enter the lottery, you will be sent your unique numbers.

HOW DO I KNOW THAT I'M IN THE DRAW?

Within 21 days of registration you will receive a confirmation letter which contains details of your unique lottery number(s) and the date of the first draw your tickets are entered into. You will be entered into the draw when you have monies available and you will continue to be entered into the draw as long as you have monies available against your lottery number.

WHY IS THERE A DELAY BETWEEN REGISTRATION AND ENTRY INTO THE DRAW?

Following registration it is necessary to complete a number of administrative processes which include verifying your payment details with your bank, claiming the funds from your bank account and the funds being received.

WHY AM I SENT TO ANOTHER WEBSITE WHEN MAKING A PAYMENT?

When taking payments North Devon Hospice use a secure payments system provided by our External Lottery Manager. This ensures your details are taken in a safe and secure manner when you enter the lottery online.

HOW LONG CAN I PLAY FOR?

You can play our lottery for as long as you wish. Following successful payment you will continue to be entered into the draw as long as you have monies available against your number.

HOW WILL I KNOW IF I WIN A PRIZE?

Once the draw has taken place, the winner will be notified by post, and the winner's names and winning lottery number are [published on our website](#).

HOW DO I CLAIM MY PRIZE?

If you are a winner, we will send your winning cheque straight to you at your address – there's no need for you to claim.

I HAVE LOST MY LOTTERY NUMBERS, WHAT SHOULD I DO?

If you would like us to re-send your lottery numbers to you, [please contact us](#).

HOW DO I CANCEL MY SUBSCRIPTION?

You can cancel your membership by using [our contact form](#) and we will advise you further.

WHAT ARE THE LOTTERY RULES?

The lottery rules are available [on our website](#). The purpose of these rules is to ensure you are informed about the terms of playing our lottery, and to promote responsible gambling.

WHAT IS RESPONSIBLE GAMBLING?

Responsible gambling means staying in control of how much time and money we spend on gambling. Responsible gambling means not spending more money or time than we can reasonably afford on gambling activities, keeping in mind all our other responsibilities in life.

I NEED SOME ADVICE ON THE EFFECTS OF GAMBLING. CAN YOU HELP?

To speak to someone about a gambling problem contact the Gamble Aware confidential helpline on 0808 8020 133 or visit their website www.gambleaware.co.uk for further information.

HOW CAN I MAKE A COMPLAINT?

If you have any concerns, please [get in touch with us](#) and we will endeavour to answer any queries you may have.

IS THE LOTTERY LEGAL?

Yes, we operate in compliance with all Gambling Commission (the UK regulatory body concerned with lotteries) requirements and the lottery is administered by a certified External Lottery Manager. For further information please [see our rules page](#).

North Devon Hospice Lottery support the Hospice with on average of £450,000 per year.

North Devon Hospice spend £52,000 per year on prizes for the Lottery.

North Devon Hospice spend on average £50,000 a year on expenses.

North Devon Hospice uses an accredited external lottery service provider to randomly select the weekly winner.

A weekly prize of £1000 is issued every week

There are on average 12,500 entries every week in the lottery. Your chance of winning for one entry is 1 in 12,500. If you have more than one entry then your chances improve.

Pre-paid customer funds are held in a separate, non-trading bank account. This is rated as 'Not protected - Segregation of customer funds' under the Gambling Commission's rating system