



Registered Charity No: 506120

A Wild in Art event brought to you by  
LOROS Hospice



# ROCKET RAFFLE TERMS AND CONDITIONS

LOROS Lotteries Limited is a society lottery licensed by the Gambling Commission under the Gambling Act 2005. All 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 2021 Rocket Raffle. 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 signs up and does not comply with this then your purchase will not be processed and will be refunded.

To take part, you must agree to the terms and conditions of this game. LOROS Lotteries Limited reserves the right to amend or modify these terms and conditions without notice. We do not notify players individually of changes. Any updates of the terms and conditions are published on the LOROS website. Players may obtain a written copy by sending a stamped addressed envelope to the LOROS Lottery Manager at the Lottery Office address or by visiting the LOROS website [loros.co.uk](http://loros.co.uk)

Carn is the raffle company used by LOROS Lotteries Limited. The draw is completed through Carn's Draw Master software. At the close draw stage, 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.

## Cost per ticket

Raffle tickets cost £5 each.

## Multiple entries

The maximum number of tickets for this raffle is limited to 20 per person. Should you wish to purchase more than 20 please contact the Lottery Office.



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## Prizes and winners

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

**First Prize-** Our fabulous one of a kind Moondance Rocket which weighs 55kg is 2,250mm tall, 1,000mm wide and has a circumference of 285mm.

**Second Prize-** 1 night accommodation Bed and Breakfast in a Junior suite at Novotel Hotel Leicester and complimentary car parking over-night. Prize subject to availability, and cannot be exchange for a monetary value. Date of stay subject to government guidelines and occupancy. Valid until March 2022. Kindly donated by Novotel (Leicester).

**Third Prize-** 2 course meal for two (starter main / starter desert ) in Leicester's Novotel Nine B Restaurant from their A la carte menu. Prize subject to availability, and cannot be exchange for a monetary value. Date of meal subject to government guidelines and occupancy. Valid until March 2022. Kindly donated by Novotel (Leicester).

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

This is the first time this type of raffle has taken place, therefore chances of winning is hard to predicate. However, we hope to sell 10,000 tickets.

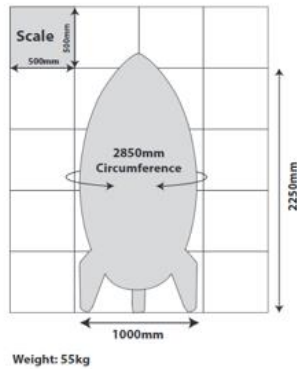
Winners are automatically notified by email or phone and receive their prize within two weeks of the draw taking place. Prizes will only be issued to the relevant name and address as detailed on the winning tickets. If any prizes are not wanted, they will be considered as a donation to LOROS.

1st Prize is our Moondance Rocket which weighs 55kg is 2,250mm tall, 1,000mm wide and has a circumference of 285mm. By accepting the prize the winner confirms that they have suitable space for the rocket. The rocket will be delivered without the plinth unless specifically requested by the winner within 48 hours of being notified.

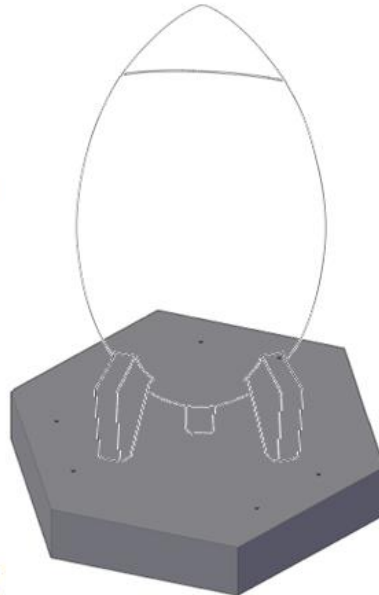


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**Plinth Depth**  
**200mm**  
**Weight – Est. 350kg**



**Plinth Diameter**  
**1109mm**

**Cut out for pallet truck on  
front face**

Delivery of the rocket is included in the raffle prize for delivery on a pre-agreed date which will be provided by the logistics company no less than 48 hours prior to delivery. The delivery will be made in a 7.5 tonne lorry so suitable access / road links will be needed to allow for this. Upon providing a delivery postcode, we will check with our logistics partner this is accessible.

The rocket will be delivered to the outside of your property unless agreed otherwise. The rockets will not fit through a standard doorway due to their circumference so should you plan to house them inside, please check your access width. The rocket can be kept outside as they are completely weatherproof.

Winning numbers, and where possible, town of residence, are published in all LOROS shops, on the LOROS website [loros.co.uk/rocketraffle](http://loros.co.uk/rocketraffle) and on the LOROS Social Media channels including utilising Facebook Live.

LOROS reserves the right to use the name and town of residence of the winner and their photograph in any publicity unless notified otherwise. We will ask the winner to take part in promotional activity. If the winner agrees, the winner will be asked to complete and sign a LOROS non – clinical consent form in accordance with its Consent Policy.

## How to enter



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Online at [loros.co.uk/rocketraffle](https://loros.co.uk/rocketraffle) (card); LOROS shops (cash or card); LOROS Hospice reception (cash or card via the Hospice shop); Lottery Fundraisers/Representatives (cash, or card when available); External events (cash); and Corporate supporters (cash or cheque).

## **Closing date**

The closing date for the raffle is Sunday 10th October 2021 and 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 date of the draw for the raffle is Wednesday 20th October 2021 and is clearly advertised on the raffle tickets, on points of sale material and on the LOROS website. However, 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 our webpages.

## **Change of personal details**

It is the responsibility of the purchaser to notify LOROS of any changes to personal data. Where a person is reported to us as deceased, and they have already bought tickets in 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'.

## **LOROS Lotteries Limited and LOROS Staff**

Staff are allowed to participate in the games administered by LOROS Lotteries Limited, subject to them meeting 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.





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## **Identification of LOROS Lotteries Limited Fundraisers and LOROS Fundraisers**

Our employed LOROS Lottery Fundraisers and LOROS Fundraisers wear a LOROS uniform and have an identification (ID) badge which should be clearly visible. The identification card has their photograph, name and job title. All volunteers will wear a LOROS sash or lanyard.

## **Marketing and promotions**

LOROS and LOROS Lotteries Limited will use a variety of marketing and promotional initiatives/campaigns to promote the importance of this raffle for income for the Hospice.

## **Credit card**

Gambling Commission announced as of the 14th April 2020, credit card payments will no longer be allowed to purchase gambling products remotely. This includes over the phone and online. The changes to the license conditions are the government looking at tackling problem gambling.

LOROS Lotteries Limited made the decision to remove the facility to pay by credit card across all payment methods completely.

## **Payment errors**

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

## **Payment security**

Online card payments take place via a secure third party payment site (SagePay/Opayo) and no card details are transferred to LOROS Lotteries Limited. If you telephone LOROS Lotteries Limited to pay by card, your payment is inputted and processed through the secure third party payment site (SagePay/Opayo), and no details are written down. If card payments are taken at an event, we will use our secured payment terminals (WorldPay). We do not store any card details.



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## Data protection

The support you give to the Hospice by participating in these games really makes a difference and we'd like to keep you updated with LOROS news, activities and appeals. We'll use the details you provide us with to send you updates by post and/or email (if opted in).

Raffle ticket stubs will be destroyed eight weeks after the draw date by a confidential waste disposal provider.

LOROS Lotteries Limited will only share your data with suppliers working on our behalf (such as mailing houses to send out raffle tickets) or if ordered to do so by law.

If you would prefer to receive LOROS information by email, let us know at [lottery@loros.co.uk](mailto:lottery@loros.co.uk) or call the Lottery Office (0116) 231 8430. For full details of what we do with your personal data (including your rights), see the privacy policy on our website - [loros.co.uk/privacy](https://loros.co.uk/privacy) or to obtain a copy contact our Data Protection Officer email [dataprotection@loros.co.uk](mailto:dataprotection@loros.co.uk), write to LOROS Hospice, Groby Road, Leicester, LE3 9QE or call (0116) 231 3771.

## Protection of customer funds

All entries to LOROS Lotteries Limited games are payable in advance. The monies received from customers 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.

## Regulation

LOROS Lotteries Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 34543 (<https://beta.gamblingcommission.gov.uk/public-register/business/detail/34543>).

**GAMBLING  
COMMISSION**

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



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## Responsible Gambling

LOROS Lotteries Limited promotes responsible gambling and under the Gambling Act 2005, we have 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, as part of their overall strategy, to change the minimum age of any new participants to 18. LOROS Lotteries Limited may on occasion 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 BeGambleAware, 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 BeGambleAware and GamCare.



The Hospice Lotteries Association (HLA)  
[hospicelotteries.co.uk](http://hospicelotteries.co.uk)



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

**BeGambleAware**

[Begambleaware.org](http://Begambleaware.org)



[gamcare.org.uk](http://gamcare.org.uk)  
0808 8020 133



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## Self-exclusion

Notification to self-exclude from the LOROS Lottery, LOROS Raffle and LOROS Scratch Card games, can be made at any time. This request can be submitted in writing, by email, by telephone to the LOROS Lottery Manager, or online at [loros.co.uk/gamblingandyou](https://loros.co.uk/gamblingandyou)

## Concerns and complaints

LOROS Lotteries Limited welcomes comments and suggestions about how it can improve. Contact the Lottery Office in the first instance by phone, (0116) 231 8430, email [lottery@loros.co.uk](mailto:lottery@loros.co.uk) or write to the Lottery Manager at the address below. In the event of a gambling complaint or dispute remaining unresolved it will be referred to arbitration via the Independent Betting Adjudication Service (IBAS).

## 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)  
Fundraising Responsibly **BeGambleAware.org**  
Member of the Hospice Lotteries Association and The Lotteries Council

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