

Lottery Terms and Conditions

THE FOLLOWING ARE THE TERMS AND CONDITIONS OF THE MIDLANDS AIR AMBULANCE (MAAC) 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 THE 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.

1. The Midlands Air Ambulance Lottery ("the Lottery") is a weekly subscription draw promoted by the Midlands Air Ambulance Charity ("MAAC")
2. The MAAC is licensed by the Gambling Commission, non-remote society operating licence no. 000-042471-N-321934-006
3. The person responsible for promoting the Lottery ("Responsible Person") is Emma Gray of Airbase Avenue, Neachley Lane, Shifnal TF11 8UR.
4. MAAC is assisted in operating its lottery by an External Lottery Manager, Tower Lottery Partnership Limited of Bank House, 16-18 Bank St, Walshaw, Bury, who is licensed by the Gambling Commission, Licence no 000-039807-N-319626-00.
5. The draw will take place every Tuesday at the offices of the ELM 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.
6. Each chance in the draw costs £1 per week.
7. Payment for tickets in the Lottery may be made by cheque, standing order or direct debit.
8. Lottery subscriptions will be held in a ring-fenced holding account prior to each draw. We hold customer funds separate from MAAC 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 our Social Responsibility in Gambling Policy which is available on the website, or by contacting MAAC at the address above.
9. Persons employed by the MAAC, the ELM and their partners and persons living in their household are not eligible to participate in the Lottery.
10. Upon receipt of your player application form, the MAAC 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 the MAAC together with your other details.
11. The MAAC will store and process your data in accordance with the provisions of the Data Protection Act 1998 and subject to the terms of the MAAC Privacy Policy, a link to which may be found at www.midlandsairambulance.com.
12. The winning numbers will be displayed on the Midlands Air Ambulance website, www.midlandsairambulance.com
13. You may call the MAAC on 0844 567 0844 to request a winners' list. There is no need to check your numbers - if you are one of the lucky winners, the MAAC will contact you as soon as possible by telephone or letter if you are a lucky winner.
14. No substitute will be offered for any prize in the Lottery.
15. The MAAC reserves the right to reclaim any prizes issued in error.
16. 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 Midlands Air Ambulance Charity.

17. The Lottery is only open to persons aged 18 and over.
18. The MAAC 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 16.
19. 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.
20. The MAAC 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.
21. The MAAC is committed to promoting a responsible approach to gambling. In particular, the MAAC has a policy permitting those who wish to do so, to self-exclude from gambling for a minimum period of 6 months. A link to this policy, and to all the other policies of the MAAC applying to the Lottery, may be found at www.midlandsairambulance.com Further support and advice may be obtained on the "Gamble Aware" website, www.gambleaware.co.uk.
22. The MAAC's decision in any matter regarding the Lottery is final. The MAAC will be bound by its Complaints and Disputes policy, a link to which may be found at www.midlandsairambulance.com. Any unresolved disputes will be referred to the Independent Betting Arbitration Service ("IBAS").
23. It is each player's responsibility to keep MAAC notified of any change in address or telephone number. All winning cheques will be sent to the individual's address registered with the MAAC as at the date of the draw in question.
24. The MAAC cannot 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.
25. The MAAC 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.
26. If you are a lucky winner, your name will be used in promotional material unless you inform the MAAC by calling them on 0844 567 0844 or by emailing them on supportercare@midlandsairambulance.com 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.
27. The MAAC may change the rules of the Lottery at any time and at their discretion but will post the new rules on their website, www.midlandsairambulance.com before the changes take effect.
28. Players may withdraw from the Lottery at any time by calling the MAAC on 0844 567 0844 or by emailing the MAAC on supportercare@midlandsairambulance.com If 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.
29. 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.
30. Upon cancellation, any outstanding balances below £1 will be deemed a donation to the Midlands Air Ambulance Charity (MAAC), not before 60 days has elapsed from the last payment. You may still claim this amount to be refunded to you during this time, and this does not affect your statutory rights.
31. Should you require further information about the Lottery you should contact the promoter, MAAC, on 0844 567 0844 or by emailing them at supportercare@midlandsairambulance.com