**The Rules of The Whitechapel Centre Grand Draw Raffle**

1. **Introduction**
	1. The Whitechapel Centre Draw Raffle (“the Raffle”) will be operated as a Society Lottery under the Gambling Act 2005 as amended (“the Act”) and is licensed by The Gambling Commission
	2. The Raffle is promoted by the Promoter and conducted for the benefit of The Whitechapel Centre
	3. The person responsible for the promotion of the Raffle is Ruth McCaughley
	4. By entering the Raffle, Members agree to be bound by these rules.
2. **Definitions**

“Act” The Gambling Act 2005

“Raffle” The Whitechapel Centre Grand Draw Raffle

“Draw” The process by which winners are selected

“Member” An individual who has entered into the Raffle

“Rules” The rules of The Whitechapel Centre Grand Draw Raffle as set out below and amended from time to time

“Ticket” The entry into the Raffle

**2.1 Entry into The Whitechapel Centre** **Grand Draw Raffle**

The Raffle is promoted in accordance with the Gambling Act 2005 as amended (“the Act”) throughout Great Britain.  In order to comply with the Act, during the purchase of Raffle Tickets you will be required to confirm that

1. You are at least 16 years of age
2. You will not buy or claim to buy Raffle Tickets on behalf of any other person
3. You are not a Whitechapel Centre employee or their immediate family.

2.2 If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules 2.1 (a), (b) and (c) above then you will not be entitled to receive that prize.

2.3In order to comply with the Act Raffle Tickets that have been purchased and entered into the draw for which they were intended are prohibited from being subsequently refunded.

2.4 By entering into the Raffle you agree to be bound by the Rules, and applicable provisions of the Act and any relevant regulations made there under from time to time.  The Whitechapel Centre shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you if you have not complied with the Rules.  The Rules may be amended by The Whitechapel Centre from time to time.

2.5 This Raffle is a form of gambling. Participants are encouraged to gamble sensibly. Should gambling become a problem we recommend you contact the Gamble Aware helpline on 0808 8020 133 or visit the website on [www.gambleaware.co.uk](http://www.gambleaware.co.uk/)

2.6 The maximum number of Tickets an individual will be permitted to purchase in any one draw is **10.**

1. **Entry into the Raffle**

3.1 You can only enter the Raffle by the purchase of a ticket which will be online at [www.whitechapelcentre.co.uk](http://www.whitechapelcentre.co.uk)

3.2 Purchase will require you to provide the following information:

(a) Your name and address, so that we can write to you to confirm your entry into the Raffle and contact you if you have won a prize.

(b) Confirmation that you are over 16 years of age, in order to ensure compliance with the Act.

(c) The number of Tickets in the Raffle you wish to purchase

3.3 You will also be asked to provide the following information:

(a) Your contact telephone number

(b) Your date of birth

(c) Your mobile phone number

(d) Your e-mail address

3.4 You will also be required to provide information relating to the purchase of your Tickets.  Payment may be made via the following methods and the relevant information will vary depending upon the payment method.

Credit Card / Debit Card

(i) Information required will include card number, expiry date and card security number.

3.5 The Whitechapel Centre shall be entitled to take any steps necessary to verify the above information and to process your entry.  The Whitechapel Centre may (in its absolute discretion) refuse to accept an application for an individual to purchase tickets for the raffle.

3.6 It is your responsibility to ensure that the personal information you provide to us is accurate.

3.7 If you know of any error in your name, address or any other details provided to The Whitechapel Centre as part of your entry you must correct this by notifying The Whitechapel Centre in writing or by e-mail. The Whitechapel Centre will make any required corrections as soon as reasonably possible. The Whitechapel Centre shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you until such correction has been made.   Any correction notified to The Whitechapel Centre shall only become effective once the correction has been made.

3.8 Each Ticket is numbered and each Ticket Number is unique.

1. **Payment**

4.1 Payment for Tickets may be made by the following methods:

 (a) Credit Card / Debit Card

4.2 The price for each Ticket is £5

4.3 Your Tickets will not be entered into the Draw unless The Whitechapel Centre has received all amounts payable (cleared funds) relating to your Tickets by the closing date 31/5/17. If there is a dispute regarding whether Tickets have been paid for then such dispute shall be resolved by reference to details included in official statements from the bank with which the Raffle’s bank accounts operate.

4.4 You may cancel your entry into the Raffle by notifying The Whitechapel Centre in writing or by e-mail (or via any other methods specified by The Whitechapel Centre from time to time). Upon receipt of this notice The Whitechapel Centre will;

(a) In accordance with the Act and as described in Rule 2.3 any payments made prior to such cancellation taking effect ahead of the closing date shall be refunded.

4.5 The Whitechapel Centre may cancel your entry into the Raffle (in its absolute discretion) at any time.  The Whitechapel Centre will notify you accordingly as soon as reasonably practicable and will reimburse any amounts which have been paid but relate to future Draw/s.  Other than the reimbursement of any such amounts, The Whitechapel Centre shall not be liable for any loss or damage (including loss of the opportunity to enter the Raffle and / or the right to receive a prize) suffered by you in relation to such cancellation.

4.6 All customer funds are held ahead of the draw in trustee status to maintain a separation from The Whitechapel Centre own trading income to protect those funds in the event of insolvency.

1. **Changes to Entrant Details**

5.1 Any changes to your details as provided by you upon purchase should be notified The Whitechapel Centre in writing or by e-mail.

1. **Draws**

6.1 The Draw will be run at our premises/ Raffle Management Companies Offices to be held on Friday 1st June 2017.

6.2 In order to comply with the Act only those Tickets for which payment has been received are eligible for entry into the Draw.

1. **Prizes**

7.1 Prizes are issued as follows:

(a)      First Prize                     A 7 night Scottish Highlights & Faroes cruise for two aboard the Magellan, departing Liverpool on Saturday 15th July.

(b)      Second Prize                Sony Playstation 4

(c)      Third Prize                    A cuddly toy

7.2       The Whitechapel Centre reserves the right to amend the prizes at any time.  Any such changes will be published on The Whitechapel Centre Raffle Website at least one month prior to a change being made.

7.3        Each Ticket Number shall only be entitled to win one prize in the Draw.

7.4        The results of the Draw will be published on the The Whitechapel Centre website Raffle 2017 page within one week of the date of the draw and may also be published in any other manner determined by The Whitechapel Centre from time to time.

7.5        Winners will be notified by post within one week of the date of the draw.

7.6        The Whitechapel Centre reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.

7.7        If, upon winning any prize in the Raffle, you are not able to prove that you have met the criteria specified in Rules 2.1 (a) and (b) above then you will not be entitled to receive that prize.

* There are no alternatives to the prizes offered from time to time and no interest is payable.

7.9      Any unclaimed prizes will be re-credited to The Whitechapel Centre main account after a period of six months has elapsed.

7.10    By accepting the prize, the winner agrees to take part in promotional activity and The Whitechapel Centre reserves the right to use the name and address of the winner, their photograph and audio/or visual recordings of them in any publicity unless prior notification has been received.

7.11 The 1st prize excludes: travel insurance, travel joining costs to the Liverpool Cruise terminal, port parking, on board expenditure of a personal nature i.e. drinks, gifts, shopping, laundry, communications etc; any visa and health certificate charges that may apply; and crew gratuities which will be automatically billed to your on board account at £5pp per night.

1. **Suspension of the Raffle**
* The Whitechapel Centre may (at its absolute discretion) suspend the Raffle for any period of time. During such period, The Whitechapel Centre shall:
* Retain any amounts which were paid prior to such suspension taking effect.

You will be notified of further details regarding the resumption of the Raffle or otherwise as soon as reasonably practicable after the date of suspension in writing.

1. **Liability**

9.1        The Whitechapel Centre shall not be liable to you for any loss or damage suffered by you arising from:

(a)        Any delays or failures in the postal service or other delivery methods used by The Whitechapel Centre or you from time to time.

(b)        Any delays or failures in any systems used by The Whitechapel Centre or you to transmit e-mails.

(c)        Any failure in any software or other systems used by The Whitechapel Centre for the administration of the Raffle.

(d)        Any delays of failures in the banking system used by The Whitechapel Centre or you.

(e)        Any refusal by The Whitechapel Centre to accept entry of an individual as an entrant or the cancellation of an entrant by The Whitechapel Centre.

(f)         Any failure to enter your Ticket into the Draw.

(g)        Any event beyond the reasonable control of The Whitechapel Centre.

9.2        The Whitechapel Centre shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Raffle (including loss of the opportunity to enter the Raffle and / or the Ticket of winning a prize).

1. **Self Exclusion**
* Should you feel that you have issues with gambling and wish to be self excluded from our Raffle please phone our helpline number and request a self exclusion form
* There is a minimum period of 6 months self exclusion.
* We will not target you with any marketing material during the self exclusion period and will remove your name and details from any marketing databases used by ourselves.
* If you need to talk to someone about problem gambling then please contact Gamble
* Gamble Aware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. Gamble Aware can be contacted on 0808 8020 133 (Freephone).
1. **Complaints**

11.1      Any complaints relating to the Raffle should be sent in writing to The Whitechapel Centre, giving full details of the complaint and supporting documentation.

11.2      The Promoter’s decisions made pursuant to the Rules shall be final and binding.

11.3      Save where the Rules expressly provide otherwise, the Promoter shall not be obliged to enter into any correspondence.

1. **Privacy**

12.1The Whitechapel Centre is committed to protecting your privacy.  Data that we collect from you is used lawfully in accordance with the Data Protection Act 1998 and is used solely for the purpose of processing your purchase of Raffle Tickets, subsequent entry into the Raffle, and informing you if you have won a prize.

12.2      You have the right to access the information we hold about you.  To obtain this information, please contact The Whitechapel Centre in writing.  You may be asked to provide proof of your identity prior to personal information being disclosed to you.

12.3      The Whitechapel Centre will not sell, rent or grant access to any of the personal data we collect about you to any third parties without your express prior permission.

12.4      We may share aggregated information to third parties.  This will not contain personal information that can identify any individual person.

12.5      We may be obliged to disclose your personal information if required to do so by law, for example to statutory bodies such as the Gambling Commission or other government bodies.

1. **Proper Law and Jurisdiction**

13.1   The Laws of England and Wales shall govern the interpretation and/or enforcement of these Rules and The Whitechapel Centre and all entrants hereby submit to the exclusive jurisdiction of the English courts.

**14 .      Contact Address**

All correspondence should be sent to the following address:

Fundraising Manager, The Whitechapel Centre, Langsdale Street, Liverpool L3 8DT.