

The Children's Air Ambulance Lottery – Terms and Conditions

The following are the terms and conditions of The Children's Air Ambulance Lottery. By completing the player application form and/or renewal form, you agree that you have read and understood these terms and that they will apply to and govern your participation in this lottery. If you do not agree with any of the terms and conditions, you should not accept them, in which case you will not be eligible to participate in the lottery.

Lottery licensing

1. The Children's Air Ambulance Lottery is a weekly subscription draw promoted by The Air Ambulance Service.
2. The Air Ambulance Service is licensed by the Gambling Commission, non-remote society operating licence no. 000-041823-N-321680-010 and ancillary remote operating licence no. 000-041823-A-321681-009.
3. The person responsible for promoting The Children's Air Ambulance Lottery ("Responsible Person") is Donna Young, The Air Ambulance Service, Blue Skies House, Butlers Leap, Rugby, Warwickshire CV21 3RQ.
4. The Children's Air Ambulance Lottery is managed, on The Air Ambulance Service's behalf, by an External Lottery Manager, Tower Lottery Partnership Limited ("Tower Lotteries") of Unit C2, Waterfold Business Park, Bury, Lancashire BL9 7BR who is licensed by the Gambling Commission, Operating Licence no. 000-039807-N-319626-015 and Remote Operating Licence no. 000-039807-R-320705-011.
5. Current licensed status can be seen on the Gambling Commission's online public register here: [Full register of gambling businesses \(gamblingcommission.gov.uk\)](https://www.gamblingcommission.gov.uk)

How the draws are operated

6. The draw will take place every Tuesday at the offices of Tower Lotteries at the address set out in rule 4. Winning entries will be selected by means of random number generator software which has been examined and approved by an independent testing house approved by the Gambling Commission.
7. Each chance in the draw costs £1 per week.
8. Payment for tickets in the Lottery may be made by cheque, standing order or direct debit.
9. Each week prizes are awarded of 1 x £1,000, 6 x £25 and 10 x £10.
10. Lottery subscriptions will be held in a ring-fenced holding account by Tower Lotteries prior to each draw. Customer funds are held separate from The Air Ambulance Service funds. This means that steps have been taken to protect customer funds but that there is no absolute guarantee that all funds will be repaid. This meets the Gambling Commission's requirements for the segregation of customer funds at the level: medium protection. Full details are available within the Social Responsibility in Gambling Policy which is available on The Air Ambulance Service website, or by contacting The Air Ambulance Service at the address above.
11. Persons employed by The Air Ambulance Service, Tower Lotteries and their partners and persons living in their household are not eligible to participate in the Lottery.

12. Upon receipt of your player application form, Tower Lotteries will issue you with (a) unique ticket number(s) which will be entered into the draw each week. Your unique number(s) will be stored by Tower Lotteries together with your other details.
13. The winning numbers will be displayed on The Air Ambulance Service website, www.theairambulanceservice.org.uk
14. You may call The Air Ambulance Service on 0300 3045 999 to request a winners' list. There is no need to check your numbers - if you are one of the lucky winners, Tower Lotteries will contact you as soon as possible by telephone or letter.
15. If you are a lucky winner, your name will be used in promotional material unless you inform The Air Ambulance Service by calling them on 0300 3045 999 or by emailing them on contact@theairambulanceservice.org.uk to say that you do not wish your name to be disclosed. You may, however, opt out of your location being disclosed by ticking the appropriate box on the player application form.
16. No substitute will be offered for any prize in the Lottery.
17. Tower Lotteries reserves the right to reclaim any prizes issued in error on behalf of The Air Ambulance Service.
18. Any prize unclaimed for a period of 6 months from the date of the draw will be deemed to be, and applied as if it were, a donation to The Air Ambulance Service.

Customer data

19. Both The Air Ambulance Service and Tower Lotteries will store and process your data in accordance with the provisions of the Data Protection Act 2018 and subject to the terms of The Air Ambulance Service Privacy Policy, a link to which may be found at www.theairambulanceservice.org.uk/privacy
20. Any data provided by players when registering to play the weekly lotteries face to face or online will be processed by Tower Lotteries for the purposes of operating the Lottery on behalf of The Air Ambulance Service, as well as The Air Ambulance Service as Data Controller. For marketing purposes, The Air Ambulance Service will use your data to keep in touch with players about the difference your support is making, fundraising appeals and events. If a player has given an email address and provided consent, The Air Ambulance Service may email them to keep them informed of other ways you can support the charity. You can update your marketing contact preferences at any time by contacting us on 0300 3045 999.
21. It is each player's responsibility to keep The Air Ambulance Service or Tower Lotteries notified of any change in address or telephone number. Any update to a customer's data that is provided to The Air Ambulance Service will be shared with Tower Lotteries and vice versa. All winning cheques will be sent to the individual's address registered with The Air Ambulance Service and Tower Lotteries as at the date of the draw in question.
22. Neither Tower Lotteries nor The Air Ambulance Service accept any responsibility for any loss, delay or theft of any payment or communication sent by post, direct from a bank or building society, fax or email.

Responsible gambling

23. The Lottery is only open to persons aged 18 and over.

24. Tower Lotteries, on behalf of The Air Ambulance Service, has in place policies and procedures designed to minimise the risk of lottery tickets being sold to children. In particular, it reserves the right to carry out independent age verification before allowing any lottery ticket to be sold to a person who appears to be aged under 18.
25. If, on completion of age verification, the customer is shown to be underage, any stake paid will be returned but any prize that might otherwise have been won will not be paid.
26. An individual is limited to a maximum number of 20 chances in any one draw.
27. The Air Ambulance Service and Tower Lotteries are committed to promoting a responsible approach to gambling. In particular, The Air Ambulance Service and Tower Lotteries has a policy in place permitting those who wish to do so, to self-exclude from gambling for a maximum period of 12 months. A link to this policy, including details of how to self-exclude, and to all the other policies of The Air Ambulance Service applying to the Lottery, may be found at www.theairambulanceservice.org.uk. Further support and advice may be obtained on the "Gamble Aware" website, www.gambleaware.co.uk.
28. The Air Ambulance Service is a member of the Lotteries Council, through which it contributes to the Responsible Gambling Trust, which carries out research into the prevention and treatment of problem gambling, public education on the risks of gambling and the identification and treatment of problem gamblers.
29. The Air Ambulance Service reserves the right in its absolute and sole discretion to reject an application to enter the Lottery or to terminate an individual's entry, subject to acting reasonably at all times.

Complaints and disputes

30. The Air Ambulance Service's decision in any matter regarding the Lottery is final. The Air Ambulance Service will be bound by its Complaints and Disputes policy, a link to which may be found at www.theairambulanceservice.org.uk. Any unresolved disputes will be referred to the Independent Betting Arbitration Service ("IBAS").

Cancelling your subscription

31. Players may withdraw from the Lottery at any time by calling The Air Ambulance Service on 0300 3045 999 or by emailing The Air Ambulance Service on contact@theairambulanceservice.org.uk stating that you pay for your Lottery tickets by standing order and you wish to withdraw from the Lottery. You should in addition ensure that you cancel your standing order.
32. Refunds of unused portions of monthly, quarterly or annual subscriptions may be made. Please allow up to 4 weeks for a refund to be processed.
33. Upon cancellation, any outstanding balances below £1 will, after 60 days has lapsed from the last payment, be deemed a donation to The Air Ambulance Service Charity. You may still claim this amount to be refunded to you during these 60 days, and this does not affect your statutory rights.

Additional information

34. The Air Ambulance Service may change the rules of the Lottery at any time and at their discretion but will post the new rules on their website, www.theairambulanceservice.org.uk before the changes take effect.
35. Should you require further information about the Lottery you should contact The Air Ambulance Service on 0300 3045 999 or by emailing them at contact@theairambulanceservice.org.uk

{Reviewed – September 2023}

{Last submitted to the Gambling Commission – 13.09.2023}