Terms and Conditions
Step Into Summer Raffle 2025

1. Introduction

1.1. Cynthia Spencer Hospice Charity ("the Raffle") will be operated as a Society Lottery under the Gambling Act 2005 as amended ("the Act") and is licensed by The Gambling Commission.

1.2. The Raffle is promoted by the Promoter and conducted for the benefit of Cynthia Spencer Hospice Charity. Registration number 1174402.

1.3. The person responsible for the promotion of the Raffle is Sarah O'Connor.

1.4. By entering the Raffle, Members agree to be bound by these rules.

---

2. Definitions

"Act" - The Gambling Act 2005

"Raffle" – Cynthia Spencer Hospice Charity Raffle

"Draw" - The process by which winners are selected

"Member" - An individual who has entered into the Raffle

"Rules" - The rules of the Cynthia Spencer Hospice Charity Raffle as set out below and amended from time to time

"Ticket" - The entry into the Raffle

---

3. Entry into the Cynthia Spencer Hospice Charity Raffle

3.1. The Raffle is promoted in accordance with the Gambling Act 2005 as amended ("the Act") throughout Great Britain. In order to comply with the Act, during the purchase of Raffle Tickets you will be required to confirm that:

- **(a)** You are at least 18 years of age.
- **(b)** You are a resident of Great Britain
- **(c)** You will not buy or claim to buy Raffle Tickets on behalf of any other person.

3.2. If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules **3.1 (a)** and **3.1 (b)** above then you will not be entitled to receive that prize.

3.3. In order to comply with the Act Raffle, Tickets that have been purchased and entered into the draw for which they were intended are prohibited from being subsequently refunded.

3.4. By entering into the Raffle, you agree to be bound by the Rules, and applicable provisions of the Act and any relevant regulations made there under from time to time. Cynthia Spencer

Hospice Charity shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you if you have not complied with the Rules. The Rules may be amended by Cynthia Spencer Hospice Charity from time to time.

3.5. This Raffle is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the Be Gamble Aware helpline on 0808 8020 133 or visit the website on www.begambleaware.org.

3.6. The maximum number of Tickets an individual will be permitted to purchase in any one draw is £60.

---

4. Entry into the Raffle

4.1. You can only enter the Raffle by the purchase of a ticket which will be sold in a variety of forms from time to time.

4.2. Purchase will require you to provide the following information:

- **(a)** Your name, address and email address, so that we can contact you to confirm your entry into the Raffle and contact you if you have won a prize.
- **(b)** Confirmation that you are over 18 years of age, in order to ensure compliance with the Act.
- **(c)** The number of Tickets in the Raffle you wish to purchase

4.3. You will also be asked to provide the following information:

- **(a)** Your contact telephone number.
- **(b)** Your date of birth
- **(c)** Your mobile phone number

4.4. You will also be required to provide information relating to the purchase of your Tickets. Payment may be made via the following methods and the relevant information will vary depending upon the payment method.

- **(a)** Debit Card
    - Information required will include card number, expiry date and card security number.

4.5. Cynthia Spencer Hospice Charity shall be entitled to take any steps necessary to verify the above information and to process your entry. Cynthia Spencer Hospice Charity may (in its absolute discretion) refuse to accept an application for an individual to purchase tickets for the raffle.

4.6. It is your responsibility to ensure that the personal information you provide to us is accurate.

4.7. If you know of any error in your name, address or any other details provided to Cynthia Spencer Hospice Charity as part of your entry you must correct this by notifying Cynthia Spencer Hospice Charity in writing or by e-mail. Cynthia Spencer Hospice Charity will make any required corrections as soon as reasonably possible. Cynthia Spencer Hospice Charity shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you until such correction has been made. Any correction notified to Cynthia Spencer Hospice Charity shall only become effective once the correction has been made.

4.8. Each Ticket is numbered, and each Ticket Number is unique.

4.9. Entry is open to all residents of Great Britain (including CSHC volunteers) but excludes: CSHC trustees or directors; or CSHC employees or third parties directly involved in the administration or management of the Raffle draw, or with the ability to influence the Raffle draw results.

4.10. All physical tickets and payments must by returned to the Cynthia Spencer Hospice Charity Fundraising Office by 5pm 16th June 2025, so that they are processed for inclusion before the draw closes on the 20th June 2025.

---

5. Payment

5.1. Payment for Tickets may be made by the following methods:

- **(a)** Debit Card
- **(b)** Cheque or Cash – physical ticket purchases only

5.2. Online payment for Tickets will be referenced on your Debit Card statement as "RafflePlayer" while pending and Cynthia Spencer Hospice when cleared.

5.3. The price for each Ticket is £1.

5.4. Your Tickets and therefore associated Game Number(s) will not be entered into the Draw unless Cynthia Spencer Hospice Charity has received all amounts payable (cleared funds) relating to your Game Numbers relating to your Tickets by the closing date 20th June 2025. If there is a dispute regarding whether Tickets have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Raffle's bank accounts operate.

5.5. You may cancel your entry into the Raffle by notifying Cynthia Spencer Hospice Charity in writing or by e-mail. Upon receipt of this notice Cynthia Spencer Hospice Charity will;

- **(a)** In accordance with the Act and as described in Rule **3.3.** any payments made prior to such cancellation taking effect ahead of the closing date shall be refunded.

5.6. Cynthia Spencer Hospice Charity may cancel your entry into the Raffle (in its absolute discretion) at any time. Cynthia Spencer Hospice Charity will notify you accordingly as soon as reasonably practicable and will reimburse any amounts which have been paid but relate to future Draw/s. Other than the reimbursement of any such amounts, Cynthia Spencer Hospice Charity shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you in relation to such cancellation.

5.7. All online payment customer funds are held ahead of the draw with Raffleplayer.com, our raffle payment system provider, on behalf of Cynthia Spencer Hospice Charity.

---

6. Changes to Entrant Details

6.1. Any changes to your details as provided by you upon purchase should be notified to Cynthia Spencer Hospice Charity in writing or by e-mail.

7. Draws

7.1. The Draw will be run at our premises/ Raffle Management Companies Offices to be held on 23rd June 2025.

7.2. In order to comply with the Act only those Tickets for which payment has been received are eligible for entry into the Draw.

8. Prizes

8.1. Prizes are issued as follows:

- **(a)** 1st Prize – £2000
- **(b)** 2nd Prize - £1000
- **(c)** Runner Up Prizes – 5 x £100

8.2. Cynthia Spencer Hospice Charity reserves the right to amend the prizes at any time. Any such changes will be published on the Cynthia Spencer Hospice Charity Website at least one week prior to a change being made.

8.3. Each Ticket Number shall only be entitled to win one prize in the Draw.

8.4. The results of the Draw will be published on the Raffle website within one week of the date of the draw and may also be published in any other manner determined by Cynthia Spencer Hospice Charity from time to time.

8.5 Winners will be notified by telephone or email if details have been provided on the next working day to 23rd June 2025, or by post within one week of the date of the draw. Such notification may include a cheque to the value of the prize won made payable to the Member.

8.6. Cynthia Spencer Hospice Charity reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.

8.7. If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules **3.1 (a)** and 3**.1 (b)** above then you will not be entitled to receive that prize.

8.8. There are no alternatives to the prizes offered from time to time and no interest is payable.

8.9. Any unclaimed prizes will be re-credited to the Cynthia Spencer Hospice Charity main account after a period of six months has elapsed.

8.10. By accepting the prize, the winner agrees to take part in promotional activity and Cynthia Spencer Hospice Charity reserves the right to use the name and address of the winner, their photograph and audio/or visual recordings of them in any publicity unless prior notification has been received.

8.11. All prize winners must be over 18 years old.

9. Suspension of the Raffle

9.1. Cynthia Spencer Hospice Charity may (at its absolute discretion) suspend the Raffle for any period of time. During such a period, Cynthia Spencer Hospice Charity shall:

- **(a)** Retain any amounts which were paid prior to such suspension taking effect.

9.2. You will be notified of further details regarding the resumption of the Raffle or otherwise as soon as reasonably practicable after the date of suspension in writing.

---

10. Liability

10.1. Cynthia Spencer Hospice Charity shall not be liable to you for any loss or damage suffered by you arising from:

- **(a)** Any delays or failures in the postal service or other delivery methods used by Cynthia Spencer Hospice Charity or you from time to time.
- **(b)** Any delays or failures in any systems used by Cynthia Spencer Hospice Charity or you to transmit e-mails.
- **(c)** Any failure in any software or other systems used by Cynthia Spencer Hospice Charity for the administration of the Raffle.
- **(d)** Any delays of failures in the banking system used by Cynthia Spencer Hospice Charity or you.
- **(e)** Any refusal by Cynthia Spencer Hospice Charity to accept entry of an individual as an entrant or the cancellation of an entrant by Cynthia Spencer Hospice Charity.
- **(f)** Any failure to enter your Ticket into the Draw.
- **(g)** Any event beyond the reasonable control of Cynthia Spencer Hospice Charity.

10.2. Cynthia Spencer Hospice Charity shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Raffle (including loss of the opportunity to enter the Raffle and / or the Ticket of winning a prize).

---

11. Self Exclusion

11.1. Should you feel that you have issues with gambling and wish to be self-excluded from our Raffle please phone our helpline number and request a self-exclusion form.

11.2. There is a minimum period of 6 months self-exclusion.

11.3. We will not target you with any marketing material during the self-exclusion period and will remove your name and details from any marketing databases used by ourselves.

11.4. If you need to talk to someone about problem gambling, then please contact Be Gamble Aware.

11.5. Be Gamble Aware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. Be Gamble Aware can be contacted on 0808 8020 133 (Freephone).

12. Complaints

12.1. Any complaints relating to the Raffle should be sent in writing to Cynthia Spencer Hospice Charity giving full details of the complaint and supporting documentation.

12.2. The Promoter's decisions made pursuant to the Rules shall be final and binding.

12.3. Save where the Rules expressly provide otherwise, the Promoter shall not be obliged to enter into any correspondence.

13. Privacy

13.1. Cynthia Spencer Hospice Charity is committed to protecting your privacy. Data that we collect from you is used lawfully in accordance with the Data Protection Act 2018 and is used solely for the purpose of processing your purchase of Raffle Tickets, subsequent entry into the Raffle, and informing you if you have won a prize.

13.2. You have the right to access the information we hold about you. To obtain this information, please contact Cynthia Spencer Hospice Charity in writing. You may be asked to provide proof of your identity prior to personal information being disclosed to you.

13.3. Cynthia Spencer Hospice Charity will not sell, rent or grant access to any of the personal data we collect about you to any third parties without your express prior permission.

13.4. We may share aggregated information to third parties. This will not contain personal information that can identify any individual person.

13.5. We may be obliged to disclose your personal information if required to do so by law, for example to statutory bodies such as the Gambling Commission or other government bodies.

14. Proper Law and Jurisdiction

14.1. The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules and Cynthia Spencer Hospice Charity and all entrants hereby submit to the exclusive jurisdiction of the English courts.

15. Contact Address

15.1. All correspondence should be sent to the following address:

Sarah O'Connor
Individual Giving Fundraiser & Finance Lead
Cynthia Spencer Hospice Charity
Pondwood House
Pondwood Close
Moulton Park
Northampton, NN3 6RT