

THE WILDLIFE LOTTERY TERMS AND CONDITIONS



1. The lottery is open to all recipients, in their name only, except employees or Trustees of Kent Wildlife Trust and their immediate families, agencies or any others having any connection with the production of the draws.
2. No entry into the lottery can be by or on behalf of a person under the age of 16. If a ticket is sold knowingly to, or to a party on behalf of a person under 16 they will be exempt from the competition and forfeit any prize.
3. Each entry will cost £2 per month. Each player may purchase a maximum of 20 entries in any one draw.
4. Of the proceeds from each lottery draw, 60% will be used for Kent Wildlife Trust and 40% distributed as prize money.
5. Payment must be made by Direct Debit and any delay or non-payment will result in entries being omitted. Kent Wildlife Trust will not offer credit facilities to players under any circumstances whatsoever.
6. Kent Wildlife Trust will write confirmation of your Lottery entry within 14 days of receipt of application. You will be sent confirmation of the setup of your Direct Debit instruction including future payment schedule and starting month. You will also be sent a copy of the Direct Debit guarantee.
7. The Direct Debit claim will run on the 6th of each month or very soon after. Draws will be made on the 15th of each month or the nearest working day following.
8. If cancellation of the lottery player's bank account is received, the player's lottery numbers will be put back in the pool for distribution elsewhere as soon as the last play paid for has run.
9. To cancel a lottery entry at any time, the lottery Direct Debit starting with 'LOT' reference needs to be cancelled with payer's bank before the 6th of the month or notification of cancellation sent in writing to Kent Wildlife Trust.....or e-mail to reach the Trust before the 1st of the month.
10. A unique number will be allocated to each entry on application. The number will be entered into the lottery once for £2 paid each.
11. Winning names will be selected using random generation software, with two independent witnesses present.
12. Winners will be contacted by post shortly after the draw, and payment will be made by cheque sent using Royal Mail.
13. Winning names declared are final and Kent Wildlife Trust will not enter into any dispute regarding their validity.
14. Kent Wildlife Trust reserves the right to use the name(s) of the winner(s) in an abbreviated form and a photograph in any future mailings or promotional material.
15. Kent Wildlife Trust is registered with Sevenoaks Council as a Small Society Lottery



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KENT WILDLIFE TRUST SOCIAL RESPONSIBILITY POLICY

Kent Wildlife Trust uses the Wildlife Lottery as a method of fundraising in support of its educational and research work. As a registered lottery, Kent Wildlife Trust is obliged to adhere to the requirements and objectives of The Gambling Act 2005. We take these obligations extremely seriously.

The following policy is in place to ensure that people taking part in any Kent Wildlife Trust lottery do so responsibly:

RESPONSIBLE GAMBLING

Kent Wildlife Trust has the following procedures to encourage responsible gambling and to encourage people to seek help should gambling become a problem for them:

- Members can request exclusion from our database and from future lottery promotions.
- Purchase of entries is limited to twenty per calendar month per player.

If you or a family member feel that you are experiencing problems with gambling, you can seek support via GamCare by calling 0845 6000 133 or via their website www.gamcare.co.uk.

COMPLAINTS PROCEDURE

Kent Wildlife Trust Complaints Policy

1. General complaints

Kent Wildlife Trust wants to exceed your expectation in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.



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Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

Confidentiality

All complaint information will be handled sensitively, in line with relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Head of Marketing.

How to make a complaint

Complaints should where possible be in writing and sent to:

Ed Charles
Head of Marketing
Kent Wildlife Trust
Tyland Barn
Sandling Lane
Maidstone
Kent
ME14 3BD

ed.charles@kentwildlife.org.uk

2. Complaints about fundraising

Kent Wildlife Trust is registered with the Fundraising Regulator and is committed to the highest standards in fundraising practice.

In accordance with the Fundraising Regulator's Complaints Policy, a complaint must be made to Kent Wildlife Trust within 12 weeks of the fundraising incident or communication of which the complaint is made.



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If after four weeks following the complaint, the matter has not been addressed or you do not feel that your concerns have been resolved satisfactorily by Kent Wildlife Trust, you can refer your complaint to the Fundraising Regulator (England & Wales only). Concerns should be raised with the Fundraising Regulator within eight weeks following the complaint.

Fundraising Regulator
1st Floor
10 St Bride Street
London
EC4A 4AD
0300 999 3404
enquiries@fundraisingregulator.org.uk

Further assistance with regards to your complaint about fundraising can be sought from the following organisations:

England & Wales (*43 Wildlife Trusts within England & Wales*)
Charity Commission
PO Box 1227 Liverpool
L69 3UG
0845 3000218
www.charity-commission.gov

For further assistance with complaints regarding information rights practices (data protection), advice can be sought from the Information Commissioner's Office, whose remit covers the UK.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
0303 123 1113
casework@ico.org.uk



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