

Terms and conditions for our Summer raffle 2021

The Summer raffle 2021 is operated by Caring Together, registered charity number 1091522 which is licensed and regulated in Great Britain under a small society lottery registered under the Gambling Act 2005 with Huntingdonshire District Council licence number SSL1871.

All profits from the Summer raffle 2021 will be donated to Caring Together to support carers living in Cambridgeshire, Peterborough and Norfolk.

The person responsible within Caring Together for the promotion of the Summer raffle 2021 is Robert Keegan, director finance and resources of Caring Together, Unit 4 Meadow Park, Meadow Lane, St Ives, Cambridgeshire, PE27 4LG

Key terms

The information set out below is a summary of our key terms for information purposes only. This does not replace the full terms and conditions set out below. In the event of any conflict between this summary and the full terms and conditions, the full terms and conditions will apply.

- a) You must be 18 years of age or older and meet the other eligibility and verification criteria to purchase a raffle ticket or receive a prize. See clauses 1, 7, and 32.
- b) Each raffle ticket will be sold for £1.
- c) Applications for raffle tickets received after **11.59pm on 30 September 2021** will not be entered into the Summer raffle 2021 and the payment for such raffle tickets will be treated as a donation to Caring Together unless you expressly state otherwise on your application for such raffle ticket(s). See clause 20.
- d) The prizes for the Summer raffle are £250 cash (1st prize), £150 cash (2nd prize) and £50 cash (3rd prize).
- e) Any complaints or disputes will be first handled by our fundraising team with a right to appeal to the Independent Betting Arbitration Service. See clauses 46-47.

Definitions

'Summer raffle 2021' means the lottery that is operated by Caring Together and the online raffle is managed in part by Online Giving Ltd (Enthuse) as an external lottery manager.

'Closing Date' means **11.59pm on 30 September 2021** for the Summer raffle.

'Summer raffle' means the raffle for the prizes described at clauses 24-26

'Prize' means any of the prizes as set out at clauses 24-26.

'Raffle ticket' means a ticket purchased for the Summer raffle 2021, whether by post, telephone or online.

'Ticket holder' means a person who holds a raffle ticket in accordance with these terms and conditions.

Entry conditions

1. To be eligible to purchase a raffle ticket, a person must:
 - a) be 18 years of age or over
 - b) located in Great Britain
 - c) not be an employee of the Caring Together's fundraising and engagement team or an employee of Caring Together's senior leadership team, or Online Giving Ltd; and
 - d) comply with these terms and conditions.
2. A raffle ticket will be entered into the Summer Raffle 2021 if:
 - a) an application for such raffle ticket is received by Caring Together before the closing date; and
 - b) payment for such application is received by Caring Together before the closing date.
3. Each raffle ticket will be sold for £1.
4. Caring Together may, at its sole discretion, refuse to sell a raffle ticket to any person without giving reasons.
5. A raffle ticket may not be transferred from a person listed as the owner of the respective raffle ticket on Caring Together's records to another person.
6. We will process your personal data securely to manage your entry into the raffle. We will not share your personal data with others. Online Giving Ltd (Enthuse) who manage the online raffle on our behalf, will process your personal data securely and not share it with others. We will use your data to send you the information you have requested (if relevant). We will not use your details for marketing communications that you haven't agreed to receive. Should you change your mind about whether to receive that information from us or how you're contacted by us for marketing purposes, let us know by calling us on 0345 241 0954. Please see our privacy policy for more information on how we look after your

personal information. 'We' and 'us' mean Caring Together, charity number 1091522.

Underage purchases

7. By purchasing a raffle ticket and entering raffle, you confirm that you are 18 years or older at the date when you purchased the raffle ticket. If Caring Together determines that a ticket holder is under the age of 18 at the date the raffle ticket was purchased, the ticket holder shall not be entitled to any prize and Caring Together will return to the ticket holder the amount paid by them for the raffle ticket(s).
8. Caring Together reserves the right to verify the age of any person seeking to purchase a raffle ticket or a ticket holder, at any time (including after a raffle ticket has been purchased), by requesting such proof of age as Caring Together may require.

Payment

9. By purchasing, or attempting to purchase, a raffle ticket, you agree to be bound by these terms and conditions.
10. Payment by post: payment for a raffle ticket can be made by cheque, debit card or BACS payment. Charities Aid Foundation vouchers or other charity vouchers cannot be accepted as payment for raffle tickets. Please do not send cash.
11. Payment by phone: payment for a raffle ticket can be made by debit card once the raffle counterfoils have been received by the finance department. Or if you request to pay by debit card over the phone and receive your tickets after payment has been processed.
12. Caring Together accepts no responsibility if the chosen method of payment is cancelled by you, your bank or debit card provider.
13. A person may not purchase more than £100 of raffle tickets unless approved by Caring Together upon special request. For approval, please contact Hannah Crouch, head of fundraising and engagement.

Postal entries

14. For postal entries, raffle ticket counterfoils must be completed and sent directly with the payment slip/entry form and payment to:
Caring Together, Unit 4 Meadow Park, Meadow Lane, St Ives, PE27 4LG
15. If you are purchasing raffle ticket(s) for another person by post you need to include that person's details on the raffle ticket counterfoil(s) when you return them.

16. No responsibility is taken for any raffle ticket, or payment which is lost, delayed, or damaged in the post. Proof of posting will not be accepted as proof of receipt.

Purchasing raffle tickets by telephone

17. Tickets bought by telephone are valid once the payment has been processed. If payment is successful, you will receive numbers for your raffle tickets by post.

Closing date

18. The closing date for the Summer raffle 2021 is **11.59pm on 30 September 2021**
19. Applications for raffle tickets received after the closing date will not be entered into the Summer raffle 2021.
20. Any payment for raffle tickets received after the closing date will be treated as a donation to Caring Together unless you expressly state otherwise on your application for such raffle ticket(s), for example by writing on the raffle tickets you send to Caring Together. If payment is received after the closing date, raffle tickets will not be purchased/ entered into the Summer raffle 2021.

The draw

21. The Summer raffle draw will take place on **8 October 2021**
22. Raffle tickets to Summer raffle draw 2021 will be drawn randomly.
23. The result of the Summer raffle draw is final.

The prizes

24. The ticket holder of the first raffle ticket drawn will receive first prize of £250 cash.
25. The ticket holder of the second raffle ticket drawn will receive second prize of £150 cash.
26. The ticket holder of the third raffle ticket drawn will receive third prize £50 cash.

Payment of prizes

28. The person who wins the first prize, second prize and third prize will be notified by telephone where possible.

29. All prizes are non-transferable, and no alternatives will be provided.
30. A complete list of winners of prizes will be available from **8 October 2021** by calling our fundraising team on 0345 241 0954, or by visiting our website caringtogether.org
31. Caring Together reserves the right to request proof of identity from any person who claims a prize.
32. A person shall not be eligible to receive a prize if they do not satisfy the criteria at clause 1a)-c).
33. Caring Together reserves the right to withhold or refuse payment of any prize if Caring Together has reasonable grounds to believe that these terms and conditions have been breached in any way.
34. If a prize is transferred to a person who is not eligible to receive the prize, the prize shall be repayable or returned (as applicable) by that person to Caring Together on demand.
35. By entering the Summer raffle 2021, if you win a prize you agree to Caring Together using your first name and home county on the Caring Together website and otherwise to promote the raffles operated by Caring Together.

Unclaimed prizes

36. All prizes must be claimed no later than 180 days from the date of the draw.
37. Any prizes which remain unclaimed after 180 days from the date of the draw shall be forfeited and donated to Caring Together.

Responsible gambling

38. Caring Together provides the right to self-exclude.
39. You may request to be excluded from all raffles operated by Caring Together.
40. If you wish to self-exclude, you can:
 - a) follow the self-exclusion procedure in the raffles section of the website
 - b) contact our fundraising team on 0345 241 0954 or email fundraising@caringtogether.org
41. If you elect to self-exclude, you may not purchase Caring Together Summer raffle tickets for the period of self-exclusion and will not be sent any related marketing.

42. At the end of the self-exclusion period, you may request to purchase further raffle tickets (and receive marketing materials) by contacting our fundraising team on 0345 241 0954

Limitation of liability

43. Subject to clause 45, the liability of Caring Together to any ticket holder shall be limited to the amount of any prize(s) which is due to that ticket holder.
44. Subject to clause 45, Caring Together shall not be liable:
- a) to any person for Caring Together's inability to contact you and/or award any prize due to any errors or omissions in the details you provide or your failure to update these details if they change
 - b) for any interest of whatever nature claimed by person in a lost or stolen raffle ticket
 - c) any matter beyond Caring Together's reasonable control.
45. Nothing in these terms and conditions shall exclude or limit the liability of Caring Together for:
- a) death or personal injury resulting from negligence
 - b) fraud or fraudulent misrepresentation; or
 - c) any other liability that cannot be excluded or limited by law.

Complaints

46. Should you have a complaint, please contact Hannah Crouch, head of fundraising and engagement, Caring Together, Unit 4 Meadow Park, Meadow Lane, St Ives, Cambridgeshire, PE27 4LG. A copy of our complaint's procedure is available at caringtogether.org/about-us/your-feedback
47. If for any reason you are not satisfied with how Caring Together has resolved your complaint, you may decide that the matter be referred for adjudication by the Independent Betting Adjudication Service ("IBAS"). IBAS can be contacted as below:
Telephone: 0207 347 5883
Email: adjudication@ibas-uk.co.uk
Website: ibas-uk.com
Adjudication form: ibas-uk.com/consumers/claim-wizard/

Further information

48. If you would like more information about raffles and lotteries, please go to gamblingcommission.gov.uk
49. If you are worried about your gambling or that of someone close to you, GamCare is the UK's leading authority on the provision of support,

advice and counselling to people affected by gambling problems. If you or someone you know needs help or advice, call their helpline 0808 8020 133 or visit [gamcare.org.uk](https://www.gamcare.org.uk)

Governing law

50. These terms and conditions are governed by the laws of England.
51. Subject to your right to use an alternative dispute resolution provider as set out at clause 47, each party agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.