

## **Friends of North West Air Ambulance Weekly Lottery Terms and Conditions**

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**The following are the Terms and Conditions of the Friends of the North West Air Ambulance Lottery Community Interest Company (FONWAA) for the weekly Lift off Lotto, Lottery draw. FONWAA is 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 society lotteries with the sole purpose of raising funds for North West Air Ambulance (Charity no. 1075641) (**NWAA**). The FONWAA Lift off Lotto, lottery draw is a weekly subscription society lottery promoted by FONWAA in support of the NWAA Charity.

By entering the weekly Lift off Lotto lottery draw, 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 <http://www.nwairambulance.org.uk/play-our-lottery>

We may amend these Terms and Conditions from time to time. Every time you wish to enter the Lift off Lotto lottery draw, 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 [www.nwairambulance.org.uk](http://www.nwairambulance.org.uk) at least twenty-eight (28) days in advance of taking effect.

If you are not satisfied with any proposed amendments, you can cancel your Lift off Lotto lottery subscription instalment payment plan at any time in accordance with the Terms and Conditions. These Terms and Conditions were last updated on 16<sup>th</sup> May 2025.

### **Gambling Commission Licences**

The FONWAA weekly Lift off Lotto lottery draw is operated as a series of society lotteries under the Gambling Act 2005. Friends of the NW Air Ambulance Lottery Community Interest Company is licensed and regulated in Great Britain by the Gambling Commission under account number [5227](#).

[www.gamblingcommission.gov.uk](http://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

### **Information to lottery players: proceeds and prizes**

#### **How much was returned to the good causes and what good causes they're supporting?**

##### **Lift Off Lotto**

- In 2024, FONWAA received £5,758,514 ticket sales for its Lift Off Lotto lottery of which £4,721,762 (82%) of this figure went straight back to the charity.
- **How much was spent on prizes?**  
£107,310 (1.86%) was spent on prizes for our Lift Off Lotto lottery

- **How much was spent on expenses?**  
£1,025,253 (17.6%) was spent on expenses for our Lift Off Lotto lottery
- **The process around the awarding of grants?**  
We don't award any grants.
- **The way in which winners are determined and prizes allocated?**  
The draws are conducted using a Random Number Generator which has been tested and approved by a Gambling Commission approved test house to ensure fairness and compliance with the applicable sections of the Gambling Commission's Technical Standards.  
The prizes are awarded on a 100% chance basis. There are no rollovers of prizes. A Random Number Generator selects supporters who are entered into each draw to distribute the prizes.
- **What are the potential prizes available?**  
£1,000, £200, £75, £50, £25 for our weekly Lift Off Lotto lottery  
£10,000, £200, £75, £50, £25 for our Lift Off Lotto lottery quarterly super draw.
- **What is the likelihood of winning a prize in our Lift Off Lotto lottery?**  
Roughly 113,000 plays in each draw – each play has an equal chance of winning one of the 5 cash prizes so 5 in 113,000 or 1 in 22,600.

### Rules of Play

- To enter any FONWAA lottery you must be aged 18 plus and be a resident of Great Britain (for the avoidance of doubt, this excludes Northern Ireland, the Channel Islands, Isle of Man and BTPO addresses). It is an offence for anyone under the age of 18 to play any FONWAA lottery.
- Any person who has entered the Lottery and who is found to be under the minimum age limits set out in this paragraph will automatically forfeit any prize. We reserve the right to require proof of identity and age.
- All staff, including crew and volunteers of NWAA and FONWAA are prohibited from playing the Lift off Lotto lottery. 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 Lift off Lotto lottery shall be deemed invalid, and any prize shall be forfeited.
- All plays are priced at £1 for the weekly draw.
- Following initial registration, players will receive a 'welcome letter' by post usually within 14 working days and their ticket showing their lottery draw number(s) for each play in the lotteries and information regarding the price of each play, the promoter, prizes, and contact details of the responsible persons. This should be retained for future reference. If you do not receive this within 14 days of your initial registration, please contact us.
- The maximum number of plays permitted for any individual is 20 per week.
- Only players who have paid a subscription for the relevant week will be entered into the draw.
- Players will never accrue any debt to any NWAA Lift off Lotto Lottery.
- All lottery entry sales are final and no refunds shall be made at any time, save as otherwise set out in these Terms and Conditions.
- Entrants acknowledge that their payment of £1 entry into the Lift Off Lotto lottery draw does not guarantee that they will win any prize.
- 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.
- By entering the Lift off Lotto lottery draw, you consent to us conducting anti-money laundering, age verification and/or address checks from time to time.
- FONWAA reserves the right without notice or reason (acting reasonably at all times) to cancel or refuse entry to any lottery. Such decisions shall be final and binding. In such circumstances, relevant entries will be excluded from the applicable draw and any entry fees paid will be refunded. 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 Lottery and/or chance of winning a prize) suffered by you in relation to such refusal or cancellation. If a supporter is found to be under 18, you are required to return their stakes. If they win a prize they must forfeit it.

### Payments

- Payment can be made by direct debit, standing order or advanced cheque payment. No cash debit card or credit card payments are accepted.
- Payments can be made in instalments of any of the following (based on one entry per draw) dependent on method of sign up:
  - Online sign-ups Monthly Direct Debit payments of £4.34, Quarterly payments of £13, Half yearly payments of £26 or annual payment of £52.
  - Paper sign-ups Monthly Direct Debit payments of £4.34, annual Direct Debit payment of £52 or cheques payments for £26 half yearly or £52 annually.
  - Canvasser sign up Monthly Direct Debit payment of £4.34 or cheque payment for £26 half yearly or £52 annually.
- **Direct Debit payments:** must be received by FONWAA by 5pm the Thursday of the week of the draw to be included in that weeks draw.
- **Standing Order payments:** must be received by FONWAA by the Wednesday of the week of the draw to be included in that weeks draw.
- **Cheque payments:** must be received by FONWAA by the Thursday morning of the week of the draw to be included in that weeks draw.
- No refunds can be made for plays after they have been entered into a draw.
- We are required by our licence to inform customers about what happens to funds which we hold on account for you, in the event of FONWAA insolvency. The Gambling Commission provides further information on our [licence conditions detailing what we need to tell customers about their funds1](#).
- We hold customer funds separate from company funds. These funds are not protected in the event of FONWAA insolvency, this is rated as not protected – segregation of customer funds by the Gambling Commission. [For more information, please see the customer funds insolvency ratings system2](#).
- Players should note the dates and frequency of payments to ensure that funds are available to cover the agreed Direct Debit request, Standing Order or Cheque payments.
- Bounced cheques, failed Direct Debit payments, and failed Standing Order payments will not be considered valid entries.

### The Draw & Prizes

- The draw will normally take place each week on a Friday. However, where it becomes necessary to do so, due to Bank Holidays or unforeseen circumstances, we reserve the right to change the day of the draw to take place on the nearest possible working day. Any changes will be posted on our website.
- In each draw the winning player draw numbers will be selected at random by a Gambling Commission approved Random Number Generator 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](#).
- Winners will be announced on the day of the draw on the NWAA website <http://www.nwairambulance.org.uk/play-our-lottery>.
- 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.

- Top prize winners may be asked to take part in promotional activity. Any participation entered into will be entirely at the discretion of the individual.
- Our weekly prizes consist of a first prize of £1,000 and four runners up prizes of £200, £75, £50 and £25 respectively (with the exception of superdraw weeks).
- On the fourth Friday in September, December, March and June each year, the top prize will be £10,000 instead of £1,000. All runner-up prizes will remain the same. All active Lift Off Lotto lottery players will be entered into this draw at no extra cost to the player.
- There is no need to contact us to make a claim. If you are successful, then your prize will be automatically issued. A cheque will be made payable in the name of the entrant and posted to the winner's registered address as soon as is reasonably possible following the completion of the draw up to maximum of 15 working days after the date that the relevant Lottery draw has been drawn.
- Main prize winners will be contacted by telephone and in writing.
- Every possible effort will be made to contact the winners. In cases where the player contact 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 prizes not claimed, or 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.
- FONWAA reserves the right to withhold payment if they are not satisfied as to the validity or legality of a player. An investigation will be entered into in each case and a decision on payment will be made in accordance with the outcome of the investigation.
- Lift off Lotto Lottery subscriptions can be cancelled at any time by notifying FONWAA in writing, by phone or via email. Please visit the FAQ's section on for details. If credit remains after cancellation, entries into the draw will continue until the credit is below the value of £1. Any further remaining balance below the value of £1 which does not qualify for draw entry will be treated as a donation to NWAA. A player may claim a refund for this up to six months after cancellation.
- If a player is deceased any remaining credit will be entered into the draw until it expires and any winnings during this time will be made payable to the deceased's estate. Any monies that remain unused upon notification will be refunded to the deceased's estate if desired. This can either be accepted or treated as an unclaimed prize, as set out above.

#### **Data protection**

- FONWAA are committed to protecting your privacy. Data that is collected, stored and processed for the purposes of the weekly Lift off Lotto lottery draw 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 entry numbers being published or made available.

#### **Complaints Procedure**

- Any complaints pertaining to the Lift off Lotto lottery draw should be sent in [writing](#) to the NWAA outlining 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 <http://www.nwairambulance.org.uk/play-our-lottery> 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](http://www.ibas-uk.com)

Independent Betting Adjudication Service

PO Box 62639

London

EC3P 3AS

Tel: 020 7347 5883

Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

### **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 Lottery (including the loss of the opportunity to enter the Lottery and/or chance of winning a prize) if you have not complied with these Terms and Conditions.
- FONWAA, its agents or distributors will not be liable (except to the extent that such liability cannot be excluded by law) to any player for loss or damage arising from:
  - i. Any delays or failures in the postal service or delivery methods used by FONWAA.
  - ii. Any delays or failures in software used by FONWAA.
  - iii. Any delays or failures in the banking system used by FONWAA or the player.
  - iv. Any refusal by FONWAA to accept registration of a player or the cancellation of a player.
  - v. Any failure to enter a chance into the lottery draw.
  - vi. Any event beyond the reasonable control of FONWAA.

### **Responsible Gambling**

- FONWAA and NWAA are committed to promoting socially responsible gambling.
- This Lift off Lotto lottery is a form of gambling. The Lift off Lotto lottery 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 the GamCare helpline on 0800 8020 133 or visit [www.gamcare.org.uk](http://www.gamcare.org.uk) or [www.gambleaware.org](http://www.gambleaware.org).
- A copy of our Social Responsibility Policy can be found at <http://www.nwairambulance.org.uk/play-our-lottery> under "Play responsibly".
- From the 1<sup>st</sup> 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.
- An application for self-exclusion can be made by contacting NWAA Head Office (see <http://www.nwairambulance.org.uk/contact>) or via the downloadable self-exclusion form that can be found at <http://www.nwairambulance.org.uk/play-our-lottery> under "Self Exclusion". You should read the guidance notes on the consequences of self-exclusion and agree to them before the period commences.
- Full details regarding self-exclusion can also be found at <http://www.nwairambulance.org.uk/play-our-lottery> under "Self Exclusion".

### **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.