

- 5.1.d Any other method made available by the Promoter from time to time
- 5.2 Payments for Chances are made directly to the Promoter. Therefore
- 5.2.a Direct Debit payments will be referenced as Sue Ryder Lottery Limited on your bank statement.
- 5.2.b Cheques must be made payable to Sue Ryder Lottery Limited
- 5.2.c Any other method made available by the Promoter from time to time would also be referenced as or be payable to Sue Ryder Lottery Limited on any appropriate documentation.
- 5.3 The price for each Chance is £1.
- 5.4 Your Chances and therefore associated Game Number(s) will not be entered into the Draw unless the Promoter has received all amounts payable (cleared funds) relating to your Game Numbers relating to your Chances by the Promoter of that week's/month's draw. If there is a dispute regarding whether Chances have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Lottery's bank accounts operate.
- 5.5 Direct Debit payments will be entered into the first available draw 3 working days after the collection has been made from your bank account. You will be notified of your first draw date in writing.
- 5.6 You may cancel your entry into the Lottery by notifying the Promoter in writing or by e-mail or telephone (or via any other methods specified by the Promoter from time to time). Upon receipt of this notice the Promoter will;
- 5.6.a Cancel future Direct Debit payments as soon as is reasonably practicable.
- 5.6.b In accordance with the Act and as described in Rule 2.3 any payments made prior to such cancellation taking effect but which have not been used to pay for Chances in previous Draws will be used to pay for entry for your Chances into future Draws.
- 5.7 The Promoter may cancel your entry into the Lottery (in its absolute discretion) at any time. The Promoter will notify you accordingly as soon as reasonably practicable and will reimburse any amounts which have been paid but relate to future Draws. Other than the reimbursement of any such amounts, the Promoter shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you in relation to such cancellation.
- 5.8 All customer funds for use in future lottery entries paid to the Lottery are held in trustee status to maintain a separation from the Promoter's own trading income to protect those funds in the event of insolvency.

6 Changes to Member Details

- 6.1 Any changes to your details as provided by you upon registration should be notified to the Promoter in writing or by e-mail. Changes to the bank or building society specified during registration will require the completion of a new Direct Debit Instruction. Further information regarding this can be obtained from the Promoter upon request.

7 Draws

- 7.1 The Draw will be run at our Lottery Management Companies Offices to be held weekly on a Friday.
- 7.2 In order to comply with the Act only those Chances for which payment has been received are eligible for entry into the Draw.

8 Prizes

- 8.1 The Prize money for non Super Draw lotteries up until the 27th March 2020 will be as follows:
 - 8.1.a First Prize £1,000
 - 8.1.b Second Prize £100
 - 8.1.c Third Prize £50
 - 8.1.d Ten Prizes of £10
 - 8.1.e One Hundred Prizes of £5
- 8.2 For the Super Draw that will take place on 20th March 2020, an additional Prize of £10,000 shall be given away on top of the prizes as shown in clause 8.1. £10,000 will become the first prize with all other prizes issued in descending numerical value.
- 8.3 The Prize Money for the regular weekly draw from 3rd April 2020 will be as follows;
 - 8.3.a First Prize £1,000
 - 8.3.b Second Prize £100
 - 8.3.c Third Prize £50
 - 8.3.d Ten Prizes of £10
 - 8.3.e Three Hundred Prizes of either £5 or 5 Prize Entries (See clause 15 for more details on Prize Entries)
- 8.4 The Promotor may from time to time offer an additional Prize of £10,000 for a Super Draws from the 3rd April 2020. Dates of Super Draws will be promoted prior to the draw either online, through the post or in Sue Ryder retail outlets. For Super Draws that take place after 3rd April 2020, an additional Prize of £10,000 shall be given away on top of the prizes as shown in clause 8.3. £10,000 will become the first prize with all other prizes issued in descending numerical value.
- 8.5 The Promoter reserves the right to amend the prizes at any time. Any such changes will be published on the Sue Ryder Lottery Website at least one month prior to a change being made.

- 8.6 Each Game Number shall only be entitled to win one prize in one Draw.
- 8.7 The results of each Draw will be published on the Lottery website within one week of the date of the draw and may also be published in any other manner determined by the Promoter from time to time.
- 8.8 Winners whose contact details we have will be notified by post within one week of the date of the draw. Such notification will include a cheque to the value of the prize won made payable to the Member. Single Entry Chance winners are responsible for checking the Lottery website and claiming any prize due by contacting the Promoter using the contact details in clause 15.
- 8.9 The Promoter reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.
- 8.10 If, upon winning any prize in the Lottery, you are not able to prove that you have met the criteria specified in Rules 2.1 (a) and (b) above then you will not be entitled to receive that prize.
- 8.11 There are no alternatives to the prizes offered from time to time and no interest is payable.
- 8.12 Any unclaimed prizes will be re-credited to the Promoter's main account after a period of six months has elapsed.
- 8.13 By accepting the prize, the winner agrees to take part in promotional activity and the Promoter reserves the right to use the name and home town of the winner, their photograph and audio/or visual recordings of them in any publicity unless prior notification has been received.

9 Suspension of the Lottery

- 9.1 The Promoter may (at its absolute discretion) suspend the Lottery for any period of time. During such period, the Promoter shall:
- 9.1.a Suspend Direct Debit payments from your bank or building society account as soon as reasonably practicable, and;
- 9.1.b Retain any amounts which were paid prior to such suspension taking effect that have not been used to pay for Chances in previous Draws until either the resumption or permanent discontinuation of the Lottery. In the event of resumption, the unused monies will be used to pay for future Chances. In the event of the Lottery being discontinued altogether the monies will be repaid to you within a reasonable time.
- 9.2 You will be notified of further details regarding the resumption of the lottery or otherwise as soon as reasonably practicable after the date of suspension in writing.

10 Liability

- 10.1 The Promoter shall not be liable to you for any loss or damage suffered by you arising from:
- 10.1.a Any delays or failures in the postal service or other delivery methods used by the Promoter or you from time to time.

10.1.b Any delays or failures in any systems used by the Promoter or you to transmit e-mails.

10.1.c Any failure in any software or other systems used by the Promoter for the administration of the Lottery.

10.1.d Any delays or failures in the banking system used by the Promoter or you.

10.1.e Any refusal by the Promoter to accept registration of an individual as a member or the cancellation of a Member by the Promoter

10.1.f Any failure to enter your Chance into the Draw.

10.1.g Any event beyond the reasonable control of the Promoter

10.2 The Promoter shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including loss of the opportunity to enter the Lottery and / or the chance of winning a prize).

11 Complaints

11.1 Any complaints relating to the Lottery should be notified by telephone on 02075 545 900 or sent in writing to Sue Ryder Lottery Ltd, Lottery Department, 183 Eversholt Street, London, NW1 1BU giving full details of the complaint and supporting documentation. You can read our full complaints procedure at [\[link\]](#)

12 Privacy

12.1 The Promoter is committed to protecting your privacy .

12.2 Your data will be used for the purpose of processing your purchase of Lottery chances, subsequent entry into the Lottery, and informing you if you have won a prize.

12.3 For further information about how we use your data, please see our privacy policy, which is available by clicking [here](#) or by contacting us at the address below.

13 Single Entry Chances

13.1 Single Entry Chances give the purchaser a single Chance to be entered into the next available Draw only. Each Single Entry Chance consists of a randomly generated unique game number which is entered into the next Draw in the same way as subscription Chances.

13.2 For Single Entry Chances only, the maximum number of entries an individual will be permitted to purchase in any one draw is 20.

13.3 In exceptional circumstances, where you have a valid reason for purchasing a greater number of Chances than set out in 13.2 (such as to use as wedding favours or similar gifts) the Promoter may in its absolute discretion agree to increase the maximum number to 100. Any request to purchase more than 20 Single Entry Chances should be referred to the Promoter's Lottery Manager using the contact details set out in clause 15.

13.4 Save as specifically set out in this clause 13 and clause 8.2 all Single Entry Chances shall be subject to the same Rules as all other Chances.

13.5 Sue Ryder Lottery Limited and Sterling Lotteries are enabled to treat a ticket number as invalid if the data on it does not correspond with the entries on Sterling Lotteries database.

13.6 The original ticket must be presented to claim a winning prize. Copies or photographs of a tickets are not accepted.

14 Promotional Entries to the draw

14.1 The Promoter may from time to time offer promotional entries to a lottery draw(s). Promotional entries may also be advertised as FREE entries or FREE tickets.

14.2 The value of all promotional entries will be paid to Sue Ryder Lottery LTD by Sue Ryder at the same cost as all other tickets to the participating draw.

14.3 Sue Ryder and The Promoter reserve the right to limit these promotional entries to one per person however at their discretion, may from time to time increase this limit. Any change in limit will be advertised during a specific promotion

14.4 Promotional entries will only be given to players of the lottery if they meet specific obligations, as advertised in the promotion, such as, but not limited to buying additional entries to a lottery draw in a specific time frame or making a donation to Sue Ryder.

14.5 Promotional entries are non-transferable and refunds for these promotional entries will not be given to the recipient, but may be given to the purchaser, namely Sue Ryder.

14.6 Promotional entries are only valid for the date specified in the promotion and on the ticket provided.

14.7 Promotional entry details, such as ticket number and draw date may be shown in a letter or printable electronic communication, such as e-mail. They may not be in the form of a traditional lottery or raffle ticket or in the format of other tickets to that draw. As such players who buy tickets from our shops or hospices will not be eligible for promotional entries.

14.8 No written confirmation will be given that a promotional entry has been included into the draw. However, players are permitted to contact The Promoter to request proof of entry. The Promoter will respond to this request in writing with 21 days of the request being made.

14.9 The Promoter may cancel your promotional entry into the Lottery (in its absolute discretion) at any time. The Promoter will notify you accordingly as soon as reasonably practicable. The Promoter shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you in relation to such cancellation.

15 Prize Entries

15.1 Prizes issued under clause 8.3.e for players of Single Chance tickets will only be issued as £5 cash.

15.2 Prizes issued in 8.3.e for subscribed members or those playing the Super Draw through postal or online entry will as a default be issued as 5 Prize Entries into the next lottery draw. However, Members may opt to receive any such prize in cheque form instead by notifying the promoter in accordance with the provisions of clause 15.4 and/or 15.5.

15.3 Prize Entry details, such as ticket number and draw date may be shown in a letter or printable electronic communication, such as e-mail.

15.4 Members will have the right to change their preferred form for any prize outlined in 8.3.e won by that member by notifying the promoter not less than 7 days prior to the change in prize structure on Friday 3rd April 2020.

15.5 Members may at any time vary their preferred form for any prize won under 8.3 e either by notifying the Promoter accordingly after winning such a prize or at any other time by giving the Promoter not less than 7 days' notice. In either case, such notice will only apply to future draws and will not have retrospective effect.

15.6 The value of all Prize Entries will be paid to Sue Ryder Lottery LTD by Sue Ryder at the same cost as all other tickets to the participating draw.

15.7 Prize Entries are non-transferable and refunds for these Prize Entries will not be given to the recipient, but may be given to the purchaser, namely Sue Ryder.

15.8 Prize Entries are only valid for the date specified in the winners notification.

16 Proper Law and Jurisdiction

14.1 The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules and the Promoter and all entrants hereby submit to the exclusive jurisdiction of the English courts.

17 Contact Address

All correspondence should be sent to the following address:

Sue Ryder Lottery Ltd
Lottery Department
183 Eversholt Street
London
NW1 1BU

Tel. 02075545900