



## FREQUENTLY ASKED QUESTIONS

### **Q – What is the Rossendale Hospice Lottery?**

A – This lottery helps raise funds to deliver vital care to patients living with life limiting illnesses and provide support to their wider family and carers. This lottery is administered by NYCDA (National Youth & Community Development Association). Each annual play provides the player with the chance to win cash prizes but also the comfort of knowing their support is providing patients with the care they need.

### **Q – How old do I have to be to play the Rossendale Hospice Lottery?**

A – Players must be at least 16 years of age to play.

### **Q – What is your attitude towards responsible gambling?**

A – NYCDA and its partners have a number of elements at the core of its activities to ensure we take our responsibilities seriously as per the Gambling Act 2005. Beginning with all members having to be 16 years old to participate, staff are active in ensuring vulnerable people are protected via signing up to our Code of Conduct and all memberships are restricted to a maximum of £2 per week

In addition, the organisation keeps its policies and procedures up to date, via advice from bodies such as the Institute of Fundraising and Fundraising Regulator, as well as having Gold membership of the Lotteries Council. This membership also sees us make a contribution to gambling support organisations, which is further enforced by the requirements on us by the Gambling Commission

### **Q – What is the legal framework Rossendale Hospice Lottery is operated?**

A- As part of this partnership, NYCDA ensures beneficiaries adhere to the Gambling Act 2005. The Lottery is operated as part of The National Youth and Community Development Association family and its NYCDA Weekly Draw, which raises funds for beneficiary organisations like Rossendale Hospice. This is licenced by the Gambling Commission under licence no. 000-005-166-006 and all associated regulatory returns are carried out accordingly.

### **Q- What is the National Youth & Community Development Association?**

A – NYCDA is the overarching organisation which helps beneficiaries, such as Rossendale Hospice, who are committed to raising funds to support its good work and do so through via our NYCDA Weekly Draw and provides access to associated resources.

For more information on what the organisation does and the support it provides its partners, please visit [www.nycda.co.uk](http://www.nycda.co.uk).

### **Q – Can you guarantee the Lottery is fair?**

A – Yes, every £1 entry has an equal chance of winning, and the winning numbers are drawn at random from the NYCDA computerised system, provided by the industry leading system provider.

### **Q – How much does it cost to play Rossendale Hospice Lottery?**

A – It costs either £1 or £2 a week for a Standard Membership

**Q – What happens to my data once I have joined?**

A – By participating in the lottery and NYCDA Weekly Draw, you are agreeing to allow NYCDA to retain your data for the purpose of participating in the lottery. Once this ends, then we will delete your data.

The only exception is that NYCDA will share your data with Rossendale Hospice for purposes of informing you about the good work it does with its stakeholders.

**Q – What can I win?**

A – There are 1000s of £s of cash prizes up for grabs each week including a jackpot prize of £2,000, and a £500 Rollover that can reach a maximum of £10,000.

In addition, there will be a number of non-cash prizes from local partners, as well as prizes provided from NYCDA partners, such as meals at restaurants, cinema tickets and much more.

Please note there is a temporary prize fund in place due to the Coronavirus outbreak. Please visit [www.nycda.co.uk](http://www.nycda.co.uk) for more information

**Q – Can I choose my own Lottery numbers?**

A – These are chosen randomly and will be your numbers for the duration of your membership of our lottery. When you enter the lottery, you will be sent your unique numbers.

**Q – Can I have more than one entry?**

A – Due to our commitments to responsible gambling, you can have up to **2 entries per draw**. Each **£1 entry** buys you seven chances of winning in our lottery.

**Q – How do I know that I'm in the draw?**

A – Within 7 days of registration you will receive a confirmation letter and welcome pack which contains details of your unique lottery number(s) and the date of the first draw your tickets are entered into. You will be entered into the draw when you have monies available and you will continue to be entered into the draw, providing you have monies available against your lottery number.

**Q – How will I know if I've won a prize?**

A – Once the draw has taken place, winners are notified by post. There is no need to claim your prize as this is sent straight to your address. However, do keep an eye out on the Official Rossendale Hospice website and social media channels for regular updates.

**Q – Is there a delay between registration and entry into the draw?**

A – Following registration, it is necessary to complete a number of administrative processes, which include verifying your payment details with your bank, claiming the funds from your bank account and the funds being received. Payments are taken on the first of each month or next working day thereafter.

**Q- What do I do if I want to exclude myself from Rossendale Hospice?**

A – Here at Rossendale Hospice Lottery we take our responsibilities to responsible gambling very seriously. If you feel like you are having an issue with this, please do not hesitate to let us know and we will take the necessary steps to stop your membership.

**Q- Are there full Terms & Conditions connected to Rossendale Hospice Lottery?**

A – Yes, you can request a copy from our Fundraising Team INSERT DETAILS

**Q – Who do I contact if I have any further questions?**

A – For questions about Rossendale Hospice or your Rossendale Hospice membership, you can email [fundraising@rossendalehospice.org](mailto:fundraising@rossendalehospice.org) or call 01706 253633 – option 3.