

Raffle policies and Terms and Conditions

Our raffles comply with the following policies:

Law and disorder policy

Macular Society will refuse to be associated with any proposed lottery scheme or other gambling activity that may breach the law.

Macular Society will refuse to contract with any contractors or agents who Macular Society suspects may be associated with any potential or actual criminal activities.

Macular Society will only use suppliers who are licensed by the Gambling Commission (External Lottery Managers), to run all or part of Macular Society own lottery/ raffle business.

Our External Lottery Manager keeps a record of all tickets that have been distributed.

Extra tickets will not be made available to players until all monies have been received for existing tickets within that draw.

Our External Lottery Manager is able to provide information for any police checks of a Lottery Ticket seller that may be carried out. They are able to provide address details and details of any monies sent in for tickets received.

Our External Lottery Manager operates from secure premises, with fire safes in situ, and with contractors such as G4S.

Our External Lottery Manager processes all entries and handles all monies received for a lottery, although all monies are paid directly in to Macular Society's bank account, and banking reports are issued by our External Lottery Manager on a weekly basis.

Macular Society will send cold recipients no more than a maximum value of £24 worth of tickets.

Macular Society will require suppliers and contractors to ensure that all staff and contractors who are likely to be engaged with Macular Society to obtain relevant references.

Macular Society will monitor their staff and self-employed agents on an ongoing basis, particularly regarding their direct or indirect association with potential criminal activities.

Macular Society will only use gambling software (a Random Number Generator (RNG)) produced by CFP Lottery and Raffles Ltd who have been licensed by the Gambling Commission to manufacture, supply, install or adapt gambling software to promote a lottery/ raffle.

Macular Society will ensure that it reports any actual or suspected criminal activities to the police.

Macular Society will expect that any suppliers or consultants who are associated with their lottery/ raffle will report any potential and actual criminal activities to Macular Society as soon as possible.

Macular Society will expect that any suppliers or consultants who are associated with their lottery/ raffle will cooperate fully with the police and Gambling Commission should any actual or suspected criminal activities arise.

Macular Society Staff involved in promoting lotteries/ raffles or selling lottery/ raffle tickets face to face or via telephone will be trained to a satisfactory standard to ensure compliance with Macular Society gambling policy and procedure.

Macular Society will not enroll any person into any of its lottery schemes if that person is suspected of any potential or actual criminal activities

Fair and open draws policy

All draws are conducted at the External Lottery Manager's premises in plain sight of staff and ourselves.

Draws are conducted at random using either a random number generator or using a blind draw.

Speed prize draws (e.g. super seller and fast replies) will be drawn before any 'main' prize draw takes place. All speed prize draw entries will then be added to the 'main' prize draw.

Macular Society will not accept liability for any incomplete, damaged, illegible entries. In such cases monies associated with tickets will be treated as donations to Macular Society.

Any ticket payments received after the closing date of the draw will be entered into the next available draw.

Winning numbers associated with the raffle will be published on the Macular Society website. Winning numbers shall also be available by contacting Macular Society's Supporter Care Team.

Rules are published on the Macular Society website and on the reverse of raffle tickets.

Printed versions of rules are available on request from the Macular Society.

Macular Society have a complaints procedure in place (please see below).

A record is kept of both online and ticketed sales, as well as tickets not purchased but distributed regardless of whether they are returned or not.

Macular Society will reserve the right to offer alternative prizes of equal value if, due to circumstances beyond its reasonable control, the stated prizes are no longer available.

Responsible gambling / problem gambling procedure

Macular Society has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem:

The Gambleaware.co.uk website address and telephone number is included on all tickets and entry forms to lotteries as well as our website address that includes information on gambling.

Information is displayed on our website encouraging people to gamble responsibly and to recognise the signs of problem gambling. We also include the National Gambling Helpline and website details for people to refer to should they need further help. This is also available at www.gambleaware.co.uk.

Players can request a self-exclusion to be added to the Macular Society database so that they are removed from further addressed lottery communications including post, telephone, email and SMS. All self-exclusion requests along with the date of the request will be captured on to the record on the Macular Society database and will be in place for a minimum of six months. All reasonable steps will be taken to prevent any self-excluded individuals participating.

Self-exclusion can be requested by contacting customer services or through an automated process using remote communication.

Self-exclusion flags will be added to the database within 2 working days of receipt. A record of card numbers to be excluded will also be kept where this is possible and complies with other legislation.

Staff are trained on self-exclusion and will signpost counselling and support services.

To stop receiving unaddressed mail delivered by your postman, visit the Royal Mail website.

Players can request the number of books they would like for an individual lottery and also the number of lotteries they would like to participate in on a yearly basis.

Self-excluded customers will have any accounts closed and funds returned to them.

Where customer behaviour indicates problem gambling they will be contacted by our Supporter Contact Team under supervision of senior management and will follow procedures for this contact.

A restriction of 60 tickets per customer will be in place unless customer interaction occurs. Without customer interaction chances will not be entered in to the draw. Interactions will be recorded and where the tickets are purchased beyond the limit, records will be kept for 3 years.

All relevant sources of information will be used to identify customers at risk of problem gambling.

Relevant staff will be given appropriate guidance for interaction with customers demonstrating signs of agitation, distress intimidation, aggression or other behaviours that may inhibit customer interaction.

Protection of children and the vulnerable

We have taken steps to ensure that our lotteries do not attract young people. We have the following procedures in place to prevent under-age players from participating in any lotteries promoted by Macular Society:

On all cold data used by our External Lottery Manager, it is requested that all persons under 16 years of age are excluded from the lists before being supplied for the use of our lotteries.

Where possible we check our database to ensure persons are above the legal age limit before data is supplied for the use of a lottery.

The minimum age for play is detailed on the back of all tickets and entry forms produced.

Any player who provides dishonest information regarding their age automatically forfeits the right to any prize. This fact is also stated on the reverse of all tickets and on all entry forms.

Any player who is found to be under 16 years of age will have any monies paid in relation to the lottery returned to them.

Winners aged under 18 years old will receive cash prizes only, no alternative prize will be offered or provided.

In the event that a request to cease mailing lottery packs is received from a vulnerable person's carer, we remove their details from our mailing database immediately. If the person has been sent a lottery pack as a result of their details being supplied to us through a cold list, we will advise the carer of how to have that person's details removed from the list owner's mailing records too.

Any portals for remote customers will carry a warning before chances are purchased stating that underage gambling is an offence. Customers will then be required to confirm they are of legal age.

The age verification system will be reviewed regularly and we will implement all reasonable improvements that may be made as technology advances and information improves.

All relevant staff will be trained on the use of age verification procedures.

Raffle player queries and complaints procedure

Telephone complaints:

Initial complaints and queries are dealt with over the telephone by advisers in the telephone room of our External Lottery Manager (the company that manages the lottery on Macular Society's behalf).

A telephone log sheet is completed at the time of the call, detailing the caller's contact details, details of the telephone adviser who took the call, the nature of the complaint and how the complaint was resolved.

The telephone log sheets will be kept on file for three years by our External Lottery Manager.

If an initial complaint can't be resolved, the complaint is logged by our External Lottery Manager and we are notified immediately of the issue at which point it is taken internally to resolve in accordance with our feedback policy and procedures which you may read by following the link at the bottom of the website.

In the event that a telephone or online complaint cannot be resolved by the External Lottery Manager or representatives of Macular Society, third party arbitration will be provided via the Independent Betting Adjudication Service (IBAS). Independent Betting Adjudication Service, PO Box 62639, London, EC3P 3AS, 020 7347 5883, adjudication@ibas-uk.co.uk.

All general queries will be logged on the log sheets by the External Lottery Manager and held for future reference.

Written complaints:

Initial complaints and queries will be responded to within two days of receipt of complaint by the administration team of our External Lottery Manager.

All complaints are logged on our complaints log sheet, detailing the individual's contact details, details of the administrator who has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.

The complaints log sheets and written complaints will be kept on file at our External Lottery Manager for 3 years.

If the initial complaint can't be resolved by our External Lottery Manager, the complaint is logged and forwarded immediately to Macular Society staff to be resolved internally in accordance with our feedback policy and procedures.

In the event that a written complaint cannot be resolved by the External Lottery Manager or representatives of Macular Society, third party arbitration will be provided via IBAS. Independent Betting Adjudication

Service, PO Box 62639, London, EC3P 3AS, 020 7347 5883,
adjudication@ibas-uk.co.uk.

All general queries will be logged on the log sheets by the External Lottery Manager and held for future reference.

Macular Society will review all feedback and complaints on an ongoing basis so that we may address them, where possible. All lotteries will be reviewed in full at the end of each activity so any learning and issues can be reviewed and considered for future draws.

The Macular Society Raffle - Terms & Conditions.

1. Participation in the Macular Society Raffle costs £1 per entry.
2. Profits from this raffle will be donated to the Macular Society. The Macular Society is a registered charity in England and Wales 1001198 and in Scotland SC042015.
3. In order to promote responsible gambling, a maximum of 24 chances may be bought per person.
4. The Raffle is open to all mainland Great Britain residents over the age of 16 (this excludes Isle of Man, Channel Islands and BFPO addresses and is due to Gambling Commission legislation). It is illegal for tickets or raffle entries to be sold to, or by a person under 16 years of age. Any person found to be under 16 years of age automatically forfeits the right to any prize and the original stake will be refunded. Employees of the Macular Society will not be permitted to enter the draw.
5. Raffle entries can be purchased using Visa, Master Card, Switch / Maestro, American Express or Visa Delta. CAF cards may not be used to purchase raffle entries.
6. Raffle entries must be received by the closing date. Entries received late will be transferred to the next Draw.

7. The draw will take place as stated on the tickets. Winning entries will be randomly drawn in the presence of 2 witnesses. Prizes are as follows:

1st prize: £7000

2nd prize: £500

3rd prize: £250

10 x £25 cash

40 x £10 cash

8. The first 3 winners will be notified by telephone on the date stated if a phone number has been provided. A letter of confirmation will also be sent by post. Prize cheques will be sent within 14 working days of the draw to the name and address of the registered owners of the winning entries.

9. A list of the winner's names and post towns will be posted on our website: www.macularsociety.org/raffle. To request a winner's list by post, please send a stamped, self-addressed envelope to "Raffle Winners List", Macular Society, PO Box 1127, Maidenhead, Berkshire SL6 3BW.

10. The Macular Disease Society is licensed by the Gambling Commission under the Gambling Act 2005. www.gamblingcommission.gov.uk.

Contact: Helen Blyth, PO Box 1870, Andover, SP10 9AD.

11. It has been agreed with the Gambling Commission that we carry out random checks to verify that raffle players are over the age of 16. To enable us to do this we will need to ask for your date of birth which we will use to seek independent verification of your age.

12. Donations from this raffle may be used to reduce costs, allowing more profits to be contributed towards the work of the Macular Society.

13. Do you have a complaint? Email supportercare@macularsociety.org

14. Contact for enquiries: Helen Blyth, PO Box 1870, Andover, Hampshire, SP10 9AD.