

Friends of North West Air Ambulance Raffle Terms and Conditions

The following are the Terms and Conditions of the Friends of the North West Air Ambulance Lottery Community Interest Company (FONWAA) for the Raffle. FONWAA are registered in England and Wales under Company No. 06646759 and its registered office is at North Mersey Business Centre, Woodward Road, Knowsley, Merseyside, L33 7UY.

FONWAA operates in-house society lotteries with the sole purpose of raising funds for North West Air Ambulance (Charity no. 1075641) (**NWAA**). The FONWAA Raffle is promoted by FONWAA in support of the NWAA Charity.

By entering the Raffle, entrants confirm that they accept these Terms and Conditions and that they agree to be bound by them. We recommend that each entrant should acquire and keep a copy of these Terms and Conditions for their future reference. Entrants can obtain a copy of these Terms and Conditions by sending a request with a stamped addressed envelope to the following address: North West Air Ambulance Charity, North Mersey Business Centre, Woodward Road, Knowsley, L33 7UY or by visiting our website at <https://www.nwairambulance.org.uk/play-our-lottery/seasonal-raffle/>

We may amend these Terms and Conditions and/or the prize fund from time to time. Every time you wish to enter the Raffle, please check these Terms and Conditions to ensure you understand the Terms and Conditions that apply at that time. Any changes will be published on <http://www.nwairambulance.org.uk> at least twenty-eight (28) days in advance of taking effect.

These Terms and Conditions were last updated on 16th May 2025

Gambling Commission Licences

- The FONWAA Raffle will be operated as a large Society Lottery under the Gambling Act 2005.
- FONWAA is licensed and regulated in Great Britain by the Gambling Commission under account number [5227](#):
www.gamblingcommission.gov.uk and holds the following licenses:
 - Non-Remote society lottery operating license: 005227-N-304575-018
 - Remote society lottery operating license: 005227-R-332622-005
- The responsible persons are Sophie Cannon & Jodie Taylor.

Rules of play

- Each draw has a closing date of approximately 7 days prior to the Raffle draw date. You can find the specific opening and closing dates online on our website, on all our raffle promotional material and on your physical and emailed ticket. Dates will vary for each Raffle.
- To enter the Raffle, you must be aged 18 or over and be a resident in Great Britain (for the avoidance of doubt this excludes Northern Ireland, Channel Islands, Isle of Man and BFPO addresses). It is an offence for anyone under the age of 18 to play any FONWAA lottery.
- We limit the number of Raffle tickets to 50 per person for each draw. This is to ensure that participants gamble responsibly.
- Tickets must not be sold to, or by, anyone under 18 years of age, or to someone who is vulnerable in any way.
- All staff, including crew and volunteers of NWAA and FONWAA are prohibited from playing the Raffle. This also includes immediate family members living in the same household as those aforementioned. If any entry is found to be made, such entry into the Raffle shall be deemed invalid, and any prize shall be forfeited.
- All tickets shall be priced at £1 and can be purchased with cash, cheque, or debit card. We only accept credit card payments via postal entries only.
- All entrants acknowledge that their payment of £1 per ticket to enter the Raffle does not guarantee that they will win any prize.
- All Raffle entry sales are final, and no refunds shall be made at any time, save as otherwise set out in these Terms and Conditions.
- Any unsuccessful payments, including bounced cheques, will result in withdrawal from the Raffle.
- FONWAA reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached these Terms and Conditions.
- FONWAA will use all reasonable efforts to contact the Raffle winners using the contact information provided with the Raffle entry. In cases where the information provided by the winner is out of date, incorrect or insufficient and we have been unable to contact the winner within six months, then these will be treated as unclaimed prizes after a period of six months. In such cases, the raffle prize will be forfeited, and no further claims will be accepted.
- FONWAA shall not be liable for any loss or damage (including the loss of the opportunity to enter the Raffle and/or chance of winning a prize) suffered by you in relation to such unclaimed prizes, except to the extent that such liability cannot be excluded by law. Additionally, FONWAA does not accept any responsibility if you are not able to take up the prize.
- FONWAA reserves the right to cancel or refuse entry to the Raffle if there are reasonable grounds to believe that an entrant has breached these Terms and Conditions or engaged in conduct contrary to the spirit of the Raffle. In such cases, FONWAA will provide the entrant with the reasons for cancellation or refusal upon request. In such circumstances, relevant entries will be excluded from the applicable Raffle draw and any entry fees paid will be refunded in full. Other than FONWAA refunding any such entry fee amounts, FONWAA shall not (except to the extent that such liability cannot be excluded by law) be liable for any loss or damage (including the loss of the opportunity to enter the Raffle and/or chance of winning a prize) suffered by you in relation to such refusal or cancellation.

- FONWAA reserves the right to cancel the Raffle if required to do so by any regulatory authority or due to any legal or regulatory requirement. In such cases, FONWAA will notify all entrants as soon as reasonably possible. All entry fees paid will be refunded in full. Other than refunding any such entry fee amounts, FONWAA shall not (except to the extent that such liability cannot be excluded by law) be liable for any loss or damage (including the loss of the opportunity to enter the Raffle and/or chance of winning a prize) suffered by you in relation to such cancellation.
- All entrants are solely responsible for providing FONWAA with their accurate and up-to-date contact details. In the event that an entrant changes their contact details, they will be solely responsible for advising FONWAA of such changes. FONWAA will be in no way liable for any failure or inability to contact any entrant due to errors, omissions or inaccuracies in the contact details that the entrant has provided.
- All late entries received after the closing date will be voided and the monies received for these entries will be treated as a cash donation to NWAA.

Information to lottery players: proceeds and prizes

- **How much is returned to the good causes and what good causes they're supporting?**
 - In 2024, FONWAA received £118,115 in ticket sales for its Raffles of which £23,760 (20.12%) of this figure went straight back to the charity.
 - All profit from the lottery goes towards funding NWAA charity's lifesaving work.
- **How much is spent on prizes?**
 - £18,550 (15.7%) was spent on prizes for our Raffles
- **How much is spent on expenses?**
 - £75,805 (64.18%) was spent on expenses for our Raffles
- **The process around the awarding of grants?**
 - We don't award any grants.
- **The way in which winners are determined and prizes allocated?**
 - In each draw the winning player draw numbers will be selected at random by a Random Number Generator that has been tested and certified by a Gambling Commission approved test house. The draws are run at the offices of our External Lottery Manager, Sterling Management Centre Limited. Sterling is licensed and regulated in Great Britain by the Gambling Commission under account number [3137](#).
 - The prizes are awarded on a 100% chance basis. There are no rollovers of prizes. The random number generator selects ticket numbers that are entered into each draw to distribute the prizes.
- **What are the potential prizes available?**
 - £7,500, £1,000, £250, £100, £75, £50, 30 x £10 for our Raffle
- **What is the likelihood of winning a prize in our Raffle**
 - We estimate we will sell around 50,000 tickets in this raffle and have 36 prizes in total. Your odds of winning based on this would mean you have a 1 in 1,389 chance of winning a cash prize.

The Draw & Prizes

- All payments received will be held in an account by FONWAA and the proceeds after expenses and prizes will be credited to the charity after the draw has taken place.
- The draw will take place on the date stated on the ticket and published on our website.
- The top prize winner will be contacted by telephone following the draw – letters and cheques will be sent to all winners.
- Only the winning numbers and general location of the player will appear on these pages, no names will be displayed. A full list of winners is also available in writing on request from the NWAA Head Office. You have a right to object to the announcement of personal data. Please contact us should you wish to object to this at <http://www.nwairambulance.org.uk/contact>. However, ticket numbers must be published in line with our regulatory requirements, and we must still provide the information and winning entries where it is required to do so by law, the Gambling Commission, or the Advertising Standards Authority on request.
- If a cash prize is awarded, this will be made by cheque in the name of the entrant only and posted as soon as reasonably possible following completion of the draw to a maximum of 15 working days.
- Every possible effort will be made to contact the winners. In cases where the information provided is out of date, incorrect or insufficient and we have been unable to contact the player then these will be treated as unclaimed prizes after a period of six months.
- Any prize cheques not cashed after a period of six months will be deemed to be and be treated as if it were a donation to the NWAA.
- If the winner of a prize is deceased, and the charity is subsequently informed of the death, the prize will be paid to the deceased's estate if desired. This can either be accepted or treated as an unclaimed prize, as set out above.

Complaints Procedure

- Any complaints relating to the Raffle should be sent in writing to NWAA giving full details of the complaint and including any supporting documentation. Complaints can also be made via email or telephone.
- For full details of our complaints procedure please visit <https://www.nwairambulance.org.uk/play-our-lottery/seasonal-raffle/> under **"Complaints and Disputes procedure"** where our full instructions and contact details are provided.
- Any unresolved disputes following our complaints and disputes process can be referred free of charge to the Independent Betting Arbitration Service (IBAS).
- IBAS contact details are: www.ibas-uk.com Independent Betting Adjudication Service
PO Box 62639

London
EC3P 3AS

Tel: 020 7347 5883

Email: adjudication@ibas-uk.co.uk

Data protection

- FONWAA are committed to protecting your privacy. Data that is collected, stored and processed for the purposes of the Raffle is subject to the terms of NWAA's privacy policy. A copy of the Privacy Policy is available from NWAA direct or the NWAA website <http://www.nwairambulance.org.uk/privacy-policy>
- See also the conditions in the section The Draw & Prizes, with regard to the announcement of winners on our website and social media pages, and your right to object to your county and winning Raffle ticket numbers being published or made available.

Liability

- FONWAA, its agents or distributors shall not (except to the extent that such liability cannot be excluded by law) in any circumstances be responsible or liable for any loss or damage suffered by you in relation to your participation in the Raffle (including the loss of the opportunity to enter the Raffle and/or chance of winning a prize) if you have not complied with these Terms and Conditions.
- FONWAA will **not** accept:
 - responsibility for any Raffle entries, communications or prizes which are (i) illegible, including Raffle entries from which the prize winner cannot be identified; or (ii) any lost, mislaid, stolen, damaged or delayed in transit, regardless of cause, including, for example as a result of any postal failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - responsibility for cash sent by post or liability for any loss, theft, or damage to cash sent by post; or
 - Proof of posting or transmission as proof of receipt of entry to the Raffle is not proof of receipt.
- Except to the extent that such liability cannot be excluded by law, FONWAA shall not be liable to entrants for any loss or damage suffered from or arising from any event beyond the reasonable control of FONWAA.

Social responsibility

- FONWAA and NWAA are committed to promoting socially responsible gambling.
- This Raffle is a form of gambling. Raffles should be a fun way to help support the NWAA Charity, if however you feel you have a problem with any form of gambling we recommend you contact GamCare or GambleAware www.gamcare.org.uk or www.gambleaware.org
- You can self-exclude from the Raffle and all of FONWAA's lotteries for a minimum period of six months. Any self-exclusion period may, on request, be extended for one or more further periods of at least six months and up to a period of five years if it is needed.

- A copy of our Social Responsibility Policy can be found at <http://www.nwairambulance.org.uk/play-our-lottery> under “**Play responsibly**”.
- From the 1st April we are pleased to note that our contribution to research, education and training in relation to problem gambling is made via a statutory levy.
- Applications for self-exclusion can be made by filling in the self-exclusion form that is downloadable from <https://www.nwairambulance.org.uk/play-our-lottery/seasonal-raffle/> under “**Self Exclusion**” or by contacting NWAA Head Office (see <http://www.nwairambulance.org.uk/contact>) You should read the guidance notes on the consequences of self-exclusion and agree to them before the period commences.

Governing Law and Jurisdiction

- The laws of England shall govern the interpretation and/or enforcement of these Terms and Conditions. FONWAA and all entrants hereby submit to the exclusive jurisdiction of the English courts.