



LOROS LOTTERIES LIMITED TERMS AND CONDITIONS

LOROS Lotteries Limited is a society Lottery licensed by the Gambling Commission under the Gambling Act 2005. All net proceeds from LOROS Lotteries Limited go directly towards funding the services provided by LOROS, the Leicester, Leicestershire and Rutland Hospice (Registered Charity 506120), which provides free, high-quality, compassionate care and support to terminally ill adult patients, their families and carers.

This document sets out the terms and conditions for the weekly lottery, raffles and scratch card game(s). All participants of these games must be aged 18 years or over and a resident of Great Britain. LOROS reserves the right to ask for proof of age of any player and claimant of a prize. If a player does not comply with these terms, the purchase will not be processed, will be refunded and all rights to a prize will be forfeited.

To participate you must agree to the terms and conditions for the relevant game outlined in this document. LOROS Lotteries Limited reserves the right to amend or modify these terms and conditions without notice. Players are not notified individually of changes. Any updates of the terms and conditions are published on the LOROS website www.loros.co.uk. To obtain a written copy contact the Lottery office. For the Lottery office details, see the last page of this document.

In 2022/2023, LOROS Lotteries Limited gave LOROS £593,602 in proceeds from the lottery, raffles and scratch card games, as well as over £41,000 in donations. On average 53% of every £1 goes directly towards providing patient care. The remaining 47% goes towards prizes and expenses.

Each year LOROS Lotteries Limited gives over £180,000 in prizes across the weekly lottery, raffles and scratch card games. The expenditure breakdown is as follows, prizes 34%; staff, office, building and volunteers 50%; banking and compliance 5% and projects and marketing 11%.

These figures are updated once our final accounts have been audited and published.

Weekly Lottery draw

Cost of entry

Entry to the weekly lottery costs £1.

Lottery numbers are a randomly selected six-digit unique number, selected from a number range created by an approved secure lottery system. Tickets purchased in LOROS shops are sequentially selected from a pre-set number range provided by the Lottery office and held by our till provider.

Multiple entries

The number of lottery entries per player, per week is limited to 10. When signing up online, the limit is set at 5 numbers. External agencies/recruiters are limited to 2 numbers. Single tickets are limited to 25 tickets in one transaction. For purchases above these limits, please contact the Lottery office prior to application.

Prizes and winners

The prize structure for the weekly Lottery is: 1st prize: £2,000, 2nd prize: £200, 3rd prize: £150, 4th prize: £100, 5th prize £50, plus 50 prizes of £10.

Winners are selected by a random number generator in the lottery software, which is fully licensed and regulated by the Gambling Commission. The Random Number Generator has been independently tested,

using a variety of industry-standard statistical tests. The independent tests were carried out by a Gambling Commission approved test house which is accredited to ISO/IEC 17025:2005.

The draw takes place every Friday. Should circumstances beyond our control dictate, the draw may take place on another day or may be postponed. If postponed, players will be kept up to date on the LOROS website.

In the event of single ticket sales not coming through the EPOS system in time for the draw, tickets will be omitted from that week's draw and will be entered into the next available draw. In this instance, the purchaser will be contacted, where possible, and a new single ticket printed (from the hospice shop) and posted or emailed to the supporter.

Winners are automatically notified by post and a cheque posted within seven days of the draw taking place. If a winning ticket was purchased in a LOROS shop, the contact details provided at purchase will be used to notify the winner. Winning lottery numbers from the previous two weeks draws are published on the LOROS website. The top five prizes include town of residence. Players may also obtain a copy of the results by emailing lottery@loros.co.uk

Winners may be asked to take part in promotional activity. If agreed, they will be asked to complete and sign a LOROS marketing consent form in accordance with its Consent Policy.

Winners can automatically donate their winnings by completing the form on the back of their winning cheque or on the LOROS website. Players can select the amount from the weekly prizes, to automatically donate, should their lottery number win. Players who automatically donate their winnings will receive a letter when the specified donation amount wins. Players can cancel the automatic donation or change the donation amount, of future wins, at any time. Alternatively, supporters can donate one off wins by completing the form on the back of their winning cheque, on the LOROS website, or by calling the Lottery office.

Average odds of winning

2023/2024 financial year. There were on average 19,228 lottery plays per week with 55 monetary prizes to be won.

Average odds of winning a prize: 1 in 350.

How to sign up to play

Supporters can join by completing an application form, on the LOROS website loros.co.uk/lottery, by calling the Lottery office, with a Field Fundraiser, external canvassing agency or by purchasing a single ticket in a LOROS shop.

Once an application is received and processed, the player will receive a ticket showing their six-digit unique lottery number and first draw date. If purchasing from a LOROS shop, a single ticket will be received at the point of purchase, this will be on a separate receipt. The ticket will show the six-digit unique lottery number and draw date. If purchasing multiple tickets, all ticket numbers will be printed on one receipt.

Payment frequency

Payments can be made annually, half yearly, quarterly, monthly or as a weekly single ticket (in our LOROS shops).

Types of payment

Direct Debit payments will continue unless cancelled via the Lottery office or payer's bank.

If there are any changes to the amount, date or frequency of the Direct Debit, LOROS Lotteries Limited will notify the payer within 7 working days in advance of the account being debited or as otherwise agreed. If requested to collect a payment, confirmation of the amount and date will be provided at the time of the request.

The monthly Keep the Change option rounds up the Direct Debit payment from £4.34 per number per month to £5 per number per month. The additional 66p per number per month is treated as a donation. If the player is eligible, this donation can also be gift aided. This is the only monthly direct debit option for new supporters.

Players who pay by monthly direct debit may not have accumulated enough credit for when there are 5 weekly draws in a month and will therefore miss a draw.

Card or cheque players will receive a reminder letter as the credit runs low. Where a payment for a lottery entry is made by cheque, should the cheque be returned by the bank unpaid, all rights to a prize are forfeited.

Cash collection is only available to existing players. A LOROS Lottery Collector will call every 4 or 8 weeks on a timetable of collection dates supplied to the player. At certain times of the year e.g. Christmas, a double payment will be requested to cover when the Collector is absent. Players will be notified of this in advance.

Standing order is only available to existing players. The payment will continue unless the instruction is cancelled with the bank by the player.

Single tickets are available in all LOROS shops. A form of contact information (telephone, email or house number and postcode) is requested when a lottery ticket is purchased, in order for winning ticket holders to be contacted. These details will not be used for any other purpose. The ticket(s) sold will only be for the next available draw. Sold ticket numbers are added to the secure lottery software to be entered into the relevant draw.

Lottery gifts are available to purchase online or over the phone. Minimum gift purchase amount is £10. Both the purchaser and the recipient must satisfy the terms and conditions. Further information is available from the Lottery office or loros.co.uk/lottery.

Syndicates, a group of individuals can choose to play the lottery as part of a syndicate. A syndicate co-ordinator must complete the lottery application form and Lottery Syndicate Agreement. All winning cheques will be made payable to the syndicate co-ordinator who must have a bank account in the same name. It is the responsibility of the syndicate co-ordinator to provide up to date information to LOROS Lotteries Limited of those participating in the syndicate and to distribute winnings. Further information and guidance on setting a syndicate up can be obtained by calling the Lottery office.

Player administration

It is the responsibility of the lottery player to notify LOROS and LOROS Lotteries Limited of any changes to personal details. Winners' cheques will only be issued to the relevant names and addresses held on the database or provided from a single ticket win. All winners' cheques must be cashed within six months of the date on the cheque. Any cheques not cashed or gifts not redeemed within six months will be treated as a donation to LOROS.

Should a purchaser of a single ticket not provide valid contact details, the responsibility falls on the ticket holder to check winning numbers and claim prizes within six months. After six months any unclaimed winnings will be treated as a donation to LOROS. In these circumstances, the winning ticket holders can claim their prize by calling the Lottery office and submitting photographic evidence of the winning ticket. Further checks may be required.

If LOROS or LOROS Lotteries Limited become aware that a player has moved from the address held on the database i.e. returned post marked gone away, and are unable to obtain new details, any returned winners' cheques will be taken as a donation to LOROS after six months.

LOROS Lotteries Limited reserve the right to refuse an application, or to cancel an existing number(s) at absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written

appeal to the Supporter Engagement & Insights Manager within seven days. The decision of the Supporter Engagement & Insights Manager will be final.

Cancellation

Cancellation of lottery number(s) can be carried out at any time, and lottery number(s) will remain in the weekly draw until the last round £1 has been played. Upon cancellation, any remaining odd pence amounting to less than £1 will be treated as a donation to LOROS. Cancellations must be notified to the Lottery office and, if payment is made by Direct Debit or Standing Order, to the payer's bank. If payments continue to be received, they will be accepted as a donation to LOROS unless an alternative instruction is given.

Deceased players

Following notification that a lottery player is deceased the lottery number(s) will remain in the weekly draw until the last round £1 has been played and any winnings will be made out to the 'Executors of'.

LOROS Lotteries Limited will accept instructions from next of kin to transfer the lottery number(s) into their name straight away. Proof of status may be required. LOROS Lotteries Limited will accept instructions from the Executors to transfer the lottery number(s) into a new name once the last round £1 has been played.

If payments are made by Standing Order, the next of kin or Executor must cancel the instruction with the bank as LOROS Lotteries Limited is unable to do this. If payments continue to be received, they will be accepted as a donation to LOROS unless an alternative instruction is given.

Reallocation of Lottery Numbers

Lottery numbers are reserved for 999 days after cancellation. After this point lottery numbers can be reallocated to new supporters. If a supporter wishes to continue with a lottery number, the lottery number must be reinstated before the end of the 999-day period.

Raffles

Cost per ticket

Raffle tickets cost £1 each.

Multiple entries

The maximum number of tickets per raffle is limited to 100 per person. For purchases above this limit, please contact the Lottery office.

Prizes and winners

The 2024 Winter raffle has been amalgamated with the 2025 Spring into Summer raffle. This raffle will be the LOROS BIG Birthday raffle in celebration of LOROS' 40th Anniversary.

The BIG Birthday raffle will run between May 2025 to September 2025. Official close and draw dates will be confirmed in 2025 along with the raffle prize structure.

Spring into Summer 2024 prize structure is: 1st prize £3,000, 2nd prize £1,000, 3rd prize £500, 4th prize £100 x 5.

By entering the Spring into Summer 2024 raffle by the Fast Reply date specified on the mailer and on the LOROS website, there is also an opportunity to win one of ten £20 gift vouchers (sponsored by Jenno's Coffee House).

LOROS Lotteries Limited reserves the right to amend the prize structure at any time and is subject to review.

At the close draw stage (end of fast reply and at the end of the raffle on the draw day), all of the tickets that are eligible to go into the draw are selected. Each eligible ticket is saved into a separate "Draw" file and allocated a random position. Once all of the tickets are in the separate "Draw" file, another random number is generated and the position is reallocated to match this number. At the make draw stage, a random number between 1 and the total number of records in the "Draw" file is generated and this equals a winner's position.

Winners are automatically notified by post and receive a cheque/voucher to the value of the prize won within seven days of the draw taking place. Winners' cheques/vouchers will only be issued to the relevant names and addresses as detailed on the winning tickets. If a winning ticket was purchased in a LOROS shop, the contact details provided at purchase will be used to notify the winner. These details will not be used for any other purpose.

Should a purchaser of a raffle ticket not provide valid contact details, the responsibility falls to the ticket holder to check winning numbers and claim prizes within six months, after six months any unclaimed winnings will be treated as a donation to LOROS. In these circumstances, the winning ticket holders can claim their prize by calling the Lottery office and if purchased in a LOROS shop by submitting photographic evidence of the winning ticket.

Winning numbers, and where possible, the town of residence will be available on the LOROS website loros.co.uk/raffle and on LOROS social media channels. Winners may be asked to take part in promotional activity. If agreed, they will be asked to complete and sign a LOROS marketing consent form in accordance with its Consent Policy.

All winners' cheques must be cashed within six months of the date on the cheque. Any cheques not cashed within six months will be treated as a donation to LOROS.

Average odds of winning

Spring into Summer 2024: 29,640 tickets were entered in the draw with the option of 8 cash prizes
Average odds of winning a prize: 1 in 3705

Winter Warmer 2023: 44,279 tickets were entered in the draw with the option of 8 cash prizes.
Average odds of winning a prize: 1 in 5535

How to enter

Supporters can participate by returning their mailing pack received in the post, on the LOROS website loros.co.uk/raffle, by calling the Lottery office or by purchasing a raffle ticket in a LOROS shop. Raffle tickets may also be purchased at LOROS attended events, venues or workplaces.

A form of contact information (telephone, email or house number and postcode) will be required when a raffle ticket is purchased in a LOROS shop, in order for winning ticket holders to be contacted. These details will not be used for any other purpose. The raffle ticket numbers are allocated from a pre-set number range provided by the Lottery office and held by our till provider. Sold ticket numbers are added to the secure raffle software to be entered into the raffle draw.

Closing and Draw date

The closing date for the raffle is clearly advertised on the raffle tickets, on points of sale material and on the LOROS website. Any payments received after the closing date will be treated as a donation to LOROS.

The draw date for the raffle is clearly advertised on the raffle tickets, on points of sale material and on the LOROS website. Should circumstances beyond our control dictate, the draw may take place on another day. If postponed, players will be kept up to date on the LOROS website.

In the event of LOROS shop raffle ticket sales not coming through the EPOS system in time for the draw, tickets will be omitted from the raffle draw and where possible, we will contact the purchaser to offer a refund or entry into the next available raffle

Raffle administration

If purchasing extra raffle tickets by the mailing pack and if no indication of how the extra tickets are to be received, LOROS Lotteries Limited will send confirmation of the extra raffle ticket numbers by email, if held on the database. If no email is held, the extra raffle ticket numbers will be sent in the post.

It is the responsibility of the purchaser to notify LOROS of any changes to personal data. Where a person is reported to LOROS or LOROS Lotteries Limited as deceased, and they have already entered tickets for a forthcoming raffle, the ticket(s) will continue to be entered into the raffle unless we are instructed otherwise. Any winnings will be made payable to the 'Executor of'.

If LOROS or LOROS Lotteries Limited become aware that a purchaser has moved from the address held on the database i.e. returned post marked gone away, and are unable to obtain new details, any returned winners' cheques will be taken as a donation to LOROS after six months.

Scratch cards

Cost per card

Scratch cards cost £1 each.

Multiple entries

The maximum number of cards that can be purchased is limited to 500 per person. For purchases above this limit please contact the Lottery office.

Where to buy

Supporters can purchase scratch cards on the LOROS website loros.co.uk/scratchcards, by calling the Lottery office or in a LOROS shop. Scratch cards may also be purchased at LOROS attended events, venues or workplaces.

Scratch cards bought online or over the phone will either have the option to be posted or collected from the Hospice. If post is selected, scratch cards will be posted by UK signed for (below 30 cards) or by special delivery (30 cards and above) within five working days, once payment has been authorised.

Prizes and winners

Prize amounts - £1, £2, £5, £10, £25, £50, £100 and £1,000.

Winning scratch cards must be surrendered to LOROS Lotteries Limited in order claim a prize. All prizes must be claimed within 28 days of the last date of sale as printed on the reverse of the card.

Odds of winning

The current scratch card game started in September 2022 and will expire on 31st August 2025.

Odds of winning a prize is 1 in 4.54.

How to claim a prize

Prizes of £10 or less may be claimed in cash from any LOROS shop or LOROS scratch card outlet. In special circumstances these amounts can be paid in the form of a cheque by posting the winning card to the Lottery office (all details on the reverse of the card must be completed). Proof of posting is not proof of delivery. Special delivery is recommended.

Prizes of more than £10 can only be claimed by completing all details on the reverse of the card, and posting the winning card to the Lottery office. Proof of posting is not proof of delivery. Special delivery is recommended. These prizes will only be paid in the form of a cheque, made payable to the name specified on the address section, and within 21 days of receipt of claim following validation testing.

Winners may be asked to take part in promotional activity. If agreed, they will be asked to complete and sign a LOROS marketing consent form in accordance with its Consent Policy.

All winners' cheques must be cashed within six months of the date of the cheque. Any cheques not cashed within six months will be treated as a donation to LOROS.

If LOROS or LOROS Lotteries Limited become aware that a winner has moved from the address held on the winning scratch card i.e. returned post marked gone away, and are unable to obtain new details, any returned winners' cheques will be taken as a donation to LOROS after six months.

Stolen, torn, defaced, mutilated, defective or misprinted scratch cards will be deemed void.

Throughout the duration of a scratch card game, certain prizes may have been won and will not be available.

General information

LOROS Lotteries Limited staff

All staff are allowed to participate in the games administered by LOROS Lotteries Limited, subject to the terms and conditions, as there are sufficient procedures and controls in place to ensure all games are fair and all players have an equal chance of winning. The exception to this is any staff members who are named as responsible persons on the Gambling Commission Licences held by LOROS Lotteries Limited.

Identification of LOROS Staff, Collectors and Volunteers

All LOROS staff including Lottery, Field Fundraisers, Collectors and Volunteers are issued an identification (ID) badge. The identification badge will show their photograph, name and job title and should be clearly visible.

Unpaid cheque entries

Where a payment made by cheque is returned by the bank unpaid, all rights to a prize are forfeited.

Credit cards

LOROS Lotteries Limited cannot accept credit card payments on any of our gambling products remotely. This includes over the phone and online. LOROS Lotteries Limited removed the facility to pay by credit card across all payment platforms completely. Lottery, raffle and scratch card products purchased in any LOROS shops are exempt from this rule.

Loss, theft or delay

LOROS Lotteries Limited will not accept liability for the loss, theft or delay in any communication sent by post or email, or for any delays in the banking system. LOROS Lotteries Limited advise against cash, as a form of payment for any of the products, being sent in the post and will not accept liability for loss, theft or delay in receiving this type of payment. If cash is received and it doesn't balance with the purchase, LOROS Lotteries Limited will not stand the loss and will endeavour to contact the supporter to inform them of the issue. If contact isn't established LOROS Lotteries Limited will only process the amount received.

Payment errors

Very occasionally errors are made when processing lottery, raffle and/or scratch card payments. In these circumstances, the supporter will be informed as soon as an error has been identified, and this will be corrected at no cost to the supporter. LOROS Lotteries Limited accepts no additional liability for missed draws due to a payment or processing error.

Payment security

Card payments are taken through a secure third-party payment site. Card payments over the phone are inputted directly through the secure third-party payment site, and no details are written down. No card details are stored. Direct Debit setup is managed through a secure third-party payment site and details are held on our secure lottery database.

Marketing and promotions

LOROS and LOROS Lotteries Limited will use a variety of marketing and promotional initiatives/campaigns to promote the importance of the lottery, raffles and scratch card games as regular income for the Hospice. On occasions LOROS and LOROS Lotteries Limited may run free prize draws. There is no obligation to be a LOROS Lottery player across any games or to sign-up to the LOROS lottery, raffle and/or scratch card games to take part. For further information visit loros.co.uk/game-faqs

Gifts to LOROS staff and volunteers

LOROS Lotteries Limited is not able to process any requests for lottery, raffle or scratch cards to be purchased as a gift for LOROS staff as part of the Gift to Staff policy. This also applies to monetary gifts to staff and volunteers.

Data protection

Supporter details provided through the lottery, raffle and scratch card games will be used to send LOROS news, activities and appeals by post, email and by phone (if opted in).

Raffle tickets will be destroyed within the eight-week period after the draw date, by a confidential waste disposal provider. Personal information provided on raffle ticket stubs will not be kept or used for any purpose other than the administration of the draw and for as long as legally required.

Personal information provided on winning scratch cards will not be kept or used for any purpose other than the administration of the game and for as long as legally required. These cards will then be destroyed using a confidential waste disposal provider.

LOROS Lotteries Limited will only share supporter data with suppliers working on their behalf, or if ordered to do so by law. For full details of what LOROS and LOROS Lotteries Limited do with your personal data, including your rights, see the privacy policy on our website loros.co.uk/privacy. To obtain a copy contact the Data Protection Officer at dataprotection@loros.co.uk, write to LOROS Hospice, Groby Road, Leicester, LE3 9QE or call (0116) 231 3771.

Regulation

LOROS Lotteries Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 34543. www.gamblingcommission.gov.uk/public-register/business/detail/34543

**GAMBLING
COMMISSION**
Responsible gambling

The Gambling Commission
[gamblingcommission.gov.uk](https://www.gamblingcommission.gov.uk) (0121) 230 6666

LOROS Lotteries Limited promotes responsible gambling, and under the Gambling Act 2005, has a duty to ensure gambling is free of crime and protect children and vulnerable persons from harm or exploitation from gambling. It is an offence for anyone under the age of 16 to participate in any form of gambling, including lotteries, raffles and scratch cards.

LOROS Lotteries Limited made the decision to change the minimum age of any new participants to 18.

LOROS Lotteries Limited carry out checks to comply with this requirement. If any player is subsequently found to be under the age of 18 years, any monies already paid will be returned and all rights to a prize forfeited.

LOROS Lotteries Limited is a member of The Hospice Lotteries Association and The Lotteries Council, both of whom, on behalf of their members, make a financial contribution towards GambleAware, administered and funded by an independent charity. GambleAware, is the leading charity in the UK, committed to minimising gambling-related harm. The Hospice Lotteries Association website (hospicelotteries.co.uk) also has a page dedicated to responsible gambling and provides further details about GambleAware.



The Hospice Lotteries Association
(HLA) hospicelotteries.co.uk



The Lotteries Council
lotteriescouncil.org.uk

GambleAware

gambleaware.org

Protection of customer funds

All entries to LOROS Lotteries Limited games are payable in advance. The monies received from supporters are allocated to playing chances in their game of choice and as such does not hold customers funds on account. At any one point in time LOROS Lotteries Limited holds sufficient funds in excess of the value of future draw payments received in a separate account, LOROS Lotteries Limited Special Interest Bearing Account, that in the event of insolvency, funds are available to repay monies owed. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: high protection.

Self-exclusion

Notification to self-exclude from the LOROS lottery, raffle and scratch card games, can be made at any time. This request can be submitted in writing, by email, by telephone to the Lottery office, or online at loros.co.uk/gamblingandyou

LOROS Lotteries Limited has 72 hours (excluding weekends and bank holidays) to contact any supporter wishing to self-exclude.

Other reportable events

In line with Gambling Commission LCCP Licence Condition 15.2.2 - Other reportable events, LOROS Lotteries Limited will inform the Gambling Commission if they become aware of a supporter who has gambled with them, and then subsequently died of suicide.

Concerns, complaints and disputes

LOROS Lotteries Limited welcomes comments and suggestions about how it can improve. Complaints can be made by phone (0116) 231 8430, email lottery@loros.co.uk or by completing our online form at loros.co.uk/gamblingandyou. Alternatively, write to the Supporter Engagement & Insights Manager, at the address below. LOROS Lotteries Limited will respond within 2 working days as outlined in our complaint's procedure.

In the event of a gambling complaint or dispute remaining unresolved it will be referred to arbitration via the Independent Betting Adjudication Service (IBAS). IBAS acts as an impartial adjudicator on disputes that

arise between gambling operators who are registered with IBAS and their customers. Through the Hospice Lotteries Association, LOROS Lotteries Limited are registered with IBAS and supporters are welcome to raise complaints with them. For more details of the service operated by IBAS visit their website at: www.ibas-uk.com or telephone 020 7347 5883. Supporters can also write to IBAS at: PO Box 62639 London EC3P 3AS.

Company information

Responsible persons: Caroline Baker, Laura Crowson and Michelle Pepler. The responsible person from January 2018 to June 2024 was Colette Norman and will therefore remain on all pre-existing printed materials until the expiry date or stock levels have diminished. All other information remains the same.

Promoter: LOROS Lotteries Limited **Responsible persons:** Caroline Baker, Laura Crowson and Michelle Pepler

Registered Office: The Leicester Leicestershire and Rutland Hospice, Groby Road, Leicester LE3 9QE
Registered Company In England and Wales: 3179552

(0116) 231 8430 opening hours Monday to Friday, 9am to 5pm; lottery@loros.co.uk