

# FAQ's

## How does the lottery draw work?

When you join the lottery, you'll receive a unique membership number by post. Winning numbers are drawn every Friday (or the next working day after a Bank Holiday).

## How can I check if I am a winner?

Weekly results can be found on our website or by scanning the QR code below. Winners will be notified by post.

## How can I pay?

Our preferred method of payment is Direct Debit, although you can also pay by Standing Order or Cheque.

## How many entries can I have each week?

You can have up to 4 entries each week.

## How old do I need to be to play?

Every player must be over 18 years of age.

## Can Gift Aid be claimed on payments?

No, but you can opt into 'Keep the Change', rounding your monthly payment to £10 per entry. If you're a UK taxpayer, we can claim Gift Aid on the extra £1.32 each month. For every £1 donated, your donation with gift aid becomes £1.25.

## What happens if I miss a payment?

If you choose to pay by cheque, or standing order we will send you a reminder letter before credit expires. You will only be entered into the draw if your membership is in credit.

## Do I need to tell you if I change banks or move house?

Yes. Please let us know so we can update our records. Keeping accurate records will help us to inform you of the impact of your lottery membership, and let you know when you are a winner. Please call or email us to let us know if your details have changed.

## Is my data secure?

We securely store your data and only share it with third party specialist agencies who support our weekly lottery. This ensures we operate a secure and reliable weekly draw which is compliant with the Gambling Commission. For more information visit our website [www.hospiceintheweald.org.uk/lottery](http://www.hospiceintheweald.org.uk/lottery) or scan the QR code below. You can update your communication preferences at any time by phone or email using the contact details at the foot of this page.

## Are you interested to hear why I want to play the lottery?

Yes, hearing from our supporters about their motivations for supporting Hospice in the Weald helps us to improve our communications. With your permission we are also able to share stories with our community to encourage awareness of our services and generate valuable income.

## How do I cancel?

We would be grateful to hear from you if you are considering cancelling your membership. Please call or email to let us know.

## Get in touch

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