

## The Fire Fighters Lottery Full Terms & Conditions

- 1) These Terms and Conditions are the Lottery Rules. By entering the lottery, entrants agree to be bound by these rules and the applicable provisions of the Gambling Act 2005.
- 2) This lottery is being promoted by and on behalf of The Fire Fighters Charity. The individual designated by the Charity as having responsibility within the Charity for the promotion of the lottery is Dr Jill Tolfrey, Chief Executive Officer, The Fire Fighters Charity, Level 6, Belvedere, Basing View, Basingstoke, RG21 4HG.
- 3) For the purpose of the Gambling Act 2005, this lottery is defined as a 'Large Society Lottery.'
- 4) The Fire Fighters Charity is licensed and regulated in Great Britain by the Gambling Commission under account number 5035 details of our licence can be found here [FFC Licence page](#)
- 5) The Fire Fighters lottery is administered by Sterling Lotteries, our External Lottery Manager on behalf of The Fire Fighters Charity, Sterling Management Centre Limited. Sterling Management Centre Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 3137.
- 6) To enter the lottery, you must be a UK resident aged 18 or over. If upon winning any prize in the lottery, you are not able to prove that you have met these criteria then you will not be entitled to receive that prize. Anyone under 18 years of age who buys a ticket will immediately forfeit the right to any prize and the monies paid in respect of their ticket will be returned to them.
- 7) The Raffle is not open to employees of The Fire Fighters Charity who are directly involved with the running of the Raffle, subsidiary companies or any company involved with running the Raffle.
- 8) You agree that pursuant to our obligations under the Gambling Act 2005, we may undertake random age verification spot checks on entries received from any player and winning entries to ensure that entrants are 18 years or over.
- 9) There will be 31 guaranteed monthly winners and 31 cash prizes, plus one rollover cash prize. Each month there will be a guaranteed first prize of 20% of the total proceeds of the lottery (up to a maximum of £25,000), a second prize of £1,000, which is rolled over up to nine times until it is won, and 30 guaranteed £50 third prizes. The second prize is not guaranteed but will rollover for a maximum of nine times, at which point it will become a guaranteed prize.
- 10) All tickets cost £1 each. You may purchase up to a maximum of 20 entries per draw.
- 11) All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1 per ticket to enter the lottery does not guarantee that they will win any prize.
- 12) Online Vouchers:  
Online Vouchers can only be purchased using a Debit Card (no Credit cards will be accepted). The purchaser explicitly agrees to provide their personal debit card details to complete the purchase of an Online Voucher.

Purchasers of Online Vouchers will be required to select the number of lottery entries to purchase and the number of draws into which the lottery entries will be entered at the time of purchase.

Online vouchers have a validity period of 12 months from date of purchase; if not redeemed within 12 months, the Online Voucher will be gratefully accepted as a donation to The Fire Fighters Charity.

The validity of online vouchers may not be extended.

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No cash alternatives or refunds will be granted for Online Voucher purchases.

Online Vouchers are issued in the form of system-generated alpha-numeric codes displayed on screen with an option to print and/or email to the purchaser or receiver of the Online Voucher.

Online Vouchers can only be redeemed through The Fire Fighters Charity Lottery webpage ([www.firefighterscharity.org.uk/lottery](http://www.firefighterscharity.org.uk/lottery)).

Self- excluded individuals are not permitted to redeem online voucher codes.

To redeem a voucher, you will be required to provide your personal information including your date of birth, name & surname, email address, telephone number(s), and address.

By redeeming an Online Voucher, a player agrees to receive communications regarding their lottery entry/entries.

By redeeming an Online Voucher, you agree to be bound by these Lottery Rules as amended from time to time.

- 13) The draw for the prizes will be made monthly at our External Lottery Manager's premises. You do not need to be present at the draw to win the lottery.
- 14) The monthly draw is conducted using a Random Number Generator that has been certified by a Gambling Commission approved test house.
- 15) If a cash prize is awarded, this will be paid by bank transfer to the bank account we have on record or cheque made out strictly in the name of the entrant.
- 16) The Fire Fighters Charity reserves the right in exceptional and unforeseen circumstances to substitute any of the non- cash prizes acquired for the lottery for a similar prize at The Fire Fighters Charity's absolute discretion.
- 17) Full payment for each ticket must be received before the ticket can be entered into the draw. Only tickets for which full payment has been received are eligible to win the prize.
- 18) All customer funds for use in future lottery entries paid to the lottery are held in a dedicated lottery bank account to maintain a separation from our own trading income. This will not however protect customer funds in the event of insolvency. This meets the Gambling Commission's requirement for the segregation of customer funds at the level: basic protection. <https://www.gamblingcommission.gov.uk/public-and-players/guide/page/what-it-means-if-your-money-is-not-protected>.
- 19) The winners of the lottery prizes will be notified by a phone call, email or letter.
- 20) All entrants are solely responsible for providing The Fire Fighters Charity with their accurate and up-to-date contact details and The Fire Fighters Charity will be in no way liable for any failure or inability to contact any entrant due to any errors, omissions or inaccuracies in the contact details that the entrant has provided. In the event that an entrant changes their contact details, they will be solely responsible for advising The Fire Fighters Charity of the change.
- 21) Winners may be asked to participate in publicity related to the lottery which may include the publication of their name and/or photograph in any media. Winners have the right to choose not to participate in publicity.

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- 22) Each game number is unique. A randomly selected game number will be issued with the confirmation of entry.
- 23) Lottery membership can be cancelled at any time by notifying The Fire Fighters Charity in writing, by phone or via e-mail. However, where applicable, the individual player must cancel any standing order payments directly with their own bank or cancel any payroll deductions directly with their payroll department.
- 24) The Fire Fighters Charity 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 The Fire Fighters Charity or the member from time to time.
  - any delays or failures in any software or other systems used by The Fire Fighters Charity for the administration of the lottery.
  - any delays or failures in the Banking system used by The Fire Fighters Charity or the member.
  - any refusal by The Fire Fighters Charity to accept registration of an individual as a member or the cancellation of a membership.
  - any failure to enter a chance into the draw.
  - any event beyond the reasonable control of The Fire Fighters Charity.
- 25) Nothing within these terms and conditions shall create or should be construed as creating any form of contract between any entrant and The Fire Fighters Charity.
- 26) We reserve the right to modify, cancel, terminate or suspend the lottery in whole or in part in our sole discretion.
- 27) Any complaints relating to the lottery should be sent in writing to The Fire Fighters Charity giving full details of the complaint and supporting documentation. The Fire Fighters Charity has a written procedure for dealing with complaints, a copy of which will be made available upon request or upon making a complaint. If the complainant does not feel that their concerns have been fully addressed by The Fire Fighters Charity's internal complaints procedure, they can refer their complaint to the Independent Betting Arbitration Service (IBAS).
- Independent Betting Arbitration Service (IBAS)  
PO Box 62639  
London  
EC3P 3AS  
0207 2475883  
[www.ibas-uk.com](http://www.ibas-uk.com)
- 28) The Fire Fighters Charity is committed to protecting the member's privacy. Data that is collected from the member is used lawfully in accordance with the Data Protection Act 2018 and is used solely for the purpose of processing lottery chances, subsequent entry into the lottery draw, and informing winners that they have won a prize.
- 29) Any member has the right to access the information held by The Fire Fighters Charity about them. To obtain this information, please contact The Fire Fighters Charity in writing.
- 30) The Fire Fighters Charity will not sell, rent or grant access of any personal data to any third party without express prior permission.
- 31) In the event of any dispute regarding these rules, the decision of The Fire Fighters Charity shall be final and no correspondence or discussion shall be entered into.
- 32) The Fire Fighters Charity reserves the right to amend these rules at any time. If The Fire Fighters Charity does this, it will publish the amended rules before the same take effect.

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- 33) The Fire Fighters Charity reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
- 34) Each entrant should retain a copy of these Terms and Conditions for their reference.
- 35) This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the Be Gamble Aware National Gambling Helpline on 0808 8020 133 or visit their website [www.begambleaware.org](http://www.begambleaware.org)
- 36) A copy of these rules may be obtained by sending a stamped addressed envelope to The Fire Fighters Charity at the address above.
- 37) The Laws of England and Wales shall govern the interpretation and/or enforcement of these Terms and Conditions and The Fire Fighters Charity and all entrants hereby submit to the exclusive jurisdiction of the English courts.