

DUMFRIES COMMUNITY LOTTERY

Lottery Terms & Conditions Updated September 2020

Players are asked to please carefully read the terms and conditions before purchasing their first play.

If you have any questions relating to the lottery, it's terms and conditions or your purchase, please give our team a call on 01387 733717 or drop an email to dumfriescommunitylotto@gmail.com

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1. Buying Plays

1.1 Each play must be bought for its full price, unless plays are given away for free by Electric Theatre Workshop LTD in a promotion or as a prize. Tickets can only be bought from Electric Theatre Workshop LTD through our GoCardless System. If you would like to discuss alternative methods of payment, please contact us.

1.2 You will receive a play slip after your purchase of plays through GoCardless has been authorised by your bank. Your play slip will be the only valid proof of entry.

1.3 There is no general right for a person to buy a play. Electric Theatre Workshop LTD can refuse to issue play slips and/or sell plays to anyone, and/or limit the number of plays you can buy per draw without giving a reason.

1.4 The following people cannot buy a ticket (and Electric Theatre Workshop LTD will not be liable to pay a prize to them):

- a. Anyone under the age of 16; whether that person is buying for themselves or anyone else;
- b. Any person who is prevented from playing under the our code of conduct and;
- c. Anyone else Electric Theatre Workshop LRD may decide and specify in any amendment which is made to these rules or in any other appropriately published communication from time to time.

1.5 If a prize is paid to anyone listed in rule 1.4, that person will be required to repay the prize immediately if Electric Theatre Workshop LTD requests it.

1.6 If you purchase more than 1 play, your plays will all relate to the month following the deadline of which the purchase was made. If you buy 6 plays before the November draw deadline you will receive 6 entries into the November draw, and not 1 entry per month for the following 6 months.

2. Play Slips

2.1 Upon purchasing your plays and authorisation from your bank that the payment has cleared, you will receive a play slip per play purchased sent to the email you used to register your payment on GoCardless.

2.2 Play slips must only be used for the month the relating payment was made for, and Electric Theatre Workshop LTD will request proof of payslip before prizes are issued.

3. Responsibilities

3.1 Electric Theatre Workshop LTD will send out an email to notify all winners of their prizes but it is the winners responsibility to claim (and check you have received) the full amount/prize.

3.2 Electric Theatre Workshop will send out your play slip (in accordance to section 2) but it is your responsibility to check whether you have received your playslip and;

3.3. Whether your play slip relates to the correct draw.

4. Ownership of Play Slips

4.1 Only one person can be the owner of a ticket for the purpose of these rules so long as they are not listed under section 1.4.

4.2 The name written on the play slip, they are the owner of the play slip.

4.3 The right to a prize is not transferable.

5. Cancellation

5.1 Once play(s) have been purchased and payment has been authorised by your bank, plays cannot be cancelled.

6. Claiming a Prize

6.1 You can only claim a prize if;

- a. You have a winning ticket
- b. You are the owner of the winning ticket

6.2 Prizes must be claimed before the end of the 60th day after the relevant draw. Your entitlement to a prize will be lost and the prize will not be paid if it is not claimed within this period.

6.3 Prizes will be arranged between the winner and Electric Theatre Workshop starting from the day winners are notified through email.

- a. Cash prizes will be arranged by email and winners will be required to complete the cash prize form sent out with the notification of the win
- b. Luxury prizes will be sent out via email in the form of a prize confirmation with the relevant contact details for the organisation hosting the prize
- c. Community prizes will be sent out email in the form of a prize confirmation with the relevant contact details for the member of the community hosting the prize

7. Refunds for Cancelled Draws

7.1 If for any reason Electric Theatre Workshop LTD cancels a draw, a refund will be given within 7 days of the player being notified of the cancellation.

7.2 Players will be required to complete a refund form which will be sent out with the notification of cancellation.

7.3 Any issues relating to refunds can be discussed by calling 01387 733717.

8. Information About Winners

8.1 Winners agree that, unless stated in writing, Electric Theatre Workshop can;

- a. Announce the names of winners in its monthly newsletters
- b. Announce the names of winners and their stories on social media
- c. If required, pass your email address on to the host of the prize you have won (if the prize is not a cash prize)

9. Limitations of Liability

9.1 Electric Theatre Workshop LTD's only obligation is to pay the prizes won in any draw to the rightful owner or the winning pay slip(s).

9.2 Electric Theatre Workshop LTD will not be liable to any person for;

- a. Events beyond their reasonable control and expectations e.g. war, strike, lockout, fire, flood, drought)
- b. The failure or destruction of, or damage to, all or part of the computer systems and records held
- c. Delays, mistakes or losses made by the banking system
- d. Any losses caused by the failure or malfunction of your equipment, technology or internet service provider, or mobile phone operator.

10. Disputes and Electric Theatre Workshop LTD's Decisions

10.1 Electric Theatre Workshop's decision about whether or not a play slip is a winner will be final and binding, provided that it is a reasonable decision.

10.2 Electric Theatre Workshop LTD operates a written procedure for handling player complaints. If you would like to view this policy, please email dumfriescommunitylottery@gmail.com

11. General

11.1 Electric Theatre Workshop LTD reserves the right to change or amend any of the points laid out in this document at any time.

11.2 Electric Theatre Workshop LTD will not pass your details onto any third party organisation unless in line with point 8.1.c.