

Rules of the Pancreatic Cancer UK Big Win Raffle

1. Introduction

- 1.1. The Pancreatic Cancer UK Big Win Raffle (“the Raffle”) will be operated as a large Society Lottery under the Gambling Act 2005 as amended (“the Act”) from time to time.
- 1.2. The Raffle is promoted by Pancreatic Cancer UK and conducted for the benefit of Pancreatic Cancer UK.
- 1.3. Pancreatic Cancer UK is licensed and regulated in Great Britain by the Gambling Commission under account number 63157.
- 1.4. The person(s) responsible for the promotion of the Raffle are Katherine May and Joan Prendergast.
- 1.5. By entering the Raffle, Members agree to be bound by these rules.
- 1.6. The Pancreatic Cancer UK Big Win Raffle is administered by Sterling Management Centre Limited. Sterling Management Centre Limited is licensed and regulated in Great Britain under account number 3137.

2. Definitions

- “Act” The Gambling Act 2005
- “Raffle” The Pancreatic Cancer UK Big Win Raffle
- “Draw” The process by which winners are selected
- “Member” An individual who has entered into the Raffle
- “Rules” The rules of the Pancreatic Cancer UK Big Win Raffle as set out below and amended from time to time
- “Ticket” The entry into the Raffle

3. Entry into the Pancreatic Cancer UK Big Win Raffle

- 3.1. The Raffle is promoted in accordance with the Gambling Act 2005 as amended (“the Act”) throughout Great Britain. In order to comply with the Act, during the purchase of Raffle Tickets you will be required to confirm that:
 - a) You are at least 18 years of age
 - b) You will not buy or claim to buy Raffle Tickets on behalf of any other person
 - c) You are resident in Great Britain (for the avoidance of doubt, this excludes Northern Ireland, Channel Islands, Isle of Man and BFPO addresses)
- 3.2. If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules 3.1 (a), (b) and (c) above then you will not be entitled to receive that prize.
- 3.3. If a Ticket is sold unknowingly to, on behalf of, or for a person under the age of 18 they will be disqualified from the Raffle and will forfeit any prize they may have won, and the Ticket price will be returned.
- 3.4. In order to comply with the Act, Raffle Tickets that have been purchased and entered into the draw for which they were intended are prohibited from being subsequently refunded.
- 3.5. By entering into the Raffle you agree to be bound by the Rules, and applicable provisions of the Act and any relevant regulations made there under from time to time.

- Pancreatic Cancer UK shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you if you have not complied with the Rules. The Rules may be amended by Pancreatic Cancer UK from time to time.
- 3.6. This Raffle is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the National Gambling helpline on 0808 8020 133 (delivered by GamCare) or visit the website on www.begambleaware.org.
 - 3.7. The maximum value of Tickets a Member will be permitted to purchase in any one draw is £50.
 - 3.8. Only entries from residents of mainland Great Britain (England, Scotland or Wales) are eligible to enter the raffle. Raffle responses returned from outside of these countries will be treated as a donation or refunded in line with our donation return policy.
 - 3.9. The cost of each Ticket is £1, and only Tickets for which full payment has been received by Pancreatic Cancer UK shall go into the Draw.
 - 3.10. The Raffle is not open to employees of Pancreatic Cancer UK who are directly involved with the running of the Raffle, or any company involved with the running of the Raffle.
 - 3.11. You can only enter the Raffle by the purchase of a Ticket which will be sold in a variety of forms from time to time.
 - 3.12. Purchase will require you to provide the following information:
 - (a) Your name and address, so that we can contact you if you have won a prize.
 - (b) Confirmation that you are over 18 years of age, in order to ensure compliance with the Act.
 - (c) The number of Tickets in the Raffle you wish to purchase
 - 3.13. You will also be asked to provide the following information:
 - (a) Your contact telephone number, so that we can contact you if you have won a prize.
 - (b) Your e-mail address, so that we can contact you if you have won a prize.
 - 3.14. You will also be required to provide information relating to the purchase of your Tickets. Payment may be made via the following methods and the relevant information will vary depending upon the payment method.
 - o (a) Cheque- a completed and signed cheque in the name of the Member
 - o (b) Debit Card- Information required will include card number and expiry date
 - o c) Any other method made available by Pancreatic Cancer UK from time to time
 - 3.15. **No credit card payments will be accepted for online entries in line with Gambling Commission regulations.**
 - 3.16. Pancreatic Cancer UK shall be entitled to take any steps necessary to verify the above information and to process your entry. Pancreatic Cancer UK may in its absolute discretion refuse to accept an application for an individual to purchase Tickets for the Raffle.
 - 3.17. It is your responsibility to ensure that the personal information you provide to us is accurate.
 - 3.18. If you know of any error in your name, address or any other details provided to Pancreatic Cancer UK as part of your entry you must correct this by notifying Pancreatic Cancer UK in writing or by e-mail at enquiries@pancreaticcancer.org.uk. Pancreatic Cancer UK will make any required corrections as soon as reasonably possible. Pancreatic Cancer UK shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered

by you until such correction has been made. Any correction notified to Pancreatic Cancer UK shall only become effective once the correction has been made.

3.19. Each Ticket is numbered and each Ticket Number is unique.

4. Payment

4.1. Payment for Tickets may be made by the following methods:

(a) Cheque (to be made out to Pancreatic Cancer UK)

(b) Debit Card

(c) Any other method made available by Pancreatic Cancer UK from time to time

4.2. Your Tickets will not be entered into the Draw unless Pancreatic Cancer UK has received all amounts payable (cleared funds) relating to your Tickets by the closing date. If there is a dispute regarding whether Tickets have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Raffle's bank accounts operate.

4.3. The closing date for entries is Friday August 30th 2024. Any entries received late will be gratefully accepted as a donation to Pancreatic Cancer UK.

5. Draws

5.1. The Draw will be run at our External Lottery Managers' (Sterling Management Centre Limited) Offices to be held on Wednesday 4th September 2024.

5.2. The Draw is run using a Random Number Generator that has been certified by a Gambling Commission approved test house.

5.3. In order to comply with the Act only those Tickets for which payment has been received are eligible for entry into the Draw.

6. Prizes

6.1. Prizes are issued as follows:

(a) First Prize – £4000

(b) Second Prize – £500

(c) Third Prize – 2 x £250

(d) Fourth prize – 5 x £100

(e) Bonus prize – 1x £150 The Real Greek gift voucher

6.2. Pancreatic Cancer UK reserves the right to amend any non-cash prizes to a prize of equivalent or higher value at any time should it be necessary to do so. Any such changes will be published on the Pancreatic Cancer UK Raffle Website at least one month prior to a change being made.

6.3. Each Ticket shall only be eligible to win one prize in the Draw.

6.4. The results of the Draw will be published on the Raffle website within one week of the date of the draw and may also be published in any other manner determined by Pancreatic Cancer UK from time to time.

6.5. Winners will be notified by post, email or telephone within one week of the date of the draw. Such notification will include request for bank account details in order to send the value of the prize won to the Member. These details are required to pay the Member and prizes will not be paid until the Member's bank account details have been confirmed. If bank account details are not confirmed within 6 months of notification of winning, the prize will be considered unclaimed.

- 6.6. Pancreatic Cancer UK reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.
- 6.7. If, upon winning any prize in the Raffle, a Member is not able to prove that they have met the criteria specified in Rules 3.1 (a), (b) and (c) above then they will not be entitled to receive that prize.
- 6.8. There are no alternatives to the prizes offered from time to time and no interest is payable.
- 6.9. Any unclaimed prizes will be re-credited as a donation to the Pancreatic Cancer UK main account after a period of six months has elapsed.
- 6.10. By accepting the prize, the winner agrees that Pancreatic Cancer UK may contact the Member to request them to take part in promotional activity.

7. Suspension of the Raffle

- 7.1. Pancreatic Cancer UK may (at its absolute discretion) suspend the Raffle for any period of time. During such period, Pancreatic Cancer UK shall:
 - (a) Retain any amounts which were paid prior to such suspension taking effect.
- 7.2. Members will be notified of further details regarding the resumption of the Raffle or otherwise as soon as reasonably practicable after the date of suspension in writing.

8. Liability

- 8.1. Pancreatic Cancer UK and Sterling Management Centre Limited shall not be liable to you for any loss or damage suffered by you arising from:
 - (a) Any delays or failures in the postal service or other delivery methods used by Pancreatic Cancer UK or you from time to time.
 - (b) Any delays or failures in any systems used by Pancreatic Cancer UK or you to transmit emails.
 - (c) Any failure in any software or other systems used by Pancreatic Cancer UK and Sterling for the administration of the Raffle.
 - (d) Any delays or failures in the banking system used by Pancreatic Cancer UK or you.
 - (e) Any refusal by Pancreatic Cancer UK to accept entry of an individual as an entrant or the cancellation of an entrant by Pancreatic Cancer UK.
 - (f) Any failure to enter your Ticket into the Draw.
 - (g) Any event beyond the reasonable control of Pancreatic Cancer UK.
- 8.2. Pancreatic Cancer UK shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Raffle (including loss of the opportunity to enter the Raffle and / or the Ticket or winning a prize).

9. Self- Exclusion

- 9.1. Pancreatic Cancer UK is committed to operating the Raffle in a socially responsible way. Should you feel that you are experiencing problems with gambling and wish to be self-excluded from our Raffle please phone our Supporter Care Team on 020 3535 7090 to complete a self-exclusion form or visit <https://www.pancreaticcancer.org.uk/self-exclusion-form/>.
- 9.2. There is a minimum period of 6 months self-exclusion.

- 9.3. We will not target you with any gambling marketing material during the self-exclusion period or after the period has ended.
- 9.4. If you need to talk to someone about problem gambling then please seek advice and support from GambleAware via their website at www.begambleaware.org or call the National Gambling Helpline on 0808 8020 133 (Freephone). GambleAware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling.

10. Complaints

- 10.1. Any complaints relating to the Raffle should be sent to Pancreatic Cancer UK in one of the following ways:
 - (a) By completing our online form <https://www.pancreaticcancer.org.uk/what-wedo/about-us/complaint-form/>
 - (b) By emailing us at enquiries@pancreaticcancer.org.uk
 - (c) By calling us on 020 3535 7090
 - (d) By writing to us at Pancreatic Cancer UK, Queen Elizabeth House, 4 St Dunstan's Hill, London, EC3R 8AD
- 10.2. Complaints should include your name and how we contact you, full details of the reason for the complaint and any details of what happened, and what you would like us to do about your complaint.
- 10.3. Your complaint will be acknowledged within 5 working days and be investigated by a relevant manager. You will be provided with a full response within 15 working days.
- 10.4. If you are not satisfied with the response you receive to your complaint, you can take the complaint further to the Chief Executive who will investigate this. An outcome will be sent to you within 20 working days.
- 10.5. If you are still not satisfied and we have been unable to agree a resolution to your complaint, your complaint will be referred to our ADR (Alternative Dispute Resolution) organisation. We work with IBAS (the Independent Betting Adjudication Service) who act as an impartial adjudicator on disputes.
- 10.6. Pancreatic Cancer UK operates a full Complaints Policy which is available here <https://weeklylottery.pancreaticcancer.org.uk/complaints-policy/> and which will be made available to you upon request.
- 10.7. The Promoter's decisions made pursuant to the Rules shall be final and binding.
- 10.8. Save where the Rules expressly provide otherwise, the Promoter shall not be obliged to enter into any correspondence.

11. Privacy

- 11.1. Pancreatic Cancer UK has a Privacy Policy that explains our information practices, including how we use your information, how you can update it or ways to unsubscribe. We will only collect and use information from you in line with this policy. The policy can be found using this link: <https://www.pancreaticcancer.org.uk/privacy-policy/>

12. Proper Law and Jurisdiction

- 12.1. The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules and Pancreatic Cancer UK and all Members hereby submit to the exclusive jurisdiction of the English courts.

13. Contact Address

All correspondence should be sent to the following address:



Pancreatic Cancer UK
Queen Elizabeth House
4 St Dunstan's Hill
London
EC3R 8AD

Email address: enquiries@pancreaticcancer.org.uk
Contact number: 020 3535 7090