



# TT 27 Ultimate Experience Raffle Terms & Conditions

Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB

Registered Charity No. 1092204 Isle of Man Registered Charity No. 1329 | Licensed and regulated by the Gambling commission, reference no. 005215

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## INTRODUCTION

These Terms and Conditions apply to The Great North Air Ambulance Service TT 27 Ultimate Experience 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](http://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 TT 27 Ultimate Experience Raffle is administered in-house at Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB
- b) Telephone: 01325487263, email: [raffle@gnaas.com](mailto:raffle@gnaas.com)
- c) The GNAAS TT 27 Ultimate Experience Raffle is licensed by the Gambling Commission, reference 005215 and by the Isle of Man Gambling Supervision Commission, reference 23/62
- d) Responsible persons named at the Gambling Commission, Andrew Dunn, Ashleigh Chapman
- e) Entering the GNAAS TT 27 Ultimate Experience 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 England, Scotland, Wales or the Isle of Man
- c) All online players to the GNAAS TT 27 Ultimate Experience 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 TT 27 Ultimate Experience Raffle may be declined at the discretion of the Charity's lottery administrators

#### **PAYMENT TO THE TT 27 ULTIMATE EXPERIENCE RAFFLE**

- a) Each ticket costs £10
  - i. E-Tickets, minimum purchase is £10 for 1 ticket. Closing date for e-tickets is Friday 10 July 2026.
  - ii. Maximum purchase is £500 for 50 tickets. maximum number of tickets that can be held is 50
  - iii. 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
  - iv. All tickets are digital and sold through the GNAAS website- tickets are sent electronically via email
    - Purchasers must be able to print out the ticket numbers if they wish to have physical copies

#### **DRAW**

- a) The draw will take place on 17 July 2026
- 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
  - b) Only tickets paid for are entered into the draw, this means the prizes are guaranteed, there are no rollovers
  - c) Prizes are as stated on the charity's website and your ticket. There is no right to an alternative to any prize won and no interest is payable on any monetary prizes.
  - d) The Charity reserves the right to withhold any prize if there is doubt as to the validity, or age, of a subscriber until such time as an investigation has been completed and it is resolved that the ticket holder is eligible for the prize.
  - e) The person named on the raffle ticket stub will be the only person entitled to claim 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.
  - g) Prizes are otherwise non-transferable and non-negotiable- no cash alternative is available.
  - h) Any un-cashed or unclaimed prizes will be deemed as a donation to GNAAS for its general charitable purposes after a period of not less than 28 days
- i) Prize details
- j) Prize 1: TT 2027 Ultimate Experience
    - **Travel**  
Return travel to the Isle of Man for two persons with the Steam Packet Company, including a car or motorcycle pass.
    - **Accommodation**  
Three nights bed & breakfast hotel accommodation for 2 sharing a room courtesy of SportsNet Holidays.
    - **Hospitality**  
Two Opol Silver Mercury Club hospitality passes for Senior Race Day, including:
      - Startline access,

- Post race chat shows on the Mercury Club stage fresh from the Podium,
  - Use of private Grandstand and outdoor gardens
  - Breakfast, Lunch and Afternoon Tea prepared by our in-house chef using locally sourced ingredients
  - Complimentary bar access, choose from a selection of premium wines, beers and spirits
  - Live TT+ coverage
  - Access to dedicated parking
- **Experiences**
    - Start line passes for Senior Race Day (subject to event permissions and safety restrictions)
    - Team meet and greet, including garage access with a motorsport team (subject to availability and operational constraints)
    - Post-race photo opportunity with race winners in the Fan Park (subject to availability)
    - Race Tower tour and experience, including access to race officials (subject to operational availability)
    - Helicopter flight around the TT course
  - **Memorabilia**

One official event programme signed by race winners, to be delivered post event after signing is complete.

### Prize Conditions

- a) The prize is non-exchangeable, non-transferable, and no cash alternative is offered.
- b) All elements of the prize are subject to availability, and the Promoter reserves the right to substitute the prize (or any part of it) with a prize of equal or greater value where necessary due to circumstances beyond its control.
- c) The prize must be taken in accordance with dates specified by the prize provider and may be subject to date restrictions, blackout periods, or event scheduling changes.
- d) TT races and associated events are subject to change, postponement, or cancellation. No compensation will be payable in the event of such changes.
- e) The winner and their guest(s) are responsible for:
- f) Ensuring they are available to travel on the required dates
- g) Holding valid passports, visas, and travel documentation (where applicable)
- h) Obtaining adequate travel insurance
- i) Any additional costs and expenses not expressly included in the prize (including but not limited to meals, transfers, personal expenses, and incidental costs)
- j) Where the prize involves third-party providers (including but not limited to transport, accommodation, and event organisers), the winner and their guest(s) will be subject to the terms and conditions of those providers, and booking may be required directly with them.
- k) GNAAS acts solely as the promoter of the prize draw and is not responsible for the administration or fulfilment of the prize once awarded.
- l) To the fullest extent permitted by law, GNAAS and the prize provider shall not be liable for any:
- m) Loss, damage, personal injury, or death occurring as a result of taking up the prize, except where caused by negligence
- n) Failure or delay in the provision of the prize due to events beyond their reasonable control, including but not limited to acts of God, weather conditions, pandemics, travel disruption, or industrial disputes
- o) The winner may be required to participate in reasonable publicity related to the prize draw without additional compensation, unless prohibited by law.
- p) The helicopter flight shall depart from and return to a location within the Isle of Man only, and no alternative departure or landing locations will be provided.
- q) The winner and their guest(s) are responsible for ensuring they are available on the Isle of Man at the scheduled flight time.
- r) The flight is subject to weather conditions, air traffic control restrictions, and operator availability, and may be rescheduled or cancelled at the operator's discretion for safety reasons.
- s) Ahead of the flight the operator will confirm passengers to consider any restrictions that will prevent flight.

### WINNERS

- a) *The winner will be notified by phone, email or by post*

- b) The winning number will be published on the Charity's website
- c) If the prize winner cannot be contacted or does not come forward within 28 days, from the date of the draw, another ticket will be drawn
- d) 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 GNAAS TT 27 Ultimate Experience 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 01325 487 263, or email [raffle@gnaas.com](mailto:raffle@gnaas.com), or in writing to: The TT 27 Ultimate Experience Raffle, Progress House, Urray 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 entry)**

#### **LIABILITY**

- a) In addition to the terms set out above, the Charity shall not be liable to a player for loss or damage from:
  - i. Entries from which the entrant cannot be identified
  - ii. Any delay in payments through the banking system
  - iii. Any event beyond the reasonable control of the charity

#### **SEGREGATION OF FUNDS**

We are required by our license 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.

This will be the first instance of a raffle of this kind, for this raffle we estimate expenses at 16%, prize fund 0%, income to charity 84%. Odds on winning dependent on tickets sold, if purchasing one ticket estimated at 1:3000.

## 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](http://www.gnaas.com)
- b) If you wish to make a complaint regarding the GNAAS TT 27 Ultimate Experience Raffle, please contact:
  - i. By telephone: 01325 487 263, and ask for the Quality & Assurance team
  - ii. In writing to: Complaints and Appreciations, Quality Department, Great North Air Ambulance Service, Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB
  - iii. By email: [quality.assurance@gnaas.co.uk](mailto:quality.assurance@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. License Conditions and Codes of Practice set by the Gambling Commission: [www.gamblingcommission.gov.uk](http://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 TT 27 Ultimate Experience 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 TT 27 Ultimate Experience 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 £500
- d) The GNAAS is committed to operating its TT 27 Ultimate Experience Raffle in a socially responsible manner, committed to protecting vulnerable groups. These include:
  - i. Underage players (to enter The GNAAS TT 27 Ultimate Experience 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 and regulated by the Gambling Commission
- b) An annual levy is imposed by the Gambling Commission and this is for treatment and prevention of gambling harms
- c) GNAAS employees are not trained to give professional advice, support, or counselling. 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 your relevant statutory governing body

### i. UK:

- GamCare, [www.gamcare.org.uk](http://www.gamcare.org.uk), free phone 0808 8020 133 (24 hours a day, 7 days a week)
- NHS-linked services, via GamCare or GP referral.
  - <https://www.gamblingcommission.gov.uk/public-and-players/guide/page/organisations-that-can-help>

### ii. Isle of Man:

- GamCare, [www.gamcare.org.uk](http://www.gamcare.org.uk), 24/7 free phone 0808 8020 133
- Local public health services

## SELF-EXCLUSION

- b) If you have a gambling exclusion form in place, please inform the Lottery office

- c) If you want to self-exclude
- i. Please telephone 01325487263 or
  - ii. Write to The Great North Air Ambulance Lottery, Progress House, Urlay 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](http://www.gnaas.com)
- d) 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.greatnorthairambulance.co.uk/privacy-policy-2/> you can update your contact preferences by calling 01325487263, or, emailing [support@gnaas.com](mailto:support@gnaas.com) and completing the contact preferences form on our website, <https://www.greatnorthairambulance.co.uk/preferences/>

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

- Telephone 01325 487 263
- Email [support@gnaas.com](mailto:support@gnaas.com)
- Write to, The Great North Air Ambulance Service, Progress House, Urlay Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB

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