

Willen Hospice Scratchcard Terms and Conditions

All proceeds from the sale of Willen Hospice scratchcards go directly towards funding the services provided by Willen Hospice, which provides care for adults living with a terminal illness.

- Willen Hospice scratchcards cost £1 each and are available for purchase at events, from all Willen Hospice shops and other approved retail outlets.
- Winning scratchcards must be surrendered in order to claim the prize.
- The prizes available to win are - £1, £2, £5, £10, £20, £50, £100 and £1,000 and there is a 1 in 4.98 chance of winning a prize.
- All prizes must be claimed within 28 days of the last *date of sale. The date printed on the reverse of the 'confetti design' card has been extended to be valid until *1 March 2022.
- Prizes of £10 or less may be claimed in cash from any Willen Hospice scratchcard outlet or shop.
- Prizes of more than £10 must be claimed by completing the address panel on the reverse of the card, then posting the winning card to Lottery Department, Willen Hospice, The Well, Newport Road, Milton Keynes, Bucks, MK15 9AA.
- Prizes over £10 will be paid in the form of a cheque, made payable to the name specified on the address panel and within 21 days of receipt of claim, following validation testing. Proof of posting is not proof of delivery. Registered or special delivery is recommended.
- Stolen, torn, defaced, mutilated, defective or misprinted scratchcards will be deemed void.
- Any returned by post/unclaimed prizes of £50 or more are followed up with regards to finding new addresses, etc. If after 6 months we are still unable to contact the winner despite thorough investigation we would treat the winnings as a donation to Willen Hospice. After 6 months, all uncashed cheques of less than £50 will also be treated as a donation.
- Through the duration of a scratchcard game, the prize fund will reduce as prizes are won.
- We promise to comply with all Data Protection Act requirements and protect your personal data. Please note that Willen Hospice will not accept liability for the loss, theft or delay in any communication sent by post or email, or for any delays in the banking system.
- Under the Gambling Act 2005 Willen Hospice Lottery has a statutory duty to verify that all players are aged 16 or over. It is an offence for anyone under the age of 16 to participate in any form of gambling, including lotteries and scratchcards. Willen Hospice Lottery may on occasion carry out checks to verify this requirement. If anyone is subsequently found to be under 16 years

of age, any monies already paid will be returned and every effort made to retrieve any winnings.

- An instruction to be self-excluded, as defined in the Gambling Act 2005, from Willen Hospice Lottery, any other Willen Hospice Prize Draw, or purchase of scratchcards may be submitted in writing, emailed or telephoned to the Willen Hospice Lottery office. Customers wishing to use this facility will be unable to purchase any Willen Hospice Lottery products for a minimum of 6 months thereafter.
- Willen Lottery is a member of The Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards the Responsible Gambling Trust (RGT), an organisation set up with the sole aim of promoting and encouraging responsible gambling and operating under the name of Gambleaware. The Hospice Lotteries Association website www.hospicelotteries.org.uk has a page dedicated to responsible gambling, with links to Gambleaware about.gambleaware.org and also to GAMCARE www.gamcare.org.uk, the leading organisation that provides practical help to problem gamblers. Further support can be found on the above websites.
- Any complaint relating to the sale of Willen Hospice Lottery scratchcards should be sent in writing in the first instance to Lynn O’Gorman, Lottery Fundraising Manager, Willen Hospice Lottery, Willen Hospice, The Well, Newport Road, Milton Keynes, Bucks, MK15 9AA. In the event that a complaint or dispute remains unresolved it will be referred to arbitration via the Independent Betting Adjudication Service (IBAS).
- Willen Hospice Lottery reserves the right to amend or modify these Terms and Conditions without notice.



Net proceeds from the sale of scratchcards will be donated by deed of covenant to Willen Hospice which is registered charity number 270194.

Promoted by Willen Hospice Ventures Limited, Milton Road, Willen Village, Milton Keynes, MK15 9AB. Responsible persons: Lynn Reeves and Lynn O’Gorman. Willen Hospice Lottery is licensed by the Gambling Commission under the 2005 Gambling Act. www.gamblingcommission.gov.uk

Willen Hospice Lottery Office: Tel 01908 303065.