**Christmas Raffle 2020-21 Terms & Conditions**

1. The closing date for postal entries is 11 January 2021 and the draw date is 18 January 2021. Online entry closing date is 13 January 2021.
2. The Christmas Raffle Draw will be conducted on 18 January 2021. The draw will be conducted by utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved, third party test house. The results of the draw are final.
3. Late entries will be entered into the next Cystic Fibrosis Trust raffle.
4. Winners will be notified in writing and prizes will be sent within 28 days. Winners will be called and/or emailed within one week where possible. Please keep the ticket stub as proof of purchase.
5. Ticket numbers appear on the paper tickets. Ticket numbers for online or telephone entries will be confirmed by email or post within 14 days.
6. The winners’ details will be published on [www.cysticfibrosis.org.uk](http://www.cysticfibrosis.org.uk/). These will only be in summary, for example: ‘Mrs Smith from Berkshire’. We may ask the winner if we can use their name and image in any publicity material. Any personal data relating to the winner will be used solely in accordance with current data protection legislation. Please get in touch if you have any questions.
7. To request a winner's list by post, please send a stamped, self-addressed envelope to "Raffle Winners List", Cystic Fibrosis Trust, PO Box 1127, Maidenhead, Berkshire SL6 3BW.
8. The cost of each entry is £1. Players may purchase more than one entry, and payment must be in advance.
9. No tickets can be bought or sold by a person under 16 years old.
10. No tickets can be bought by or on behalf of a person under 16 years old.
11. If a ticket is sold unknowingly to, on behalf of, or for a person under 16 years old, he/she will be exempt from the raffle and will forfeit their prize.
12. Cystic Fibrosis Trust employees or members of the Board of Trustees of the Cystic Fibrosis Trust cannot purchase tickets in the raffle.
13. CAF payments cannot be accepted as payment for raffle tickets. Any CAF payments received will be treated as donations.
14. Monies received from the raffle go to the Cystic Fibrosis Trust. Registered as a charity in England and Wales (1079049) and in Scotland (SCO40196).
15. The Cystic Fibrosis Trust accepts no responsibility for raffle tickets that are lost, damaged, illegible, or from which the prize-winner cannot be identified.
16. The result of the raffle draw is final. No correspondence will be entered into.
17. All winners are required to cooperate with the Cystic Fibrosis Trust’s right to publish their win as and where deemed appropriate.
18. Unclaimed prizes: If a prize is unclaimed after reasonable efforts have been made by Cystic Fibrosis Trust to contact the winner, then Cystic Fibrosis Trust will be entitled to dispose of the prize as it thinks fit. The winner has one month after notification to claim the prize.
19. The Cystic Fibrosis Trust is licensed with the Gambling Commission to operate this raffle. License numbers 000-004878-N-308693-003 (non-remote) and 000-004878-A-324145-001 (ancillary remote).
20. The raffle promoter is Anne Shinkwin, Director of Fundraising, Cystic Fibrosis Trust, 2nd Floor, One Aldgate, London EC3N 1RE.
21. In the event of an error, however caused, whether a printing error or otherwise and whether obvious or otherwise, which affects the raffle in any way, the organisers reserve the right to fairly administer the raffle as though the error had not occurred. Where the organisers deem it appropriate and/or feasible the Cystic Fibrosis Trust will notify entrants of the error.
22. Failure to comply with any of these rules may result in the disqualification of the entry. Organisers reserve the right to disqualify any entry at their absolute discretion.
23. The raffle is in no way sponsored, endorsed or administered by, or associated with, Facebook.
24. Cystic Fibrosis is committed to ensure that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all. Please refer to the website: [www.cysticfibrosis.org.uk/get-involved/donate/raffle-policies](http://www.cysticfibrosis.org.uk/problem-gambling) or request from the Raffle Helpline number.
25. Are you gambling more than you really want to? If you feel that you have a problem with gambling, please visit the BeGambleAware website for help and advice at [www.begambleaware.org](http://www.begambleaware.org) or contact The National Gambling Helpline on 0808 802 0133 (lines open 8am to midnight).
26. To request more raffle tickets please email raffle@cysticfibrosis.org.uk or call 0162 851 1705.
27. To be removed from future raffle mailings, or for any other concerns please email
supportercare@cysticfibrosis.org.uk, or call 020 3795 2177.
28. In order to promote responsible gambling, a maximum number of entries in each Raffle for an individual is 60. To order tickets beyond this limit, customers must confirm where and how tickets will be sold, and may be required to return the ticket stubs and payment for those tickets already in their possession.
29. 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.
30. This Raffle is only open to residents of the UK (This excludes the Isle of Man and the Channel Islands) and is not to be sold by or to anyone under 16 years of age. Any person found to be under 16 years of age automatically forfeits the right to any prize.

Due to legal reasons, all tickets sent to supporters in Northern Ireland must be purchased by the named individual and are not allowed to be sold on to family and friends or other individuals. If tickets are found to have been sold on by a supporter in Northern Ireland, those tickets will not be entered into the draw and the money from the sale of those tickets will be returned to the seller (unless the seller wishes to transfer the tickets into their own name). If by error, a ticket sold by a Northern Ireland resident gets entered into the draw, the buyer of that ticket will forfeit the right to any prize and the money from the ticket sale will be returned. Northern Ireland residents can still be entered into the draw for the Super Seller prize if they return a whole book of 12 tickets, but all of the returned tickets must have been purchased by the named individual and not sold on. If tickets are found to have been sold on, the seller will not be entered into the Super Seller draw. Furthermore, the sold tickets will not be entered into the general prize draw and the money from the sale of those tickets will be returned to the seller (unless the seller wishes to transfer the tickets into their own name). If by error, a Northern Ireland resident gets entered into the Super Seller draw after returning tickets that were sold on, the seller will forfeit the right to any prize and the money from the ticket sales will be returned.

1. The first prize is £2,000 cash. The second prize is £500 cash. The third prize is £200 cash. There are 10 runner-up prizes of £25 Marks & Spencer vouchers. The charity may make chanes to the prizes from time to time. There are no alternatives to any prize, and no interest will be payable. Winners will be notified in writing and prizes will be sent within 28 days.

Based upon the number of entries in our raffles in 2019 the chance of winning a prize for a single ticket is approximately 1 in 3,019.

The Super Seller draw prize is £250 and is a separate draw.

All profits from the Christmas Raffle go to Cystic Fibrosis. Details of the work of The Cystic Fibrosis Trust can be found on the charity’s website [www.cysticfibrosis.org.uk/](http://www.cysticfibrosis.org.uk/). Of the £60,087 received in ticket sales in our 2 Raffles in 2019, just 16% went on expenses, 8% on prizes and a fantastic 76% came back to Cystic Fibrosis to fund our important work.
2. Online raffle entries can be purchased using Visa, Master Card, Switch / Maestro or Visa Delta. CAF cards may not be used to purchase raffle entries.
3. To enter the online raffle an entrant must self-certify that they are the required age to play. A confirmation email will be sent to the entrant confirming their numbers in the draw and thanking them for their participation. Random age verification checks are carried out at regular intervals. If an entrant is found to be under the required age their payment will be returned, and they will not be entered into the draw.
4. Entries must not be bought on behalf of somebody else.
5. Material changes to this raffle are not predicted to happen, but in the event that this occurs you will be notified by email 14 days in advance of any changes.

1. Cystic Fibrosis is not responsible for any delays in bank payments.
2. No liability is accepted for loss, theft or delayed receipt of any communication sent by post. If a prize cheque fails to arrive, we will replace it when notified and cancel the original. Cystic Fibrosis or its External Lottery Manager may (without giving any reason or notice) decline to accept an application, cancel an existing subscription or terminate or suspend the lottery scheme Cystic Fibrosis or its External Lottery Manager’s decisions made pursuant to the rules shall, once made, be final and binding.
3. The rules are subject to change by Cystic Fibrosis or its External Lottery Manager the latest version will appear on the website [www.cysticfibrosis.org.uk/terms-conditions](http://www.cysticfibrosis.org.uk/terms-conditions).
4. Cystic Fibrosis operates a Complaints and Disputes Procedure If you have a complaint you can ring our Raffle team on 01628 511 705 or email complaints@cysticfibrosis.org.uk. If you are unhappy with the way a complaint is resolved, you can contact the Independent Betting Adjudication Service (IBAS). IBAS acts as an impartial adjudicator on disputes that arise between betting/gambling operators and their customers.