



## 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 goes 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 family and carers.

This document sets out the terms and conditions for the weekly Lottery (pages 1-4), bi-annual raffles (pages 4-6) and scratch card game(s) (pages 6-7) that operate throughout the year. All participants of these games must be aged 18 years of age 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, then the purchase will not be processed and/or will be refunded.

To take part, 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. Players may obtain a written copy by contacting the Lottery office or from the LOROS website [www.loros.co.uk](http://www.loros.co.uk)

### **Weekly Lottery draw**

#### **Cost of entry**

Payable in advance, entry to the weekly draw costs £1.

For weekly entries, Lottery numbers are a randomly selected six-digit unique number, selected from a number range created by an approved secure Lottery system. For single tickets, the Lottery numbers allocated from tickets sold 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. Single tickets are limited to 25 tickets in one transaction. For purchases of more than 10, or more than 5 online, please contact the Lottery office prior to application to discuss the nature of the purchase i.e. syndicate.

#### **Prizes and winners**

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

Winners are selected by a random number generator in the Lottery software; donorflex is fully licensed and regulated by the Gambling Commission and their 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 each Friday, should circumstances beyond LOROS Lotteries Limited control dictate, the draw may take place on another day. In extreme emergencies, such as a pandemic, the draw may have to be postponed. Players will be kept up to date on the LOROS website.

Prize winners are automatically notified by post and receive a cheque within seven days of the draw taking place. Weekly winning numbers are published on the LOROS website, the top five prizes include town of residence in this published notification. Players may also obtain a copy of the results by emailing [Lottery@loros.co.uk](mailto:Lottery@loros.co.uk)

The top prize winners will be asked to take part in promotional activity. LOROS reserves the right to use the name and town of residence of the winner and their photograph in any publicity, if the winner agrees. The winner will be asked to complete and sign a LOROS marketing consent form in accordance with its Consent Policy.

Winners can automatically donate their winnings back to the Hospice, by completing the re-donate authority form, in writing, email or on the LOROS website. Players can select the amount from the weekly prizes, to automatically donate, should their Lottery number win. Winners who automatically donate 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 LOROS website, returning their winning cheque or calling the Lottery office.

### **Average odds of winning**

2022/2023 financial year. There were on average 19,611 Lottery plays per week with 55 cash prizes to be won.

Average odds of winning a prize: 1 in 357

In 2022/2023, LOROS Lotteries Limited gave £593,602 LOROS 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 direct running costs, including the prizes.

Each year LOROS Lotteries Limited gives over £180,000 in prizes across the weekly Lottery, bi-annual raffles and scratch cards. Expenditure breakdown, prizes 34%; staff, office, building and volunteers 50%; banking and compliance 5% and project and marketing 11%.

These figures are updated once our final accounts have been audited and published, this should be in October each year.

### **How to sign up to play**

- Online at [loros.co.uk/Lottery](https://loros.co.uk/Lottery)
- Call the Lottery office on (0116) 231 8430
- Complete a Lottery leaflet
- Speak to one of our Lottery Fundraisers
- Purchase a single ticket in our LOROS shops
- External canvassing agencies

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

### **Player types**

#### Individual

Any winnings will be made payable to the named person.

#### Gift

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

#### 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.

### **Payment frequency**

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

## Types of payment

### Continual payments

#### 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
- Previously for monthly Direct Debits, an additional £2 was taken for the first payment, this was to cover payment timing gaps and banking delays, however from the 1<sup>st</sup> June 2023 LOROS Lotteries Limited will no longer take the additional £2 with the first payment. This is due to the complexities of adding this into the process and the additional work to action this. LOROS Lotteries Limited wants to maximise efficiencies to give LOROS as much money back as possible
- Supporters who pay for their Lottery number by Direct Debit on a monthly basis will pay £4.34 per month. The 34p from each monthly payment of £4.34 will be accumulated to pay when there are 5 weekly draws in a month. If the amount accumulated is insufficient to cover a fifth weekly draw, the accumulated sum will carry over and the number will miss that draw, and any subsequent draws, until sufficient payment is received. As there are only four weeks in some months, credit is accrued on the Lottery player account.
- From 1<sup>st</sup> June 2023 new players wanting to pay monthly will only be offered the 'Keep the Change' option. This option rounds up the monthly Direct Debit payment from £4.34 per number per month to £5 per number per month with the additional 66p per number per month being treated as a donation. If the player is eligible, this donation can also be gift aided
- There will be no changes to current supporters' Direct Debits from the 1<sup>st</sup> June 2023 without prior consent from the supporter.

#### Standing order

- Available to existing standing order players only
- Payments will continue unless the instruction is cancelled with the bank by the player
- If payments continue to be received when notified to cancel, payment will be accepted as a donation to LOROS unless an alternative instruction is given.

### Renewable payments

#### Card or cheque

- A reminder will be sent to the player as the credit runs low
- Where 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

- Available to existing cash players only
- A LOROS Lottery Collector will call every 4 or 8 weeks
- A timetable of collection dates is 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.

#### Weekly single ticket(s)

- 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, if a player wants to purchase multiple weeks they will need to purchase via an alternative method
- A limit of 25 tickets per transaction has been set, to support responsible gambling
- Sold ticket numbers are added to the secure Lottery software to be entered into the relevant draw
- 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
- In the event of sales not coming through the EPOS system in time for the draw i.e. Z report not run or WIFI issues, 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 and a new single ticket printed (from the hospice shop) and posted or emailed to the supporter.

## **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.

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 Lottery Manager within seven days. The decision of the Lottery 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 player's bank. If payments continue to be received, payment 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 and can be played in memory of the deceased player. Proof of status maybe required.

LOROS Lotteries Limited will accept instructions from the Executors to transfer the Lottery number(s) into a new name and can be played in memory of the deceased player 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, payment 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 999-day period.

## **Bi-Annual Raffles**

LOROS Lotteries Limited run bi-annual raffles.

LOROS Lotteries Limited uses DrawMaster, part of the Carn Software, to administer and draw the 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 of more than 100 please contact the Lottery office to discuss the nature of the purchase.

## Prizes and winners

The prize structure for each raffle is clearly shown on the raffle tickets, on point of sale material and on the LOROS website.

Spring into Summer 2023 prize structure is: 1<sup>st</sup> prize £3,000, 2<sup>nd</sup> prize £500, 3<sup>rd</sup> prize £100 x 10, 4<sup>th</sup> prize £50 x 10.

Winter Raffle 2023 prize structure is: 1<sup>st</sup> prize £8,000, 2<sup>nd</sup> prize £1,000, 3<sup>rd</sup> prize £500, 4<sup>th</sup> prize £100 x 5.

By entering by the Fast Reply date specified on the raffle mailer and on the LOROS website there is also an opportunity to win an extra £200 (sponsored by Judge Estate Agent) followed by one of ten £20 gift vouchers (sponsored by Jenno's Coffee House) for both 2023 raffles. LOROS Lotteries Limited reserves the right to amend the prize structure at any time and is subject to review for each bi-annual raffle.

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/claim form.

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 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](http://loros.co.uk/raffle) and on LOROS social media channels. The top prize winners will be asked to take part in promotional activity. LOROS reserves the right to use the name and town of residence of the winner and their photograph in any publicity, if the winner agrees. The winner 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 2022: 43,698 tickets were entered in the draw with the option of 7 cash prizes  
Average odds of winning a prize: 1 in 6242

Winter Warmer 2022: 54,790 tickets were entered in the draw with the option of 12 cash prizes.  
Average odds of winning a prize: 1 in 4566

## How to enter

- Post
- Online at [loros.co.uk/raffle](http://loros.co.uk/raffle)
- Call the Lottery office
- LOROS shops
  - A form of contact information (telephone, email or house number and postcode) is requested when a raffle ticket is purchased, in order for winning ticket holders to be contacted
  - These details will not be used for any other purpose
  - A limit of 100 tickets per transaction has been set, to support responsible gambling
  - 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
  - In the event of sales not coming through the EPOS system in time for the draw, tickets will be omitted from the raffle draw and we will contact the purchaser to offer a refund or entry into the next available raffle
- Lottery Fundraisers/representatives
- External events
- Corporate supporters.

## **Closing 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.

## **Draw date**

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. In extreme emergencies, such as a pandemic, draws may have to be postponed. Players will be kept up to date on the LOROS website.

## **Raffle administration**

If purchasing extra raffle tickets by the mailing pack, where 'no' email or post is selected, LOROS Lotteries Limited will send confirmation of 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 bought 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 of more than 500 please contact the Lottery office to discuss the nature of the purchase e.g. a corporate gift / wedding.

### **Where to buy**

- Online at [loros.co.uk/scratchcards](https://loros.co.uk/scratchcards)
- LOROS shops
- Call the Lottery Office
- Lottery Fundraiser/representatives
- External events/outlets

Scratch cards bought online or over the phone will be posted by UK signed for or by special delivery (above 50 cards) 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 31<sup>st</sup> 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 (name, address and date of birth section 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 the name, address and date of birth section 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.

The top prize winners will be asked to take part in promotional activity. LOROS reserves the right to use the name and town of residence of the winner and their photograph in any publicity, if the winner agrees. The winner 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**

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 Lotteries Limited Fundraisers**

Lottery Fundraisers wear a LOROS uniform and an identification (ID) badge which should be clearly visible. The identification badge shows their photograph, name and job title.

### **Identification of LOROS Lotteries Limited Collectors**

Lottery Collectors and Relief Collectors are issued with a photo ID badge. The identification badge shows their photograph, name and job title.

### **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 on social media with third party organisations. 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. This is highlighted on the LOROS website in the FAQ section of Lotteries pages. For further information visit [www.loros.co.uk/Lottery](http://www.loros.co.uk/Lottery)

### **Unpaid cheque entries**

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

## Credit cards

We 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.

## Post

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

Online card payments take place via a secure third-party payment site (Opayo) and no card details are transferred to LOROS Lotteries Limited. Telephone card payments are inputted and processed through the secure third-party payment site (Opayo), and no details are written down. No card details are stored. Direct Debit setup is managed through a secure third-party payment site (Secure Collections) and details are held on our secure Lottery database (donorflex).

## Gifts to LOROS staff

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.

## Data protection

The support given to the Hospice by participating in these games really makes a difference. LOROS like to keep supporters updated with LOROS news, activities and appeals, therefore, the details provided on Lottery applications, raffle entry forms, and scratch card orders will be used to send this to supporters by post and/or email (if opted in).

Raffle tickets will be destroyed eight weeks 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. To receive LOROS information by email, email [Lottery@loros.co.uk](mailto:Lottery@loros.co.uk) or call the Lottery office (0116) 231 8430. 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](https://loros.co.uk/privacy). To obtain a copy contact the Data Protection Officer at [dataprotection@loros.co.uk](mailto: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. <https://www.gamblingcommission.gov.uk/public-register/business/detail/34543>



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



## Responsible gambling

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 may on occasions 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](http://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](http://hospicelotteries.co.uk)



The Lotteries Council  
[lotteriescouncil.org.uk](http://lotteriescouncil.org.uk)

**GambleAware**

[begambleaware.org](http://begambleaware.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 Manager, or online at [loros.co.uk/gamblingandyou](http://loros.co.uk/gamblingandyou)

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

## Concerns and complaints

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](mailto:Lottery@loros.co.uk) or by completing our online form [loros.co.uk/gamblingandyou](http://loros.co.uk/gamblingandyou). Alternatively, write to the Lottery Manager, at the address below. We will respond to you 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](http://www.ibas-uk.com) or telephone 020 7347 5883. Supporters can also write to IBAS at: PO Box 62639 London EC3P 3AS.

## Company information

**Lottery Manager:** Colette Norman **Promoter:** LOROS Lotteries Limited, Groby Road, Leicester LE3 9QE (0116) 231 8430 opening hours Monday to Friday, 9am to 5pm; [Lottery@loros.co.uk](mailto:Lottery@loros.co.uk)

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