

Wings Lotto, the official National Lottery of the Royal Air Forces Association: Full Terms and Conditions: including Complaints Procedure.

- 1 These Terms and Conditions are the Lottery Rules. By entering the lottery, entrants agree to be bound by these rules.
- 2 This lottery is being promoted by and on behalf of the Royal Air Forces Association (with a trading name of the RAF Association and also RAFA) and is called Wings Lotto.
- 3 For the purpose of the Gambling Act 2005, this lottery is defined as a 'Large Society Lottery.'
- 4 This lottery is licensed by the Gambling Commission under the 2005 Gambling Act for gambling activity in Great Britain, www.gamblingcommission.gov.uk and the licence holders and responsible people are Rachel Louise Huxford and Vikki Hall, The Royal Air Forces Association, Headquarters, Atlas House, Wembley Road, Leicester LE3 1UT. Charity number 226686 (England & Wales) & SC037673 (Scotland)
- 5 Wings Lotto is the official lottery of the Royal Air Forces Association and supports the welfare work of the Royal Air Forces Association.
- 6 To enter the lottery, you must be a UK resident. The lottery is not available to residents of Northern Ireland.
- 7 To play Wings Lotto players must be 18 (eighteen) years of age or over. We reserve the right to ask for proof of age.
- 8 There will be thirteen weekly prizes with eleven guaranteed weekly winners. The 1st, 3rd and 4th-12th prizes are guaranteed to be won every week. The 2nd and 13th prize is not guaranteed to be won and if a winning number is not drawn for this prize it will be rolled over to the following week until won, up to a maximum of £10,000. When the rollover reaches £10,000 the draw will then guarantee a winner. Of those guaranteed to be won the 1st prize is £1,000, 3rd £100, and 4th-12th prizes are £10.
- 9 To enter the lottery you must either fill out an official application form or apply on line through the web site www.rafa.org.uk/lotto. Once you have entered, you will be allocated a unique six figure player game number which will be your chance in each weekly lottery. You will keep your player game number whilst you remain an active player. Each paid chance will have a unique player number- ie if you have two chances in the lottery you will have two different numbers.
- 10 All chances shall be priced at £1.00 per week.
- 11 All lottery entry sales are final and no refunds shall be made at any time. All entrants acknowledge that their payment of £1.00 per chance to enter the lottery does not guarantee that they will win any prize.
- 12 The draw for the prizes will be made at the premises of Sterling Management Centre and will be held weekly on a Friday. You do not need to be present at the draw to win the lottery. All results will be published on the web site www.rafa.org.uk/lotto.
- 13 When a prize is awarded, this will be made by cheque in the name of the entrant only.
- 14 Full payment for each chance must be received in the form of cleared funds before the chance can be entered into the draw. Only chances for which full payment has been received in the form of cleared funds via cheque, direct debit or credit or debit card is eligible to win the prize.
- 15 The winners of the lottery prizes will be notified officially by letter, with the prize cheque enclosed.
- 16 To accept a prize you must be aged 18 years or over, and we reserve the right to ask for proof of age before dispatching any prizes
- 17 All entrants are wholly responsible for providing the RAF Association with their accurate and up-to-date contact details and the RAF Association will be in no way 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. In the event that an entrant changes their contact details, they will be wholly responsible for advising the RAF Association of the change.
- 18 In the event of a prize remaining unclaimed the RAF Association will hold the prize for a maximum of six months. A registered letter will be sent to the last contact address and a further 14 days will be allowed to respond. After this period the prize will be deemed to be forfeited and will be allocated to the Association's welfare fund as a donation.
- 19 By accepting the prize, the winner agrees to take part in promotional activity and the RAF Association reserves the right to use the name and town of residence of the winner, their photograph and audio and/or visual recordings of them in any publicity, unless prior notification has been received.
- 20 Each player game number is unique. A randomly selected game number will be issued with the confirmation of entry. Any member may subsequently request an alternative game number if they wish at any time and this will be issued, providing that it has not already been allocated to an existing player.
- 21 Lottery membership can be cancelled at any time by notifying the RAF Association in writing, by phone or via e-mail.
- 22 If you use your credit card as payment for gambling participation, please be aware that some credit cards companies view this payment as a cash transaction and may charge you a handling fee and/or a higher rate of interest on your payment. You should check your credit card company terms and conditions for more information.
- 23 In the event of the death of a player, any remaining credit in the player account will continue to be played until exhausted. No refunds are given to third parties. Should the player number win, the prize cheque will be issued to the deceased's bank account or, if notified, forwarded to the solicitor or will executor who is dealing with the estate, to include as an estate asset. In the case of releasing funds to an executor, written proof of executor status will be required.
- 24 The RAF Association shall not be liable to the player for any loss or damage suffered or arising from:
 - any delays or failures in the postal service or other delivery methods used by the RAF Association, or the player from time to time;
 - any delays or failures in any software or other systems used by the RAF Association for the administration of the lottery;
 - any delays or failures in the Banking system used by the RAF Association or the player;
 - any refusal by the RAF Association to accept registration of an individual as a player or the cancellation of a player;
 - any failure to enter a chance into the draw; or
 - any event beyond the reasonable control of the RAF Association.
- 25 Nothing within these Terms and Conditions shall create or should be construed as creating any form of contract between any entrant and RAFA.
- 26 Any complaints relating to the lottery should be sent in writing either by letter or email, to (ODLE:LOOLDPV, Wings Lotto, The RAF Association, Headquarters, Atlas House, Wembley Road, Leicester LE3 1UT – HODLE:LOOLDPV@Rafa.org.uk. You should give full details of the complaint and supply any supporting documentation. The complaint will be investigated in line with RAFA's Gambling Complaints Procedure. You can obtain a copy of the Complaints Procedure by writing to (ODLE:LOOLDPV, The above address, or by email. Complaints relating to direct debit payments are also covered under the Direct Debit Guarantee Scheme. Any complaint about the outcome of a gambling transaction that cannot be resolved internally will be treated as a dispute and will be referred to RAFA's alternative dispute resolution entity, IBAS.
- 27 The RAF Association is committed to protecting the entrant's privacy. Data that is collected from the entrant is used lawfully in accordance with the Data Protection Act and the General Data Protection Regulation (GDPR). The data is used for the purpose of processing draw chances and informing winners that they have won a prize. The RAF Association may use the data collected for the purposes of offering further chances to win in subsequent raffles, draws, lotteries or for requests for appeal donations. If you do not wish to receive this additional marketing information, please contact Elaine Williamson - elaine.williamson@rafa.org.uk.
- 28 Data Protection legislation gives every living person (or their authorised representative) the right to apply for access to the personal data. Any player has the right to access the information held about them. To obtain this information, please contact Vikki Hall in writing. The RAF Association may ask questions for proof of identity and to locate the information requested. For full details on how the RAF Association uses personal data please refer to the Privacy Policy on www.rafa.org.uk/privacy
- 29 The RAF Association will not sell, rent or grant access of any personal data to any third party but we do share it with Sterling Management Centre in order to process the lottery.
- 30 In the event of any dispute regarding the rules, the decision of the RAF Association shall be final and no correspondence or discussion shall be entered into.
- 31 The RAF Association reserves the right to amend these rules at any time. If the RAF Association does this, it will pre register the changes with the Gambling Commission 28 days in advance of the change and players will be notified of any material change via the RAF Association website prior to the changes taking effect.
- 32 The RAF Association reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these rules.
- 33 The RAF Association staff members responsible for the promotion of the lottery are Rachel Huxford and Vikki Hall, Wings Lotto, The RAF Association, Headquarters, Atlas House, Wembley Road, Leicester LE3 1UT. 0116 266 5224
- 34 Each entrant should retain a copy of these terms and conditions for their reference.
- 35 Players are allowed multiple entries into the lottery up to a maximum of 5 entries per week (£21.70 per month)
- 36 This lottery is a form of gambling. Participants are encouraged to gamble sensibly. Please refer to our Responsible Gambling Policy - www.wingslotto.org.uk/responsiblegambling. For further details about problem gambling please contact - www.BeGambleAware.RUJ. If you would like to prevent yourself from gambling you can ask the RAF Association to refuse to accept your custom. This is known as **self-exclusion**.
- 37 Once you have self-excluded you should be refused service with us for an agreed period of time – the minimum is six months but this period can be extended up to a maximum period of at least 5 years. After that period expires you will be given a "cooling off" period before recommencing participation. Responsibility for abiding by any self-exclusion agreement lies with you but you can expect the RAF Association to do all we reasonably can to help you. For more details please contact (ODLE:LOOLDPV, CrossRUWH, Marketing Manager at HODLE:LOOLDPV@Rafa.org.uk or call 0116 266 5224 or our call centre on 0800 0182 361.
- 38 A copy of these rules may be obtained by sending a stamped addressed envelope to (ODLE:LOOLDPV, Wings Lotto, The RAF Association, Headquarters, Atlas House, Wembley Road, Leicester LE3 1UT or by downloading it from our web site www.rafa.org.uk/lotto.
- 39 The Laws of England & Wales shall govern the interpretation and/or enforcement of these Terms and Conditions and the RAF Association and all entrants hereby submit to the exclusive jurisdiction of the English courts.