

Lottery Rules

1. Introduction

- 1.1 The following are the Terms and Conditions of the Friends of the NW Air Ambulance Lottery Community Interest Company weekly lottery, the Lift Off Lotto.
- 1.2 The Lift off Lotto is a weekly subscription society lottery promoted by Friends of the NW Air Ambulance Lottery Community Interest Company for the benefit of the North West Air Ambulance charity.
- 1.3 By entering the weekly Lift off Lotto, players confirm that they accept these Terms and Conditions and that they agree to be bound by them.
- 1.4 FONWAA may amend these Terms and Conditions from time to time. Any changes will be published on www.nwairambulance.org.uk at least twenty-eight (28) days in advance of the changes taking effect.
- 1.5 These Terms and Conditions were last updated on 1st October 2026.

2. Defined Terms

In these Terms and Conditions:

“Customer Funds” means the amount of money we hold for a Player and includes the Player’s account balance and any prizes;

“Draw” means the weekly Lift off Lotto draw, and Superdraws;

“Entry” or **“Entries”** means one or more paid chances (tickets) in a Draw;

“FONWAA” means Friends of the NW Air Ambulance Lottery Community Interest Company 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. Licensed and regulated in Great Britain by the Gambling Commission under account number [5227](#).

“Lift off Lotto” or **“Lottery”** means the weekly subscription society lottery promoted by FONWAA in support of NWAA;

“NWAA” means North West Air Ambulance, a charity registered in England and Wales (charity number 1075641) and its registered address North Mersey Business Centre, Woodward Road, Knowsley, Merseyside, L33 7UY;

“Player” means an eligible individual who has an Entry or Entries in the Lift off Lotto;

“Sterling” means Sterling Management Centre Limited, a company registered in England and Wales under Company No 03292229 and its registered address is at Drydale House, Newton In Furness, Barrow In Furness, Cumbria, LA13 0NB. Sterling is an external lottery manager, licensed and regulated in Great Britain by the Gambling Commission under account number [3137](#).

“Superdraw” means a Draw held on the fourth Friday in September, December, March or June for which the top prize is £10,000;

“**Terms and Conditions**” means the rules for participation in the lottery as amended from time to time.

3. Eligibility

- 3.1 It is an offence for anyone under the age of 16 to play any society lottery in Great Britain.
- 3.2 To enter any FONWAA Lottery you must be aged 18 or older and be a resident of Great Britain (for the avoidance of doubt, this excludes Northern Ireland, the Channel Islands, Isle of Man and BFPO addresses).
- 3.3 Any person who has entered the Lottery and who is found to be under 18 will automatically forfeit any prize and their Entry monies will be refunded.
- 3.4 Staff of NWAA or FONWAA who work in connection with the Lottery or any raffles operated by FONWAA are prohibited from entering them.
- 3.5 Following registration, Players will be sent a welcome email or letter within 14 working days containing their Entry number(s) and other important information, this serves as their ticket. This should be retained for future reference. If you do not receive this within 14 working days of your initial registration, please contact us.
- 3.6 Players are solely responsible for providing FONWAA with accurate and up-to-date contact details. If a Player changes their contact details, they are responsible for advising FONWAA of such changes.
- 3.7 By entering the Lift off Lotto, you consent to us conducting anti-money laundering, age verification, and/or address checks from time to time.
- 3.8 FONWAA may, acting reasonably, refuse or cancel an Entry without prior notice and is not required to give a reason. The relevant Entry will be excluded from the applicable Draw and any Entry fee paid for it will be refunded. Except where liability cannot lawfully be excluded, FONWAA will have no further liability for any loss or damage arising from the refusal or cancellation, including loss of the opportunity to enter the Lottery or the chance of winning a prize.

4. Entry Limits

- 4.1 A Player may hold a maximum of 20 subscription Entries in any week.
- 4.2 For a Superdraw, a Player may purchase up to 50 additional single-ticket Entries, giving a maximum of 70 Entries in that Superdraw.

5. The Draw

- 5.1 The Draws are conducted by Sterling using a random number generator which has been tested and certified by a Gambling Commission approved test house.
- 5.2 Each valid Entry is allocated a unique Lottery number. For each prize, Sterling uses the certified random number generator to select a winning number from the valid Entries included in that Draw. A number may win no more than one prize in the same Draw. If the same number is selected again, the random number generator disregards it and conducts a further selection for that prize. The random number generator selects prizes in order, beginning with the highest value prize to the lowest value prize.
- 5.3 The Draw will normally take place each Friday. If a Bank Holiday or unforeseen circumstance prevents the Draw from taking place on that date, it will take place on the next possible working day and notice of the revised date will be published on [North West Air Ambulance Lottery » Join our Lift Off Lotto today - North West Air Ambulance Charity](#).

6. Prizes

- 6.1 Guaranteed prizes in each draw are:

- £1,000 (£10,000 in a Superdraw)
 - £100
 - 2x £50
 - 3x £25
 - 6x £10
 - 3x £5
 - 50x individual Entries into the next draw.
- 6.2 A prize of an Entry into the next Draw will be credited automatically to the winning Player's account and used for the next available Draw. It cannot be exchanged for cash or transferred to another person.
- 6.3 Winning numbers will be published on the day of the Draw on the NWAA website at <https://www.nwairambulance.org.uk/play-our-lottery> and will be available in writing on request from the NWAA Head Office.
- 6.4 There is no need to contact us to make a claim. A cheque will be made payable in the name of the Player and posted to the winner's registered address within 15 working days of the Draw.
- 6.5 Where prize cheques are not cashed after a period of four months, FONWAA will make reasonable effort to contact the Player. If the prize remains uncashed after twelve months, it will be treated as a donation to NWAA.
- 6.6 FONWAA may withhold prizes while it investigates whether an Entry and the person claiming the prize complied with these Terms and Conditions and applicable law. FONWAA will notify the claimant of the outcome and will pay the prize if it is satisfied that the claim is valid and lawful.

7. Payment

- 7.1 Each Entry costs £1.
- 7.2 Subscription payments can be made by Direct Debit, standing order, cheque or any other method permitted by FONWAA from time to time.
- 7.3 Direct Debit payments must be received by FONWAA no later than 5.00 pm on the Thursday immediately before the Draw to be included in that Draw.
- 7.4 Standing order payments must be received by FONWAA no later than 5.00 pm on the Wednesday immediately before the Draw to be included in that Draw.
- 7.5 Cheque payments must be received and cleared by FONWAA no later than 12.00 noon on the Thursday immediately before the Draw to be included in that Draw.
- 7.6 Debit card payments can be made for Superdraws. Payment must be received before the published closing date to be included in that Superdraw.

8. Customer Funds Protection

- 8.1 Customer Funds, as defined by the Gambling Commission, are held in a separate account 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 system.](#)

9. Cancellation

- 9.1 Cancellation requests may be submitted by post to FONWAA, North Mersey Business Centre, Woodward Road, Knowsley, L33 7UY, by telephone 0800 587 4570, or by email enquiries@nwairambulance.org.uk.
- 9.2 Cancellation will take effect within a reasonable period after FONWAA receives the request. Entries already paid for and included in a Draw before that time will not be cancelled or refunded, except where these Terms and Conditions expressly provide otherwise.

- 9.3 Unless FONWAA is otherwise notified, Entries into the draw will continue until the credit is below the value of £1.
- 9.4 A Player may claim a refund of any remaining balance by contacting FONWAA within twelve months of cancellation. Any such balance not claimed within that period will be treated as a donation to NWAA.
- 9.5 If FONWAA is notified that a Player is deceased, any remaining Customer Funds will be used to enter forthcoming Draws. Prizes won will be paid to the deceased's estate.

10. Data Protection

- 10.1 FONWAA is the data controller for personal information processed in connection with the Lift off Lotto. We use your information to administer Entries, collect payments, pay prizes, confirm eligibility, meet our legal and regulatory obligations, operate self-exclusion and promote responsible gambling.
- 10.2 We use Sterling as our external lottery manager and may share information with NWAA, payment providers, regulators and other organisations where necessary to operate the Lottery or comply with the law.
- 10.3 Further information about the personal data we collect, how it is used and retained, who it may be shared with, and your data protection rights is available in our Privacy Policy at: <https://www.nwairambulance.org.uk/privacy-policy>
- 10.4 You can also contact the Data Protection Lead at: dataprotection@nwairambulance.org.uk

11. Complaints Procedure

- 11.1 Any complaints related to the Lift off Lotto may be made by writing to FONWAA, via email: supporterservices@nwairambulance.org.uk or telephone; 0151 547 7830.
- 11.2 A complaint should include the Player's name, contact details, Draw number or account details where applicable, and a clear description of the issue. FONWAA will acknowledge the complaint, investigate it and communicate its final decision in accordance with the published complaints and disputes procedure.
- 11.3 For full details of our complaint's procedure, including instructions and contact details, please visit <https://www.nwairambulance.org.uk/play-our-lottery> and select "Complaints and Disputes procedure".
- 11.4 Any dispute that remains unresolved after completion of our complaints and disputes process may be referred free of charge to the Independent Betting Adjudication Service (IBAS).
- 11.5 IBAS contact details are:

www.ibas-uk.com

Independent Betting Adjudication Service

3 More London

RiversideLondonSE1 2RE

Tel: 020 7347 5883

Email: ibasteam@ibas-uk.co.uk

12. Responsible Gambling

- 12.1 FONWAA and NWAA are committed to promoting socially responsible gambling.
- 12.2 The Lift off Lotto is a form of gambling intended to provide an enjoyable way to support NWAA. If gambling is causing you concern, contact the GamCare helpline on 0808 8020 133 or visit www.gamcare.org.uk or www.gambleaware.org.
- 12.3 For those supporters residing in Wales help and support is provided by the All Wales Gambling Treatment Service and 24/7 Helpline: 0808 281 9265 GamblingService@wales.nhs.uk

- 12.4 A copy of our Social Responsibility Policy can be found at <https://www.nwairambulance.org.uk/play-our-lottery> under “Play responsibly”.
- 12.5 Our contribution to research, education, and training in relation to problem gambling is made via a statutory levy payable to the Gambling Commission.

13. Self-Exclusion

- 13.1 Before self-excluding, players should read the guidance explaining the consequences of self-exclusion.
- 13.2 By self-excluding, you can remove yourself from future FONWAA society lotteries, and any other FONWAA gambling products. You'll no longer be entered into any Draws, and we won't send you any information about FONWAA's gambling products. We will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in our licensed activities.
- 13.3 You can choose the length of this exclusion. The initial exclusion period must be between six and 12 months, but it can be up to five years or be made permanent.
- 13.4 Full details regarding self-exclusion can also be found here: [Self-exclude » North West Air Ambulance Charity - North West Air Ambulance Charity](#)
- 13.5 Players may self-exclude from the Lottery by contacting NWAA Head Office at <https://www.nwairambulance.org.uk/contact> or by completing the online or downloadable self-exclusion form at <https://www.nwairambulance.org.uk/self-exclusion-form/>.

14. Liability

- 14.1 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.
- 14.2 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:
- 14.2.1 Any delay or failure in the postal service or in any delivery method used by a Player or FONWAA.
 - 14.2.2 Any delays or failures in software used by FONWAA.
 - 14.2.3 Any delays or failures in the banking system used by FONWAA or the Player.
 - 14.2.4 Any refusal by FONWAA to accept registration of a Player or the cancellation of a Player.
 - 14.2.5 Any failure by FONWAA to include a valid paid Entry in the relevant Draw, save that FONWAA's liability for any such failure arising from its own act or omission is limited to a refund of the Entry fee, and FONWAA will not be liable for the chance of winning a prize in that Draw.
 - 14.2.6 Any event beyond the reasonable control of FONWAA.
 - 14.2.7 Any failure or inability to contact any Player due to errors, omissions, or inaccuracies in the contact details that the Player has provided.

15. General

- 15.1 These Terms and Conditions, together with the privacy policy and the complaints and disputes procedure published on our website, form the whole agreement between you and FONWAA in relation to the Lottery.
- 15.2 Nothing in these Terms and Conditions excludes or limits your statutory rights, or any liability of FONWAA for fraud or fraudulent misrepresentation.

- 15.3 These Terms and Conditions replace all previous terms and conditions for the Lottery. The version that applies to an Entry is the version published on our website at the time that Entry is entered into a Draw.
- 15.4 FONWAA may transfer its rights and obligations under these Terms and Conditions to another person, including to another society or another external lottery manager, provided that doing so does not reduce the rights you have under them. You may not transfer your rights or obligations under these Terms and Conditions, and Entries and prizes are not transferable except where these Terms and Conditions expressly provide otherwise.
- 15.5 These Terms and Conditions are between you and FONWAA. No other person has any right to enforce any of them, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise, except that Sterling and NWAA may enforce the paragraphs headed “Liability”.
- 15.6 If any provision of these Terms and Conditions is found by a court or other competent authority to be invalid, unlawful or unenforceable, that provision will be severed to the minimum extent necessary and the remaining provisions will continue in full force and effect.
- 15.7 If FONWAA delays in exercising, or fails to exercise, any right or remedy under these Terms and Conditions, that will not amount to a waiver of that right or remedy and will not prevent FONWAA from exercising it later. A waiver of any breach of these Terms and Conditions will not be a waiver of any later breach.

16. Governing Law and Jurisdiction

- 16.1 These Terms and Conditions, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of England and Wales. FONWAA and each player irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions or their subject matter or formation (including non-contractual disputes or claims).