

British Red Cross Raffle Rules

General Rules

1. All British Red Cross Raffles are open to all mainland Great Britain residents over the age of 16 (this excludes Northern Ireland, Isle of Man, Channel Islands and British Forces Post Office addresses according to Gambling Act 2005 regulations).
2. By purchasing tickets you are confirming you are 16 years of age or over. No tickets should be sold to, or on behalf of, a person under the age of 16 years.
3. If a ticket is sold unknowingly to, on behalf of, or for a person under the age of 16 he/she will be exempt from the raffle and will forfeit his/her prize and their entry money will be returned to them.
4. Winners may be asked to take part in British Red Cross PR and promotional activity.
5. Paid employees of the British Red Cross or CFP Lottery and Raffles Limited, Mosaic Fulfilment Solution and their families are not eligible to enter our Raffles or Speed Draws.
6. Our raffles are printed and produced by Cello Signal and all response handling activities are externally managed on behalf of the British Red Cross by **CFP Lottery and Raffles Limited – licence number 00584–N–103710– 011**
7. The British Red Cross is registered with the Gambling Commission to operate raffles, licence number **004686-N-304931-009** and ancillary remote licence number **004686-R-329334-002**. These licences are issued under Part 5 of the Gambling Act 2005. The British Red Cross' qualified persons responsible for raffles are Paul Amadi and Melanie McNeill.
8. We use the proceeds from our raffles and the weekly lottery to support our work, pay prizes and invest some back into the lottery so that we can raise even more. In 2019, our lottery and raffles raised £910,568 from ticket income alone, with 14% of these proceeds spent on prizes, 34% on growing and running our lottery and 52% to help people in crisis around the world. That's a total of £591,720, including over £118,000 from donations, making a real difference to people in their hour of need.
9. Any money for tickets received after the date specified on the letter and raffle ticket will be treated as donations.
10. No more than 50 tickets can be purchased per person for each raffle. British Red Cross takes no responsibility for late postal delivery.
11. Winners will be notified by post, email or telephone no later than two weeks after the draw date. A list of winners' names (and their towns) will also be published on the British Red Cross website within two weeks after the draw date. Please keep the ticket number as record of proof of purchase.

12. All reasonable effort will be made to contact prize winners, but in the event that the British Red Cross cannot contact the winner, the British Red Cross reserves the right to distribute the prize as appropriate. Winners have up to one month following notification of their win to claim their prize.
13. We operate a combined online/offline draw ensuring that each entrant has an equal chance of winning each prize. The draw will be conducted by utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved, third party test house in combination with a blind draw in plain sight of staff. The results of the draw are final.
14. Your chances of winning are dependent on the number of entries in the draw. In 2019, the likelihood of winning a prize was, on average, 1 in 1,138 in our seasonal raffles.

Online entries

15. Age verification for entries to the raffle purchased online or over the telephone with a debit card will be undertaken as follows:
 - 15.1. Self-certification by the individual ticking the available box to confirm that they are over 16 years of age to validate entry.
 - 15.2. A search undertaken with a third party for the purpose of verifying that entrants are aged 16 or over.
 - 15.3. If this proves unsuccessful, we will try to contact the player by telephone.
16. Once age verification is obtained for tickets purchased online, a confirmation email will be sent to the entrant confirming their numbers in the draw and thanking them for their participation.
17. If we are unable to verify the age of a player within 72 hours we will refund their money.
18. Tickets must not be bought on behalf of somebody else.

Speed Draw Rules

19. Entries to the Speed Draw must be received by the date specified on the letter and raffle ticket.
20. In order to be entered into the Speed Draw, players must have purchased tickets for the raffle and affixed the Speed Draw entry sticker to the donation form.
21. Entrants to the Speed Draw will be eligible to win a British Red Cross shopping bag which will be sent to him/her by post within two weeks of the Speed Draw taking place.
22. The Speed Draw will take place within 14 days of the mail date and **250 winners** will be selected by chance.
23. One prize per person only for the Speed Draw.
24. The decision of the British Red Cross is final.

General Information

For more information about the British Red Cross, our raffles and other ways to donate please visit www.redcross.org.uk or contact our dedicated supporter care team by emailing supportercare@redcross.org.uk or by calling 0300 456 11 55.

Requests for additional raffle tickets up to a maximum of 50 tickets per person or requests to be removed from future raffle mailings should be addressed to FREEPOST RED CROSS, 44 Moorfields, London, EC2Y 9AL or by calling 0300 456 11 55.

- > If you would like more information about raffles and lotteries please go to www.gamblingcommission.gov.uk
- > The British Red Cross is a member of the Lotteries Council www.lotteriescouncil.org.uk
- > The British Red Cross supports and contributes to research into problem gambling.
- > The British Red Cross Responsible Gambling Advice & Social Responsibility Statement are available on the website www.redcross.org.uk/en/donate-now/donation-enquiries/raffles. This includes information on our policy on responsible gambling, underage gambling, and fair and open draws. If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from the National Gambling Helpline **0808 8020 133** or via the BeGambleAware website www.begambleaware.org/.

Players can request a self-exclusion from our database for future raffle mailings by writing to Freepost RED CROSS, 44 Moorfields, London, EC2Y 9AL, or by calling 0300 456 11 55. Any complaints regarding raffle activity can be made directly to British Red Cross by contacting our dedicated Supporter Care Team on 0300 456 11 55 or by email at supportercare@redcross.org.uk. A copy of our complaints procedure is available online or on request.



BeGambleAware.org®

