



Great North Air Ambulance Service Fund Our Fleet Raffle Terms and Conditions 2021

INTRODUCTION

These Terms and Conditions apply to The Great North Air Ambulance Service Fund Our Fleet Raffle and by entering players agree to be bound by these rules. The Great North Air Ambulance Service may amend these Terms and Conditions at any time, at their discretion and will post the amended Terms and Conditions on the charity's website www.gnaas.com not less than 28 days before the amendments take effect. A printed version of the Terms and Conditions are available on request.

DEFINITIONS

The GNAAS means, 'The Great North Air Ambulance Service'

GENERAL

- a) The GNAAS Fund Our Fleet Raffle is administered in-house at Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB
- b) Telephone: 0800 1777 035, email: raffle@gnaas.com
- c) The GNAAS Fund Our Fleet Raffle is licenced by the Gambling Commission, reference 005215
- d) Responsible persons named at the Gambling Commission, Carey Taylor, Glynis Taylor
- e) Entering the GNAAS Fund Our Fleet Raffle does not mean you are entered into any other lottery or raffle run by GNAAS

PLAYERS

- a) Must be 18 years of age and over
- b) Must be resident in the UK and Isle of Man
- c) All online players to the GNAAS Fund Our Fleet Raffle will be subject to an age-verification check. All new players purchasing tickets by telephone or through the post will be subject to an age verification check. This service is provided by a third party, LexisNexis. The GNAAS reserves the right to request further supporting documentation to verify a player's age
- d) If it is found tickets have been purchased by a person under 18, or, for a person under 18, these will be forfeited
 - i. Any monies paid will be refunded
 - ii. Any prize won will not be paid
- e) If a ticket stub does not contain a valid name, address and contact details, the ticket number will not be entered into the draw

- f) **Employees of The Great North Air Ambulance Service Charity and The Great North Air Ambulance Trading Company are not permitted to enter**
- g) **An application to enter the GNAAS Fund Our Fleet Raffle may be declined for any reason at the discretion of the Charity's lottery administrators**

PAYMENT TO THE GNAAS FUND OUR FLEET RAFFLE

- a) **Each ticket costs £1**
 - i. **Paper Tickets**
 - **Payment for paper tickets must be received by GNAAS by Monday 22nd. November 2021. Payments received after this date may be taken as a donation and may not be included in the draw. Ticket stubs and payment can be returned in the Freepost envelope provided, or by post to the Great North Air Ambulance Service 2021 Raffle, Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB. Only tickets for which full payment has been received either in the form of cash or cleared funds at the closing date are eligible to win the prize.**
 - ii. **E-Tickets**
 - **Minimum purchase is £5 for 5 tickets, maximum purchase is £250 for 250 tickets. Tickets are sold in batches with 5 tickets in each batch, maximum number of tickets that can be held is 250. If you require less than 5 tickets, please ring 0800 1777 035 and your purchase will be taken over the telephone. Closing date for e-tickets is Sunday 5th December 2021**

TICKET SELLERS

- a) **Supporters:**
 - i. **The maximum number of books that will be posted to members in the initial mailing is two (24 tickets). Additional books can be purchased by calling 0800 1777 035 or via our website www.greatnorthairambulance.co.uk/support-us/lottery/raffle/**
- b) **Corporate Sellers:**
 - ii. **The number of books sent at any one time will be agreed on footfall and organisation's size. All books are processed under sale or return**
- c) **Individual Sellers:**
 - iii. **All books processed under sale or return, maximum number of books in each allocation set at 5 (60 tickets)**

DRAW

- a) **The draw will take place on Friday 10th December 2021**
- b) **The draw is automated**
 - i. **The system used is Donorflex by Care Data Systems**
 - ii. **The system has been verified by the Centre for Advanced Software Technology (CAST) Limited, for fairness and compliance with the applicable sections of the Gambling Commission's Technical Standards**
 - iii. **The results of the draw are recorded by the system within the draw process**

PRIZES

- a) **Each ticket can only win once, however, if you hold more than one ticket each one has an equal chance to win a prize. This does mean a player could win more than one prize.**
- b) **Only tickets paid for are entered into the draw, this means the prizes are guaranteed, there are no rollovers**
- c) **Prizes are as advertised on the charity's website and your ticket. There are no alternatives to any prize won and no interest is payable**
- d) **The Charity reserves the right to withhold payment of any prize if there is doubt as to the validity, or age, of a subscriber until such time as an investigation has been completed**
- e) **The person named on the raffle ticket stub will be the only person entitled to the prize**
- f) **Prizes are subject to availability and the charity reserves the right in exceptional or unforeseen circumstances to substitute any prize acquired for the raffle with a similar prize of equal value. Prizes are non-transferable and non-negotiable**
- g) **Any un-cashed or unclaimed prizes will be deemed as a donation to GNAAS after a period of not less than 6 months**

WINNERS

- a) **Winners will be notified by phone, email or by post**
- b) **A complete list of winning numbers are published, on the Charity's website**
- c) **Prize winning cheques will only be made out to the ticket holder**
- d) **If a prize winner cannot be contacted or does not come forward within 28 days, from the date of the draw, another ticket will be drawn**
- e) **If the charity is subsequently informed a prize winner is deceased, any prizes won after the player's death but before we are notified by the personal representatives, will only be reissued to the deceased's personal representatives. (Supporting documentation will be required)**

CANCELLATION OF ENTRY AND REFUNDS

- a) **Entrants to the Fund Our Fleet raffle can cancel at any time providing we receive the request by the last working day, before, the day of the draw. A refund will be issued by cheque and your raffle numbers removed from the draw. Please inform the charity**

by ringing 0800 1777 035, or email raffle@gnaas.com, or in writing to: The Great North Air Ambulance Raffle, Progress House, Urlay Nook Road, Eaglescliffe, TS16 0QB

- b) Refunds will only be paid by cheque, please allow up to 14 days to process the request
- c) If we are notified of a player's death, any refund requested before the draw will only be payable to the deceased's personal representatives from the date of receipt of notice of such subscriber's death. Supporting documentation will be required.

PLAYERS RESPONSIBILITIES

- a) It is your responsibility to ensure the contact details the Charity has confirmed with you are correct and to inform of any errors by contacting the lottery office
- b) It is your responsibility to inform the lottery office of any change in contact details. (All prizes and communications will only be sent to the ticket holder at the address on their ticket stub)

LIABILITY

- a) The Charity shall not be liable to a player for loss or damage from:
 - i. Any payments, raffle tickets, stubs, communications or prizes which are lost, stolen or delayed in the post
 - ii. Entries from which the entrant cannot be identified
 - iii. Any delay in payments through the banking system
 - iv. Any event beyond the reasonable control of the charity

SEGREGATION OF FUNDS

We are required by our licence to inform what happens to lottery subscriptions which we hold on account for you to fund your entry into future draws, and the extent to which funds are protected in the event of insolvency. We hold funds relating to future lottery draws separate from other charity funds in designated bank accounts. In the event that the charity became insolvent, these funds are not protected and there would therefore be no guarantee that funds held will be repaid. This meets the Gambling Commission's requirements for the segregation of customer funds at the basic level of segregation.

(Please see www.gamblingcommission.gov.uk/consumers/protection_of_customer_funds.aspx, for an explanation to the rating system)

COMPLAINTS PROCEDURE

- a) Any complaints received by the GNAAS Lottery team will be handled under the Charity's Complaints Procedure. A copy of which is available upon request from the lottery office, or, can be viewed on our website www.gnaas.com
- b) If you wish to make a complaint regarding the Fund Our Fleet raffle, please contact:
 - i. By telephone: 0800 1777 035
 - ii. In writing to: Complaints and Appreciations, Great North Air Ambulance Service, Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB
 - iii. By email: info@gnaas.co.uk

- iv. Website – the ‘contact us’ page in the lottery area of the website
- c) If the issue cannot be resolved internally by the charity, the issue will be referred to IBAS (Independent Betting and Adjudication Service)

CODE OF CONDUCT

- a) The GNAAS abides by the rules and regulations set by the following organisations:
 - i. Licence Conditions and Codes of Practice set by the Gambling Commission: www.gamblingcommission.gov.uk
 - ii. Fundraising Regulator: <https://www.fundraisingregulator.org.uk/code>
 - iii. Charity Commission: <https://www.gov.uk/government/organisations/charity-commission>

SOCIAL RESPONSIBILITY

- a) Entering the GNAAS Fund Our Fleet Raffle, should be seen as a way to support the charity, not just to win money or any other prize
- b) You must be 18+ to enter the GNAAS Fund Our Fleet Raffle
- c) The Charity would like you to enter with an amount that you can afford, however, The GNAAS has set a limit on the value of raffle tickets that can be held by an individual, that is £250
- d) The GNAAS is committed to operating its Fund Our Fleet Raffle in a socially responsible manner, committed to protecting vulnerable groups. These include:
 - i. Underage players (to enter The GNAAS Fund Our Fleet Raffle you must be 18+)
 - ii. Vulnerable persons (those who lack the ability to make a decision)
 - iii. Excessive or problem gamblers

PROBLEM GAMBLING

- a) The GNAAS is a member of the Lotteries Council which on behalf of its members makes a financial contribution towards Gambleaware. Gambleaware funds services and commissions research to broaden the understanding of gambling related harm
- b) GNAAS employees are not trained to give professional advice, support, or counselling
- c) If you have a problem with, or, you have concerns with, or, you would like to talk to someone confidentially about problem gambling please visit www.begambleaware.org or contact the Gambling National Helpline on 0808 8020 133. Further support can also be found at: www.gamblingcommission.gov.uk

SELF-EXCLUSION

- a) If you have a gambling exclusion form in place, please inform the Lottery office
- b) If you want to self-exclude
 - i. Please telephone 0800 1777 035 or
 - ii. Write to The Great North Air Ambulance Lottery, Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB or,

- iii. **Download a form or self-exclude directly through the charity's website**
www.gnaas.com
- c) **A player who submits an exclusion form**
 - i. **Will not be able to participate in any GNAAS Lottery for a period of not less, than 6 months**
 - ii. **All tickets held will be cancelled and money refunded providing the draw has not taken place**
 - iii. **The self-exclusion will be recorded in the charity's CRM system**
 - iv. **Your consent and preferences will be updated to prevent lottery mailings being sent to you**

DATA PROTECTION

The charity does not pass on or sell any details it holds on its supporters to any third party. Data that is collected from you is used to process your entry to the charity's lotteries, and, to inform on charity news and events in line with your communication preferences. LexisNexis employees do not have access to any data submitted by players during the age-verification process.

Privacy Notice: (Please read)

The charity's privacy policy is published on our website at **<https://www.gnaas.com/privacy-policy/>** you can update your contact preferences by calling 01325-487263, or, emailing **support@gnaas.com** and completing the contact preferences form on our website.

You can inform the charity about your communication preferences by any of the following:

- **Completing the relevant section on your raffle return slip and post back to GNAAS**
- **Telephone 0800 1777 035 and speak with a member of the lottery support team**
- **Email support@gnaas.com**
- **Write to, The Great North Air Ambulance Lottery, Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB**

Please be assured that we will not share or sell your data