

## Terms and conditions

### *Raffle Terms and Conditions*

- Please read the full Raffle terms and conditions below before entering.

Promoter: St Richard's Hospice, Wildwood Drive, Worcester. WR5 2QT. Registered Charity No.

515668. Registered Company Number: 01850502

1. Your purchase of St Richard's Hospice raffle ticket is from the Promoter, solely in accordance with these terms and conditions.
2. You represent and agree that:
  - a) You are 18 years of age or over;
  - b) You will not buy or purport to buy an entry to the lottery on behalf of anybody under the age of 18; and
  - c) You will provide accurate entry information, including your name, personal address, telephone number and email address and accept that it is your responsibility to keep us informed of any changes as soon as they arise.
3. You agree that you shall not be entitled to receive any prize if you are unable to substantiate to the Promoter your representations under paragraphs 3 (a), (b) and (c) above.
4. You accept that St Richard's Hospice Raffle is licensed and regulated in Great Britain by the Gambling Commission and that in certain circumstances we may be unable to provide refunds or replacements once you have purchased your Lottery entries.
5. No liability is accepted for the loss, theft or delayed receipt of any communication.
6. The Promoter is not responsible for any delay in bank payments.
7. The Promoter operates a Complaints and Disputes Procedure which is accessible by emailing [kjohns@strichards.org.uk](mailto:kjohns@strichards.org.uk)
8. The Promoter is committed to ensuring that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all.
9. Nothing in these terms and conditions shall limit the Promoter's liability for death or personal injury caused by its negligence, fraud or for any other matter for which liability may not be limited by law.
10. The Promoters are not liable to you for:
  - a) Loss or damage, including the right to receive a prize, suffered by you if you have not complied with these terms and conditions, any relevant participation instructions or the Licence Conditions and Codes of Practice outlined from time to time by the Gambling Commission, under legislation laid down in the Gambling Act 2005;
  - b) The Promoter's failure or inability to contact you and/or award any prize due to any errors omissions or inaccuracies in the contact details you have provided, or your failure to update these if they change.
  - c) Loss or damage incurred by you in connection with or arising from the use of the St Richard's Raffle prizes or participation in the raffle
  - d) Any delays or failures in St Richard's Hospice website, or any software, hardware or any other systems used by the Promoters for the administration of the raffle; or
  - e) Any failure or delay beyond the Promoter's reasonable control.
11. The Promoters are not liable to you in contract, tort (including but not limited to negligence) or otherwise in connection with St Richard's Hospice for loss of venue, contract, profits, anticipated savings or loss of data, any special or indirect or consequential losses or any loss of goodwill or reputation.

12. All warranties, conditions or guarantees relating to St Richard's Hospice made by or on behalf of a Promoters whether express or implied by law, in the course of dealings or otherwise, are excluded to the maximum extent permitted by law.
13. The Promoter's liability to you shall be limited to the amount of any prize which has become due to you.