

Lucky Day Lottery Terms & Conditions

1. By entering the British Red Cross weekly lottery players agree to be bound by the terms and conditions contained herein.
2. The British Red Cross weekly lottery is open to all mainland Great Britain residents over the age of 18 (this excludes Northern Ireland, Isle of Man, Channel Islands and British Forces Post Office addresses according to Gambling Act 2005 regulations). If you are not a resident of Great Britain you will not be able to enter. All proceeds from the lottery go to the British Red Cross.
3. The British Red Cross weekly lottery is promoted by the British Red Cross Society (incorporated by Royal Charter 1908 and a registered charity in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752) at UK Office, 44 Moorfields, London, EC2Y 9AL.
4. The British Red Cross is registered with the Gambling Commission to operate this lottery, licence number 000-004686-N-304931-009 and - 000-004686-R-329334-002. This licence is issued under Part 5 of the Gambling Act 2005.
5. The British Red Cross' qualified persons responsible for the lottery are Paul Amadi and Melanie McNeill.
6. We use the proceeds from the weekly lottery and our raffles 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.
7. Paid employees of StarVale Management and Technologies Ltd and Charity Funding & Promotion Ltd directly involved in running the lottery or who could have influence over the running of the lottery are not eligible to enter the weekly lottery. Paid employees and volunteers of the British Red Cross directly involved in running the lottery or who could have influence over the running of the lottery are not eligible to enter the weekly lottery. If you would like to check if you are eligible to play the lottery, please email supportercare@redcross.org.uk.
8. It is an offence to buy or purport to buy a lottery entry on behalf of anyone under the age of 16 (sixteen) years of age. It is the policy of the British Red Cross not to sign up people under the age of 18 (eighteen) to the weekly lottery. If a ticket is sold unknowingly to or for a person under the age of 18, he/she will be excluded from the weekly lottery and will forfeit his/her prize and his/her ticket money will be returned to the person that paid for the ticket.
9. All lottery entries are priced at £1 each per week (which can be paid monthly by Direct Debit for £4.34 per month). Players may purchase up to two entries a week and full payment for each lottery entry must be received in the form of cleared funds before the number can be entered into the draw. The current maximum number of entries that you can buy online or from British Red Cross fundraisers and shop staff is 2 (two). Weekly lottery players may also purchase additional entries into our seasonal superdraw at the cost of £1 per entry, and the maximum number of entries a player may have for any one superdraw is 50, including those already purchased through a player's monthly Direct Debit.
10. Players' lottery entry money (which has the same definition as 'customer funds', as defined in clause 4 of the Gambling Commission's Licencing Conditions and Codes of Practice) will be held in a separate bank account so that, in the unlikely event of the insolvency of the British Red Cross, such funds will be protected.
11. A unique lottery number will be allocated to each entry, which will be issued/confirmed with the confirmation of entry letter. The External Lottery Manager (ELM), StarVale Management & Technologies Ltd (Gambling Commission Remote Operating Licence Number: 003273; Gambling Commission Combined Operating Licence Number: 003273) will conduct, independently, the

weekly lottery draw every Friday. If a bank holiday falls on a Friday, the draw for that week will take place the next available working day. The weekly draw will be made utilising a Random Number Generator (RNG) that has been tested and approved by an independent, Gambling Commission-approved, third-party test house.

12. All lottery entry sales are final and no refunds will be made at any time, save as stipulated in clause 7. All players acknowledge that their payment of £1 per entry does not guarantee that they will win any prize.
13. There will be 91 guaranteed weekly cash prizes, except where British Red Cross replaces the weekly lottery draw with a superdraw. All superdraws are held at the discretion of the British Red Cross, but are expected to take place seasonally, up to 4 times per calendar year. All lottery players will be entered automatically into the superdraw, with a chance to win 1 of 11 prizes– superdraw rules can be found [here](#)), although additional prizes could be offered from time to time.
14. A list of the winning weekly cash prize numbers with the prize amount, town/county of residence and draw date for prize winners will be published each week on the British Red Cross' website: <https://redcross.safeandsecurewebservices.net/results>. Players can request a printed copy by calling the British Red Cross on 0300 456 11 55. By accepting a prize, players agree to this information being published and to taking part in publicity for the British Red Cross. In addition, the British Red Cross may ask to use winners' stories and/or photographs for publication on the website, or to promote the lottery. A list of the winning superdraw prize numbers with the prize amount, town/county of residence and draw date for prize winners will be published on the British Red Cross website: redcross.org.uk/Donate-Now/Donation-enquiries/Raffles/Raffle-results within two weeks after the draw date.
15. The prizes for the British Red Cross weekly lottery are printed on the leaflets provided in the welcome pack and are advertised on the British Red Cross website: redcross.org.uk/lottery. Cash prizes will be transferred to the bank account with which the recipient has signed up. This may take up to one week. There is no need to claim any prizes. There are no alternatives to any prize and no interest is payable. Players will be notified as to any change in the prize structure.
16. 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 51 in our Lucky Day Lottery and 1 in 1,138 in our seasonal Superdraws.
17. All players are solely responsible for providing the British Red Cross with their accurate and up-to-date contact details and the British Red Cross is not liable in any way for failure or inability to contact any player due to errors, omissions or inaccuracies in the contact details that the player has provided.
18. The British Red Cross will make all reasonable efforts to ensure that winners receive their prizes. After six months, the British Red Cross reserves the right to distribute the prize as appropriate.
19. If the British Red Cross become aware that a prize winner is deceased, the charity will issue the prize by bank transfer or cheque to the deceased's bank account, or if notified forward to the solicitor or Will executor who is handling the estate to include as an estate asset. In the case of releasing funds to an executor, written proof of executor status will be required.
20. The British Red Cross is committed to protecting players' privacy. Data that is collected from players is used lawfully in accordance with GDPR (previously the Data Protection Act 1998) and is used by the British Red Cross and carefully-selected agencies working on its behalf for administrative purposes connected with the lottery, lottery payment queries, informing winners that they have won a prize and for fundraising purposes. The British Red Cross will not sell or swap your details with any other third parties and you can opt out of being contacted for fundraising purposes at any time (see Clause 18). Any player has the right to access the information held about them. To obtain this information, please contact the British Red Cross in writing to FREEPOST RED CROSS; or by calling 0300 456 11 55 or via email to supportercare@redcross.org.uk.
21. Players' data may be used to send updates about how their support has helped transform lives and how they can donate and help in the future. If at the point of sign up a Player has opted in to be contacted by email, SMS and/or telephone, then they may be contacted in this way about how their

support has helped transform lives and how they can donate and help in the future. If Players are not happy to hear from us this way, they should contact us by writing to FREEPOST RED CROSS, email mailenquiries@redcross.org.uk or visit our website: redcross.org.uk/keepingintouch.

22. Entry into the British Red Cross weekly lottery can be cancelled at any time by notifying the British Red Cross in writing to: FREEPOST RED CROSS, or by calling 0300 456 11 55 or via email to supportercare@redcross.org.uk.
23. Players can request a self-exclusion from the British Red Cross database to stop being contacted about lottery and other gaming communications in the future by writing to FREEPOST RED CROSS; by calling 0300 456 11 55 or via email to supportercare@redcross.org.uk.
24. Any complaints relating to the British Red Cross weekly lottery should be sent in writing to: British Red Cross, UK Office, 44 Moorfields, London EC2Y 9AL, or via email to supportercare@redcross.org.uk, giving full details of the complaint and any supporting documentation. In the event of any dispute regarding the way the British Red Cross weekly lottery is conducted, in the first instance, the British Red Cross will endeavour to rectify and resolve the complaint. In the event that the complaint is still not resolved to the satisfaction of the complainant, the matter will be referred to IBAS (Independent Betting Adjudication Service), an independent third party, in order that they can make a judgement.
25. The British Red Cross reserves the right to disqualify any player if it has reasonable grounds to believe the player has breached any of these terms and conditions.
26. Nothing within these terms and conditions will create or should be construed as creating any form of contract between any lottery player and the British Red Cross.
27. The British Red Cross will not be liable to any lottery player for any loss or damage suffered or arising from:
 - a) any delays or failures in the postal service or other delivery methods used by the British Red Cross, or the lottery player from time to time;
 - b) any delays or failures in any software or other systems used by the British Red Cross or its External Lottery Manager for the administration of the lottery;
 - c) any delays or failures in the banking system used by the British Red Cross or the player;
 - d) any refusal by the British Red Cross to accept registration of an individual as a lottery player or the cancellation of a lottery entry;
 - e) any failure to enter a number into the draw;
 - f) any event beyond the reasonable control of the British Red Cross.
28. Neither the British Red Cross, nor its External Lottery Manager, will be liable to any player in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by any player in relation to participation in the British Red Cross weekly lottery (including loss of the opportunity to enter the lottery and/or the chance of winning a prize).
29. Each player should retain a copy of these terms and conditions for their reference. A copy of these terms and conditions may also be requested by sending a stamped, addressed envelope, together with a written request, to: Supporter Care, British Red Cross, UK Office, 44 Moorfields, London, EC2Y 9AL.
30. The British Red Cross reserves the right to amend these terms and conditions at any time. If the British Red Cross does so, it will publish the amended terms and conditions on its website: redcross.org.uk/lottery.

31. The laws of England and Wales will govern the interpretation and/or enforcement of these terms and conditions and the British Red Cross and all players hereby submit to the exclusive jurisdiction of the English courts.
32. For more information about the British Red Cross, its lotteries and other ways to donate, please visit www.redcross.org.uk or contact the dedicated supporter services team by emailing supportercare@redcross.org.uk or by calling 0300 456 11 55.
33. The British Red Cross is a member of the Lotteries Council www.lotteriescouncil.org.uk.
34. The British Red Cross supports and contributes to research into problem gambling.

The British Red Cross Social Responsibility policy is available on the website:

<https://www.redcross.org.uk/get-involved/donate/games-for-good/lucky-day-lottery/lucky-day-lottery-terms-and-conditions>. 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 Gambleaware website www.begambleaware.org.uk



BeGambleAware.org[®]
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