

Cornwall Hospice Lottery
The Big Fundraising Raffle
Full Terms and Conditions
Address: Head Office, Daniels Lane, St Austell. PL25 3HS
Telephone: 01726 66868 Option 4 Email: chlottery@cornwallhospice.org
Website: www.cornwallhospicecare.org

All profits from the Cornwall Hospice Fundraising Raffle go directly towards funding the services provided by Cornwall Hospice, which provides specialist care for adults with terminal illnesses in Cornwall.

By entering The Big Fundraising Raffle, you agree to be bound by these Terms and Conditions (the Rules). They will be posted on our website (above), and a paper copy may be obtained by sending a stamped addressed envelope to The Cornwall Hospice Lottery (CHL) at the above address.

CHL is the promoter of this Fundraising Raffle, which is operated as a society lottery licensed by the Gambling Commission under the Gambling Act 2005 www.gamblingcommission.gov.uk. The responsible person is F. Hopkins at the above address.

1. To enter The Big Fundraising Raffle, you must be a UK resident aged 18 years or over. Any entries from under 18's are void and may not be refunded and no prizes issued.
2. Prize Structure
First Prize: 1-night hotel break for two
Second Prize: Spa Day for two
Plus a range of runner-up prizes including gift vouchers and hampers

CHL has the right to substitute any prize with another prize of equal or greater value should circumstances beyond its reasonable control make this necessary.
3. All tickets are priced at £1.00 each. There is a limit of 100 tickets per person.
4. Each Fundraising Raffle ticket number is unique.
5. All ticket sales are final, and no refunds shall be made at any time. All entrants acknowledge that their payment of £1.00 per ticket does not guarantee that they will win a prize.
6. The Big Fundraising Raffle will be drawn on Friday 30th October 2026. The closing date for entries into the draw is Sunday 25th October 2026. Entries received after the closing date will not be included in the draw and will be treated as a donation.
7. Full payment for each ticket must be received in the form of cash, debit card transaction or cleared cheque funds before the ticket(s) can be entered into the draw. Only tickets for which full payment has been received are eligible to win a prize.
8. Prizes will be issued to the name of the entrant only.
9. Winners will be notified by telephone, email or post.
10. A winning ticket cannot be transferred into someone else's name.
11. Winning ticket number details are available on our website [Results page](#), or by calling the Cornwall Hospice Lottery Office during opening hours on 01726 66868 option 4: 08:30–16:30, Monday to Friday.
12. All prizes must be claimed within 3 months of the draw taking place.
13. We accept no responsibility for winning tickets or other accompanying documentation lost in the post.
14. The ticket holder will receive their prize within 7 days of Cornwall Hospice Lottery confirming the winner's address.
15. It is the entrant's sole responsibility to advise CHL of any change to contact details and CHL will in no way be liable for any failure or inability to contact any entrant due to any errors, omissions or inaccuracies in the contact details that the entrant has provided.

16. CHL shall not be liable for any loss or damage suffered or arising from any delays or failures in the postal service or other delivery service; any delays or failures in the banking system used by CHL or the entrant; or any event beyond the reasonable control of CHL.
17. Any complaint relating to the operation of the lottery should be sent in writing in the first instance to the Head of Lottery, Cornwall Hospice Lottery Ltd, Head Office, Daniels Lane, St Austell, Cornwall, PL25 3HS.

If you are not happy with the response you receive, you can escalate your concerns further to the Director of Income in accordance with the complaints policy available from the lottery office. If the issue is not resolved to your satisfaction, it will be referred to arbitration. As a member of the Hospice Lotteries Association, this will be The Independent Betting Adjudication Service Limited (IBAS).
18. CHL will process entrants' personal data in accordance with applicable data protection legislation and its privacy notice. You can opt out of receiving further tickets from CHL on the reply slip in the mailing.
19. CHL has the right to disqualify or refuse any application for tickets if it has reasonable grounds to believe the entrant has breached any of the terms and conditions.
20. CHL promotes responsible gambling and the work of GambleAware, the leading organisation that offers free advice, tools and support to help keep people safe from gambling harms. Freephone helpline: 0808 8020 133. Website: www.gambleaware.org.
21. Self-exclusion: an instruction to be self-excluded, as defined in the Gambling Act 2005, from CHL may be submitted in writing, by email, by fax or by telephone to the CHL office address above. Self-exclusion forms are available from the lottery office and CH retail outlets.