

Terms and Conditions: Raffles

1. These terms and conditions are the Raffle Rules. By entering the Raffle, entrants agree to be bound by these rules.
2. The Raffle is being promoted on behalf of the Rowans Hospice Charity (RHC).
3. For the purpose of the Gambling Act 2005, this Raffle is defined as a 'Society Lottery'.
4. The Raffle is licensed by the Gambling Commission.
5. Entrants must be a resident of Great Britain aged 16 (sixteen) or over.
6. All Raffle tickets will be priced at £1.00 per entry.
7. All Raffle ticket sales are final and no refunds will be made at any time. All entrants acknowledge that their entry payment of £1.00 per ticket does not guarantee that they will win a prize.
8. The draw for the prizes will be made at the venue & date listed on the raffle ticket. Entrants do not need to be present at the draw to win a prize in the Raffle.
9. In the event that the venue stated is not available, the draw will continue to take place at the time stated, but at the Rowans Hospice, Purbrook Heath Road, Waterlooville, Hants, PO7 5RU.
10. Cash prizes will be awarded in the form of a cheque in the name of the entrant only.
11. Full payment for each ticket must be received either in the form of cash, cheque or debit card before the ticket can be entered into the draw. Only tickets for which full payment has been received will be eligible to win a prize.
12. The winners of the raffle prizes will be notified by telephone call or letter.
13. All entrants are solely responsible for providing the RHC with their accurate and up-to-date contact details and RHC will not be liable for any failure or inability to contact entrants due to an error, omission or inaccuracy in entrant details provided. In the event that an entrant changes their contact details, they will be solely responsible for advising RHC of the change.
14. By accepting the prize, the winner agrees to take part in promotional activity and RHC reserves the right to use the name and postal town of the winner, their photograph and audio and/or visual recordings of them in publicity materials, unless prior notification has been received.
15. Each raffle ticket number is unique to that raffle.
16. RHC shall not be liable to the member for any loss or damage suffered or arising from:-
 - Any delays or failures in the postal service or other delivery methods used by RHC or the player from time to time
 - Any delays or failures in any software or other systems used by RHC for the administration of the raffles
 - Any delays or failures in the banking systems used by RHC or the player
 - Any refusal by RHC to accept the purchase of a ticket by an individual
 - Any failure to enter a chance in the draw
 - Any event beyond the reasonable control of RHC
17. Nothing within these terms and conditions shall create, or should be construed as creating any form of contract between an entrant and the RHC.
18. Complaints relating to the Raffle should be sent in writing to the Director of People Services & Income Generation at Rowans Hospice, giving full details of the complaint and supporting documentation.
19. RHC is committed to protecting the player's privacy. Data collected from the player is used lawfully in accordance with the General Data Protection Regulations 2016 and is used solely for the purpose of processing raffle chances, informing winners that they have

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- won a prize, and keeping supporters updated with news at the RHC, if they have chosen to receive this information.
20. RHC will retain all sold raffle ticket stubs for 28 days after the date of the draw in case of a query, after which date all non-winning ticket stubs will be securely destroyed.
 21. A player has the right to access the information held about them. To obtain this information, please contact the Data Protection Officer in writing at Rowans Hospice Charity.
 22. RHC will not sell, rent or grant access of any personal data to any third party without express prior permission.
 23. In the event of any dispute regarding the rules, the decision of RHC will be final and no correspondence or discussion will be entered into.
 24. RHC reserves the right to amend these rules at any time and will publish the amended rules on the RHC website.
 25. RHC reserves the right to disqualify an entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
 26. The senior member of staff responsible for the promotion of the Raffle is the Director of People Services & Income Generation.
 27. This Raffle is a form of gambling. Participants are encouraged to gamble sensibly. Should any participant feel that they need help with their gambling, we would suggest that they visit the GAMBLEAWARE/GAMCARE websites where independent information and help is available.
 28. A copy of these rules may be obtained by sending a stamped addressed envelope to Rowans Hospice, Purbrook Heath Road, Waterlooville, Hants, PO7 5RU.
 29. The laws of England and Wales shall govern the interpretation and/or enforcement of these terms and condition and the RHC and all entrants hereby submit to the exclusive jurisdiction of the English courts.

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