

## LOROS Lotteries Limited

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### Terms and Conditions

**A local hospice, caring for  
local people**

**loros.co.uk**

Registered Charity No: 506120

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

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LOROS Lotteries Limited is a society lottery licensed by the Gambling Commission under the Gambling Act 2005. All proceeds from LOROS Lotteries Limited goes directly towards funding the services provided by LOROS, the Leicester, Leicestershire and Rutland Hospice (Registered Charity 506120), which provides free, high-quality, compassionate care and support to terminally ill adult patients, their family and carers.

This document sets out the terms and conditions for the weekly lottery, bi-annual raffles and scratch card game(s) that we operate throughout the year. All participants of these games must be aged 18 years of age or over and a resident of Great Britain. LOROS reserves the right to ask for proof of age of any player and claimant of a prize. If a player signs up and does not comply with this then your purchase will not be processed and will be refunded.

To take part, you must agree to the terms and conditions for the relevant game. LOROS Lotteries Limited reserves the right to amend or modify these terms and conditions without notice. We do not notify players individually of changes. Any updates of the terms and conditions are published in the next available LOROS Matters and on the LOROS website. Players may obtain a written copy by sending a stamped addressed envelope to the LOROS Lottery Manager at the Lottery Office address or by visiting the LOROS website [loros.co.uk](http://loros.co.uk)

## **Weekly Lottery Draw**

### **Cost of entry**

Payable in advance, entry to the weekly draw costs £1. This is a randomly selected six digit unique lottery number created by approved secure computer software.

Winners are selected by a random number generator in our lottery software; donorflex Lottery is fully licensed and regulated by the Gambling Commission and their Random Number Generator has been independently tested, using a variety of industry-standard statistical tests. The independent tests were carried out by a Gambling Commission approved test house which is accredited to ISO/IEC 17025:2005.

### **Multiple entries**

The number of lottery entries per player, per week is limited to 10. Should you wish to purchase more than 10 please contact the Lottery Office prior to application.

### **Prizes and winners**

The prize structure for the weekly lottery is as follows: 1<sup>st</sup> prize: £2,000, 2<sup>nd</sup> prize: £200, 3<sup>rd</sup> prize: £150, 4<sup>th</sup> prize: £100, 5<sup>th</sup> prize £50, plus 50 prizes of £10

The draw normally takes place each Friday however, should circumstances beyond our control dictate, the draw may take place on another day. In extreme emergencies such as a pandemic draws may have to be postponed. Players will be kept up to date on our webpages. Chances of winning, in 2019/2020 there were on average 23,765 lottery players per week.

Prize winners are automatically notified by post and receive a cheque within seven days of the draw taking place. Weekly winning numbers are published on the LOROS website [loros.co.uk](http://loros.co.uk), on display screens in LOROS shops and at the Hospice and at outlets around Leicester, Leicestershire and Rutland. The top five prizes include town of residence. Players may also obtain a copy of the results by sending a stamped addressed envelope to the Lottery Manager at the Lottery Office address or by emailing [lottery@loros.co.uk](mailto:lottery@loros.co.uk)

LOROS reserves the right to use the name and address of the winner and their photograph in any publicity unless notified otherwise. By accepting the prize, we will ask the winner to take part in promotional activity. If the winner agrees, the winner will be asked to complete and sign a LOROS non-clinical consent form in accordance with its Consent Policy.

### **How to sign up to play**

- Online at [loros.co.uk/lottery](http://loros.co.uk/lottery)
- Call the Lottery Office on (0116) 231 8430
- Complete the form on the lottery leaflet
- Speak to one of our Lottery Fundraisers

Once we have received and processed your lottery application, you will receive a confirmation mailer showing your six digit unique lottery number and first draw date.

### **Player types**

- Individual – any winnings will be made payable to the named person.
- Gift – lottery gifts are available to purchase. Minimum gift purchase amount is £10. Further information is available from the Lottery Office or [loros.co.uk/lottery](http://loros.co.uk/lottery). Both the person buying the gift and the recipient must satisfy the terms and conditions.

- Syndicates – a group of individuals can choose to play the lottery as part of a syndicate. A syndicate co-ordinator must complete the Lottery application form and Lottery Syndicate Agreement. All winning cheques will be made payable to the syndicate co-ordinator who must have a bank account in the same name. It is the responsibility of the syndicate co-ordinator to provide up to date information to LOROS Lotteries Limited of those participating in the syndicate and to distribute winnings. Further information and guidance on setting a syndicate up can be found at [loros.co.uk/support-us/lottery/other-ways-to-play](http://loros.co.uk/support-us/lottery/other-ways-to-play) or by calling the Lottery Office.

### Payment frequency

Payments can be made annually (£52), half yearly (£26), quarterly (£13) or monthly £4.34, (direct debit only) per lottery number.

### Types of payment

#### 1. Continual payments

- Direct Debit
  - An initial additional £2 will be taken with the first payment if paying by monthly direct debit to cover payment timing gaps and banking delays to minimise players missing a draw. Payments will continue unless you cancel your direct debit payment via the Lottery Office or your bank.
  - If there are any changes to the amount, date or frequency of your Direct Debit LOROS Lotteries Limited will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request LOROS Lotteries Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
  - Players also have the option to select 'Keep the Change'. This options rounds up the direct debit payment from £4.34 per number per month to £5 per number per month with the additional 66p being treated as a donation. If the player is eligible this donation can also be gift aided. All other rules to monthly direct debit apply.
- Standing Order
  - Available to existing standing order players only. Payments will continue unless you cancel the instruction with your bank.

#### 2. Renewable payments

- Card or cheque – a reminder will be sent to you as your credit runs low. Where payment for a lottery entry is made by cheque, should the cheque be returned by the bank unpaid, all rights to a prize are forfeited.
- Cash collection – available to existing cash players only. A LOROS Lottery Collector will call every 4 or 8 weeks. A timetable of collection dates is supplied to the player. At certain times in the year e.g. Christmas, a double payment will be requested to cover where the Collector will not be making the usual call. You will be notified of this in advance.

### Player administration

It is the responsibility of the lottery player to notify LOROS of any changes to personal details. Winners' cheques will only be issued to the relevant names and addresses held on our database. All winners' cheques must be cashed within six months of the date on the cheque. Any cheques not cashed within six months will be treated as a donation to LOROS. All Gifts must be redeemed within six months of the date of purchase. Any Gifts not redeemed within six months will be treated as a donation to LOROS.

We reserve the right to refuse an application, or to cancel an existing number(s) at our absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Lottery Manager within seven days. The decision of the Lottery Manager will be final.

#### 1. Cancellation

Cancellation of lottery number(s) can be carried out at any time, and lottery number(s) will be omitted from the weekly draw when the last round £1 has been played. Upon cancellation any remaining odd pence amounting to less than £1 will be treated as a donation to LOROS. Cancellations must be notified to the Lottery Office and, if payment is made by direct debit or standing order, to the player's bank.

#### 2. Deceased players

Following notification that a lottery player is deceased the lottery number(s) will remain in the weekly draw until the credit expires and any winnings will be made out to the 'Executors of'. We will accept instructions from next of kin to transfer the lottery number(s) into their name to be played in memory of the deceased. (Proof of status will be required). Alternatively, we will accept instructions from the Executors to transfer the lottery number(s) into a new name to be played in memory of the deceased once credit expires. If payments are made by standing order, the Executor must also cancel the instruction with the bank as we are unable to do this. If payments continue to be received, they will be accepted as a donation to LOROS unless an alternative instruction is given.

## **Raffle**

LOROS Lotteries Limited run bi-annual raffles.

Carn is the raffle company used by LOROS Lotteries Limited. The draw is completed through Carn's DrawMaster software. At the close draw stage (end of fast replay and at the end of the raffle on the draw day), all of the tickets that are eligible to go into the draw are selected. Each eligible ticket is saved into a separate "Draw" file and allocated a random position. Once all of the tickets are in the separate "Draw" file, another random number is generated and the position is reallocated to match this number. At the make draw stage, a random number between 1 and the total number of records in the "Draw" file is generated and this equals a winner's position.

### **Cost per ticket**

Raffle tickets cost £1 each.

### **Multiple entries**

The maximum number of tickets per raffle is limited to 100 per person. Should you wish to purchase more than 100 please contact the Lottery Office.

### **Prizes and winners**

The prize structure for a raffle is clearly shown on the raffle tickets, on point of sale material and on the LOROS website. Spring into Summer 2020 prize structure is: 1<sup>st</sup> prize £5,000, 2<sup>nd</sup> prize £1,000, 3<sup>rd</sup> prize £100 x 5. Winter Raffle 2020 prize structure is: 1<sup>st</sup> prize £10,000, 2<sup>nd</sup> prize £1,200, 3<sup>rd</sup> prize £100 x 10.

There is also an opportunity to win an additional prize of £50 x 5 each raffle, by returning your entry within the date specified on the raffle mailer, on point of sale material and on the LOROS website. LOROS Lotteries Limited reserves the right to amend the prize structure at any time and is subject to review for each bi-annual raffle.

Chances of winning, in our latest raffle (June 2020) 69,875 tickets were entered in the draw with the option of 7 cash prizes and our last winter draw (December 2019) 65,597 tickets were entered in the draw with the option of 3 cash prizes.

Winners are automatically notified by post and receive a cheque to the value of the prize won within seven days of the draw taking place. Winners' cheques will only be issued to the relevant names and addresses as detailed on the winning tickets.

Winning numbers, and where possible, town of residence, are published in all LOROS shops, on the LOROS website [loros.co.uk/raffle](http://loros.co.uk/raffle) and on the LOROS Social Media channels including utilising Facebook Live.

LOROS reserves the right to use the name and address of the winner and their photograph in any publicity unless notified otherwise. By accepting the prize, we will ask the winner to take part in promotional activity. If the winner agrees, the winner will be asked to complete and sign a LOROS non – clinical consent form in accordance with its Consent Policy.

All winners' cheques must be cashed within six months of the date on the cheque. Any cheques not cashed within six months will be treated as a donation to LOROS.

### **How to enter**

Post (cheque or card); Online at [loros.co.uk/raffle](http://loros.co.uk/raffle) (card); Call the Lottery Office (card); LOROS shops (cash or card); LOROS Hospice reception (cash or card via the Hospice shop); Lottery Fundraisers/Representatives (cash, or card when available); External events (cash); and Corporate supporters (cash or cheque).

### **Closing date**

The closing date for the raffle is clearly advertised on the raffle tickets, on points of sale material and on the LOROS website. Any payments received after the closing date will be treated as a donation to LOROS.

### **Draw date**

The date of the draw for the raffle is clearly advertised on the raffle tickets, on points of sale material and on the LOROS website. However, should circumstances beyond our control dictate, the draw may take place on another day. In extreme emergencies such as a pandemic draws may have to be postponed. Players will be kept up to date on our webpages.

## **Raffle administration**

### **Change of personal details**

It is the responsibility of the purchaser to notify LOROS of any changes to personal data. Where a person is reported to us as deceased, and they have already bought tickets in a forthcoming raffle, the ticket(s) will continue to be entered into the raffle unless we are instructed otherwise. Any winnings will be made payable to the 'Executor of'.

## Scratch Cards

### Cost per card

Scratch cards cost £1 each.

### Personalised wedding/celebration cards

Wedding/celebration designed scratch cards can be personalised with the couples name and date on or a significant birthday for example. This may incur an additional cost for creation and printing on top of the £1 per card and will be quoted per personalised order.

Minimum order for personalised cards is 25 scratch cards and can only be ordered in multiples of 25.

LOROS Lotteries Limited does not take responsibility for the personalisation of scratch cards and once an order has been placed for these cards, no amendments or refunds can be processed.

### Multiple entries

The maximum number of cards to purchase is limited to 500 per person. Should you wish to purchase more than 500 please contact the Lottery Office to discuss the nature of the purchase e.g. a corporate gift.

### Where to buy

- Online at [loros.co.uk/scratchcards](https://loros.co.uk/scratchcards) (card)
- LOROS shops (cash or card)
- Call the Lottery Office (card/cheque)
- LOROS Hospice reception (cash or card via the Hospice shop)
- Lottery Fundraiser/Representatives (cash, or card when available)
- External events/outlets (cash)

Scratch cards bought online/over the phone will be posted special delivery within three to five working days, once payment has been authorised.

### Prizes and winners

Prizes available to win are - £1, £2, £5, £10, £25, £50, £100 and £1,000.

There is a 1 in 4.54 chance of winning a prize.

Winning scratch cards must be surrendered to LOROS Lotteries Limited in order claim a prize.

All prizes must be claimed within 28 days of the last date of sale as printed on the reverse of the card.

### How to claim a prize

Prizes of £10 or less may be claimed in cash from any LOROS scratch card outlet or LOROS shop.

Prizes of more than £10 can be claimed by completing the name and address section on the reverse of the card, then posting the winning card to the Lottery Office. Proof of posting is not proof of delivery. Registered or special delivery is recommended.

Prizes of £10 or less will usually be paid in cash. In special circumstances these amounts can be paid in the form of a cheque by claiming via the Lottery Office (name and address section on the reverse of the card must be completed). Prizes of more than £10 will only be paid in the form of a cheque, made payable to the name specified on the address section, and within 21 days of receipt of claim following validation testing.

Stolen, torn, defaced, mutilated, defective or misprinted scratch cards will be deemed void.

Throughout the duration of a scratch card game, certain prizes may have been won and will not be available.

All winners' cheques must be cashed within six months of the date of the cheque. Any cheques not cashed within six months will be treated as a donation to LOROS.

LOROS reserves the right to use the name and address of the winner and their photograph in any publicity unless notified otherwise. By accepting the prize, we will ask the winner to take part in promotional activity. If the winner agrees, the winner will be asked to complete and sign a LOROS non – clinical consent form in accordance with its Consent Policy.

## **General Information**

### **LOROS Lotteries Limited Staff**

Staff are allowed to participate in the games administered by LOROS Lotteries Limited, subject to them meeting the terms and conditions, as there are sufficient procedures and controls in place to ensure all games are fair and all players have an equal chance of winning. The exception to this is any staff members who are named as responsible persons on the Gambling Commission Licences held by LOROS Lotteries Limited.

### **Identification of LOROS Lotteries Limited Fundraisers**

Our employed Lottery Fundraisers wear a LOROS uniform and have an identification (ID) badge which should be clearly visible. The identification card has their photograph, name and job title.

All of our cash collectors are issued with a photo ID badge.

### **Unpaid cheque entries**

Where a payment made by cheque to LOROS Lotteries Limited is returned by the bank unpaid, all rights to a prize are forfeited.

### **Credit card**

Gambling Commission announced as of the 14th April 2020, credit card payments will no longer be allowed to purchase gambling products remotely. This includes over the phone and online. The changes to the license conditions are the government looking at tackling problem gambling.

LOROS Lotteries Limited made the decision to remove the facility to pay by credit card across all payment methods completely.

### **Post**

LOROS 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.

We advise that cash as payment for any of our products isn't sent in the post. We cannot accept liability for loss, theft or delay in receiving this type of payment. If cash is received and it doesn't balance with the purchase, LOROS Lotteries Limited will not stand the loss and will endeavour to make contact with the customer to inform them of the issue. If contact isn't established LOROS Lotteries Limited will only process the amount received.

### **Payment errors**

Very occasionally errors are made when processing lottery payments. In these circumstances, you will be informed as soon as an error has been identified, and this will be corrected at no cost to you. LOROS Lotteries Limited accepts no additional liability for missed draws due to a payment error.

### **Payment security**

Online card payments take place via a secure third party payment site (SagePay) and no card details are transferred to LOROS Lotteries Limited. If you telephone LOROS Lotteries Limited to pay by card, your payment is inputted and processed through the secure third party payment site, and no details are written down. We do not store any card details.

Online direct debit set up is managed through a secure third party payment site (Secure Collections).

### **Data protection**

The support you give to the Hospice by participating in these games really makes a difference and we'd like to keep you updated with LOROS news, activities and appeals. We'll use the details you give to us on your lottery application, raffle entry form, raffle ticket and scratch card order(s) to send this to you by post and/or email (if opted in).

Raffle ticket stubs will be destroyed eight weeks after the draw date by a confidential waste disposal provider.

Personal information provided on winning scratch cards will not be kept or used for any purpose other than the administration of the game and for as long as we are legally required. These cards will then be destroyed using a confidential waste disposal provider.

LOROS Lotteries Limited will only share your data with suppliers working on our behalf (such as mailing houses to send out raffle tickets) or if ordered to do so by law.

If you would prefer to receive LOROS information by email, let us know at [lottery@loros.co.uk](mailto:lottery@loros.co.uk) or call the Lottery Office (0116) 231 8430. For full details of what we do with your personal data (including your rights), see the privacy policy

on our website - [loros.co.uk/privacy](https://loros.co.uk/privacy) or to obtain a copy contact our Data Protection Officer email [dataprotection@loros.co.uk](mailto:dataprotection@loros.co.uk), write to LOROS Hospice, Groby Road, Leicester, LE3 9QE or call (0116) 231 3771.

### Protection of customer funds

All entries to LOROS Lotteries Limited games are payable in advance. The monies received from customers are allocated to playing chances in their game of choice and as such does not hold customers funds on account. At any one point in time LOROS Lotteries Limited holds sufficient funds in excess of the value of future draw payments received in a separate account, LOROS Lotteries Limited Special Interest Bearing Account, that in the event of insolvency, funds are available to repay monies owed. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: high protection.

### Regulation

LOROS Lotteries Limited is licensed by the Gambling Commission under the Gambling Act 2005 and our operating licence is 000-034543-N-315802-011.



The Gambling Commission  
[gamblingcommission.gov.uk](https://gamblingcommission.gov.uk) (0121) 230 6666

### Responsible Gambling

LOROS Lotteries Limited promotes responsible gambling and under the Gambling Act 2005, we have a duty to ensure gambling is free of crime and protect children and vulnerable persons from harm or exploitation from gambling.

It is an offence for anyone under the age of 16 to participate in any form of gambling, including lotteries, raffles and scratch cards. LOROS Lotteries Limited made the decision, as part of their overall strategy, to change the minimum age of any new participants to 18. LOROS Lotteries Limited may on occasion carry out checks to comply with this requirement. If any player is subsequently found to be under the age of 18 years, any monies already paid will be returned and all rights to a prize forfeited.

LOROS Lotteries Limited is a member of The Hospice Lotteries Association and The Lotteries Council, both of whom on behalf of their members make a financial contribution towards BeGambleAware, administered and funded by an independent charity. GambleAware, is the leading charity in the UK, committed to minimising gambling-related harm.

The Hospice Lotteries Association website ([hospicelotteries.co.uk](https://hospicelotteries.co.uk)) also has a page dedicated to responsible gambling and provides further details about BeGambleAware and GamCare.



The Hospice Lotteries Association (HLA)  
[hospicelotteries.co.uk](https://hospicelotteries.co.uk)



The Lotteries Council  
[lotteriescouncil.org.uk](https://lotteriescouncil.org.uk)

**BeGambleAware**

[begambleaware.org](https://begambleaware.org)



[gamcare.org.uk](https://gamcare.org.uk)  
0808 8020 133

### Self-exclusion

Notification to self-exclude from the LOROS Lottery, LOROS Raffle and LOROS Scratch Card games, can be made at any time. This request can be submitted in writing, by email, by telephone to the LOROS Lottery Manager, or online at [loros.co.uk/gamblingandyou](https://loros.co.uk/gamblingandyou)

### Concerns and complaints

LOROS Lotteries Limited welcomes comments and suggestions about how it can improve. Contact the Lottery Office in the first instance by phone, (0116) 231 8430, email [lottery@loros.co.uk](mailto:lottery@loros.co.uk) or write to the Lottery Manager at the address below.

In the event of a gambling complaint or dispute remaining unresolved it will be referred to arbitration via the Independent Betting Adjudication Service (IBAS).

## **Company information**

**Lottery Manager:** Colette Norman

**Promoter:** LOROS Lotteries Limited, Groby Road, Leicester LE3 9QE  
(0116) 231 8430 opening hours Monday to Friday, 9am to 5pm; lottery@loros.co.uk  
Fundraising Responsibly **BeGambleAware**.org  
Member of the Hospice Lotteries Association and The Lotteries Council

## **Registered Office**

The Leicester Leicestershire and Rutland Hospice, Groby Road, Leicester LE3 9QE  
Registered Company In England and Wales: 3179552