

Francis House Children's Hospice, Summer Raffle

Terms & Conditions April 2024

1 Governance

1.1 The Summer Raffle is operated and promoted by Francis House Family Trust under the Gambling Act 2005

1.2 Francis House Family Trust is licensed by Manchester City Council. The person responsible for the promotion of the lottery – Revd David Ireland (the Promoter)

1.3 Registered Office: Francis House Family Trust, 390 Parrswood Road, Didsbury, Manchester M20 5NA

2 General

2.1 The Summer Raffle will commence on Saturday 1st June 2024. The closing date for the draw is 11.55pm on Wednesday 31st July 2024 which is when we will stop accepting paid ticket entries. The automated draw will take place at 2am on Thursday 1st August 2024 and winners will be notified by email

The results will be published on our website – francishouse.org.uk/summer-raffle

2.2 Any monies for tickets received after the draw has taken place will be treated as a donation to Francis House Family Trust

2.3 The following people may enter the Summer Raffle:

2.3.1 Any individual over the age of 18 years who resides in or has a bank account in the UK. By purchasing tickets, the individual confirms that they are 18 years of age or over. No tickets should be sold to, or on behalf of, a person under the age of 18 years.

If a ticket is sold unknowingly to, on behalf of, or for a person under the age of 18, they will be excluded from the raffle and will forfeit their prize. Entry money will be returned to them.

2.4 Paid employees of the Francis House Fundraising Team are not eligible to enter the raffle.

2.5 Any raffle entry may be rejected for any reason at the discretion of the Promoter.

2.6 Any raffle entry may be withdrawn for any reason at the discretion of the Promoter.

2.7 The Promoter's decision is final in any matter regarding the raffle.

3 How to Play

3.1 Each entry costs £2 per ticket. The purchaser will be entered into the raffle providing payment has been received prior to the raffle draw taking place.

3.2 Entry to the raffle can be made by purchasing tickets using the payment method of debit card online or cash or debit card at the Fundraising Office. We are not able to accept payments by credit card.

3.3 Persons eligible can enter the raffle by visiting <https://raffle.francishouse.org.uk/raffle/raffle-draw>

The following will be required for entry into the raffle:

3.3.1 The purchaser's name, email address, confirmation of age over 18 and payment for entry.

3.4 It is the responsibility of the purchaser to ensure their details held by us are correct.

4 Draws & Prizes

4.1 The raffle draw will be made by computer at random.

The first ticket that is drawn will win the first prize. The second ticket that is drawn will win a designated prize and so on. This process will continue until a total of six tickets have been drawn. The draw is computer generated and the results recorded.

4.2 Only purchasers who have paid will be entered into the raffle draw.

4.3 The prizes for this raffle draw are published on the raffle web site. The winner will be contacted by automated email and asked to contact the Francis House Fundraising Team to collect their prize. If no contact is made within 7 days, the Fundraising Team will contact the winner directly.

4.4 Francis House Family Trust reserves the right to withhold the prize if we are not satisfied as to the validity or legality of a purchaser, pending further investigation into the matter.

4.5 The first prize will be issued by either a bank transfer or where this is not possible by cheque within 10 working days of the raffle draw.

4.4. Bank transfers will be made payable to a bank account provided by the winner. Cheques will be sent to the winners by post to the address we have recorded for them.

4.6 Should Francis House Family Trust be unable to issue the prize to the winner because we do not hold their correct details, and after exhaustive investigation which may include communication with the purchaser's last known bank, we will after a period of six months, treat the prize as a donation to Francis House Family Trust

4.7 The prizes cannot be substituted or replaced for any alternative.

4.8 We will delivery prizes within a 10 mile radius of our office at Francis House Family Trust otherwise all prizes must be collected or delivery costs met by the prize winners.

5 Liability

5.1 Francis House Family Trust will not be liable to a purchaser for any loss or damage suffered to a member arising from:

5.1.1 Any delays in payments received from purchasers for entry into the summer raffle

5.1.2 Any delays in payments resulting from equipment failure.

6 Complaints

6.1 We take complaints very seriously and treat them as an opportunity to improve. We are always very grateful to hear from people who are willing to take the time to help us to improve. If you have a complaint about the Summer Raffle then please contact:

Rachael Taylor
Francis House Family Trust, 390 Parrswood Road, M20 5NA

Telephone – 0161 443 2200 Email – rachael.taylor@francishouse.org.uk

Please include your name, address and contact telephone number in any communications to ensure that we are able to contact you.

7 Law

7.1 These Terms & Conditions are the rules of Francis House Family Trust Summer Raffle. By entering the raffle you agree to be bound by these rules.

8 Privacy

8.1 Francis House Family Trust is committed to protecting your privacy. Data we collect from you is used lawfully in accordance with the Data Protection Act 2018, and will be used solely for the purpose of the draw and the benefit of the Francis House Children's Hospice. We will not pass your details to any third party without your written permission. Purchasers have the right to access information we hold about them. To obtain such information a request in writing is required. To read our privacy policy, please visit <https://www.francishouse.org.uk/privacy-policy/>

Francis House Family Trust reserves the right to update and amend these Terms & Conditions at any time.