

Wales Air Ambulance

Lottery Terms and Conditions

General Information

- Wales Air Ambulance Lottery (“the Lottery”) is a weekly subscription draw promoted by the Welsh Air Ambulance Charitable Trust (“we”, “us”, “our”). **Wales Air Ambulance Charity is a working name of the Welsh Air Ambulance Charitable Trust. Registered office: Tŷ Elusen, Ffordd Angel, Llanelli Gate, Dafen, Llanelli, SA14 8LQ. A company limited by guarantee in England and Wales (4036600) and a charity registered in England and Wales (1083645)**
- Welsh Air Ambulance Charitable Trust is licensed by the Gambling Commission under the Gambling Act 2005. License Numbers: 000-004829-R-309732-011 and 000-004829-N-309733-011. Responsible person: Jayne Tucker – Director of Finance and Corporate Services.
- Only persons aged 18 and over may participate in the Lottery.
- By signing up to our Lottery, you agree that you have read and understood these terms and that they will apply to and govern your participation in the Lottery. If you do not agree with these terms then you will be ineligible to participate in the Lottery.

Participation and Draws

- Each member receives a unique membership number on joining the Lottery which is entered into the weekly draw. Only paid entries are entered into the draw.
- Each chance in the draw, represented by a unique number, costs £1.00 per week.
- Participating in the Wales Air Ambulance lottery involves a cost of £1.00 for each number every week, which translates to a monthly payment of £4.34 for supporters with one number or £8.68 for those with two numbers. Commencing in October 2025 all new players will make a monthly payment of £5.00 per number. This £5.00 fee ensures inclusion in all draws throughout the year and in addition equates to an annual donation of no more than £8.00 per number. These contributions are ineligible for Gift Aid
- Draws take place every Friday (or as soon as possible in exceptional circumstances). In holiday periods any changes to the draw date will be advertised on our website.
- Winners are selected using random number generator software which has been approved by the Gambling Commission.
- Winners are notified by telephone or letter. You may call 0300 0152 999 to request a winners list or visit: walesairambulance.com/lifesaving-lottery/results.
- Winner’s details in brief will be published on our website and may be used to promote future Lottery draws unless you notify us by calling us on 0300 0152 999 that you do not wish your name to be disclosed.

Prizes

- The weekly prizes are £1000 1st prize, £200 2nd prize, £100 3rd prize plus 20 x £10 runner-up prizes.
- Winning prizes are set, there is no alternative.
- Players are limited to a maximum of 10 plays per week.
- Winnings will be paid by cheque and sent out in the post within 14 days. We will endeavor to notify the £1000 winner by telephone.
- Prizes are valid for six months from the draw date. Cheques which are not cashed within six months of issue will be deemed a donation to the Charity.

Lottery Instant Tickets

- Tickets are only valid for the draw date that is printed on the ticket. Only paid tickets will be entered into the draw. All Lottery Instant ticket sales are final and non-refundable.
- Wales Air Ambulance is not responsible for lost, damaged or illegible tickets and It is the customer's responsibility to provide correct and legible contact information.
- Only persons aged 18 and over may purchase a Lottery Instant ticket and enter the draw.
- By purchasing a ticket, you agree that you have read and understood these terms and that they will apply to and govern your participation in the Lottery. If you do not agree with these terms then you will be ineligible to participate in the Lottery.

Payments

- Payment for tickets in the Lottery must be made in advance by cheque, cash, debit card, standing order or direct debit. Credit cards and debit cards cannot be accepted as a method of payment for regular subscription payments, online payments or payments made over the telephone.
- Lottery subscriptions are held in a ring-fenced account prior to each draw.

Eligibility and Restrictions

- Staff and volunteers of Wales Air Ambulance who are directly involved with the running of the lottery will not be allowed to participate in the lottery.
- There are policies and procedures designed to minimize the risk of lottery tickets being sold to children. Age verification checks are conducted to prevent underage gambling, and to not allow lottery tickets to be sold to a person who appears under the age of 18.
- Underage participants will have their stakes refunded, but no prizes paid.
- If, on completion of age verification, the customer is shown to be underage, any stake will be returned but any prize that might otherwise have been won will not be paid.
- Wales Air Ambulance reserve the right in its absolute sole discretion to reject an application to enter the Lottery, or to terminate an individual's entry subject to acting responsibly at all times.

Responsible Gambling

- Wales Air Ambulance is a member of the Lotteries Council and is committed to promoting a responsible approach to gambling. Our Gambling Policy can be found here: walesairambulance.com/lifesaving-lottery/gambling-policy.
- Wales Air Ambulance has a policy permitting those who wish to do so, to self-exclude from gambling for a minimum period of six months. Further support and advice may be obtained on the GamCare website www.gamcare.org.uk. Members who wish to use this facility will not be able to re-join the lottery for a minimum of six months from the date of exclusion.

Disputes and Decisions

- Wales Air Ambulance's decision in any matter regarding the Lottery is final and is bound by its Complaints and Disputes Policy which can be found here: walesairambulance.com/complaints.
- Unresolved disputes may be referred to the Independent Betting Arbitration Service (IBAS).
- The Wales Air Ambulance reserves the right to reclaim any prize issued in error.

Data and Communication

- Players must notify the charity of changes in contact details such as telephone number, email address and postal address. Winning cheques will be sent to the address registered at the date of the prize winning draw.
- The charity is not responsible for loss, delay, or errors in communications or payments sent by post, direct from a bank or building society or email.
- Wales Air Ambulance may change the terms & conditions of the Lottery at any time and at their discretion. For up to date terms and conditions visit: walesairambulance.com/lifesaving-lottery/terms-and-conditions.
- Wales Air Ambulance will store and process your data in accordance with UK data protection law. We will always store your details securely, and they will only be used by us or suppliers working on our behalf. For more information on how we look after your personal data, and your rights, visit: walesairambulance.com/privacy or call our Lottery Team on the telephone number below.

Cancellation and Refunds

- Players may withdraw at any time via phone (0300 0152 999) or email lottery@walesairambulance.com. On cancelling, players must ensure that they cancel all payments, including standing orders or direct debits, with their bank.
- Upon cancellation, the remaining lottery balance will be deemed a donation to the Wales Air Ambulance.
- If a member requests a refund of a Direct Debit, this must be done through their bank or building society in accordance with the Direct Debit Guarantee.

- On notification of a member's death, refunds of outstanding balances will be made upon receipt of an executor's letter or official written notification from the next of kin.

Contact Information

- Welsh Air Ambulance Charitable Trust, a company limited by guarantee, company number 4036600, registered charity number 1083645, registered office address: Ty Elusen, Ffordd Angel, Llanelli Gate, Dafen, Llanelli, SA14 8LQ.
- Phone: 0300 0152 999
- Email: lottery@walesairambulance.com