

## Easter Hamper Raffle Rules

The Northern Devon Healthcare NHS Trust Charitable Fund (NDHCF) (working name registered with the Charity Commission is Over and above) is organising a raffle of Easter Hampers in aid of its general funds at North Devon District Hospital.

1. The closing date of this raffle will be on Tuesday 11<sup>th</sup> April 2017.
2. Applications must be from players aged 16 years old or over. No person under this age is allowed by law to enter the NDHCF raffle. If it appears that the potential customer might be under 16 our ticket sellers will ask for proof of identity, establishing that the person is aged 16 and over before selling the lottery ticket to them. Acceptable ID for age verification purposes includes passport, driving licence or official student card. Any person who has entered the raffle who is under 16 years old will automatically forfeit any prize and will be excluded from future entries. If a child under 16 years old is found to have participated in a lottery after the lottery draw has taken place, then a full refund will be made to that person and any prizes that might otherwise have been due to them will not be paid out. If prizes have already been paid out, all reasonable attempts will be made to recover them.
3. If our ticket sellers detect vulnerability in potential customers they should politely decline their offer of support. Vulnerable customers could be a person who is in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.
4. The individual must reside in the UK and NDHCF has the right to terminate any individual's participation in the Lottery if they suspect criminal activity.
5. Complaints will be handled in line with the NDHCF's complaints procedure. Northern Devon Healthcare NHS Trust's charity welcomes all feedback, whether positive or negative, as it provides us with valuable information and enables us to build strong and lasting relationships with our supporters. However, we also have a robust complaints procedure in place. If you have a complaint regarding Northern Devon Healthcare NHS Trust Charitable Fund please telephone our charity office on 01271 311772 or PALS on 01271 314090 – alternatively email [ndht.PALS@nhs.net](mailto:ndht.PALS@nhs.net).
6. The Northern Devon Healthcare NHS Trust Charitable Fund reserves the right without notice or reason to cancel or refuse entry to the raffle. The Charitable Fund's decision on all matters affecting the draw is final and legally binding. No correspondence regarding the results of the draw will be entered into.
7. The winners will be notified by telephone where a telephone number is available. A list of winners will be published on our website [www.overandabove.org.uk](http://www.overandabove.org.uk) the next working day after the draw. The list of winners can also be accessed by calling the NDHCF Fundraising Team on 01271 311772.
8. The NDHCF reserves the right to publish the names of winners.

9. The cost of each ticket and entry is £1. The value of tickets sent to any one address which is not that of a member of the promoting society will be limited to £20. NDHCF must maintain records of tickets distributed and not returned.
10. NDHCF can limit the maximum number of entries to £30 per person per week. This is to prevent problem gambling. If this occurs, please notify the Fundraising Team.
11. There are no alternatives to the prize(s).
12. Tickets must not be sold in a street. They can be sold from a kiosk or from a shop premises in a street, or from door to door.
13. NDHCF will ensure lottery related computers and software are password protected and accessible only by authorised members of staff and will adopt a strict and thorough reporting procedure via the Trust's social Counter Fraud Specialist if a member of staff or another operator is found to be in any way operating in an illegal or suspicious manner.
14. NDHCF will maintain retain records of tickets distributed and not returned. This includes details of the address to which the tickets have been sent, their total value and their serial number. Information on unsold tickets not returned by date of the lottery draw should be retained by at least six months. NDHCF must provide the Gambling Commission for each lottery showing the total proceeds and how they have been distributed.

### **Terms and conditions**

15. The NDHCF accepts no liability for loss, theft or delay due to post or for any interest for late items. The NDHCF is not liable for any late bank payments.
16. NDHCF Board Members, Charitable Committee and the Fundraising Team and their families are excluded from playing the raffle.
17. No detail in the application may be changed in any way once it has been submitted except for change of address.
18. The NDHCF raffle is subject to the laws of England and Wales.

### **Supporting Information used in promotion of NDHCF Raffle**

19. The NDHCF is licensed by the Gambling Commission, and this lottery is run under the rules laid down by the Gambling Act 2005 ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)).
20. The NDHCF raffle is intended to be a fun way to support the NDHCF and the vital work we do. If you feel you have a problem with gambling you should visit GamCare's website where you can get help and advice [www.gamcare.org.uk](http://www.gamcare.org.uk).
21. The person responsible for this lottery is Karen Sandwell at Northern Devon Healthcare NHS Trust Charitable Fund, North Devon District Hospital, Raleigh Park, Barnstaple, Devon, EX31 4JB. The Northern Devon Healthcare NHS Trust Charitable Fund is a registered charity: England and Wales no. 1051463.