



V6 – updated July 2020

Full terms and conditions: Wings Lotto, the official lottery of the Royal Air Forces Association

1. These Terms and Conditions constitute the Wings Lotto rules of play. By entering the lottery, entrants agree to be bound by these rules
2. Wings Lotto is the official lottery of the Royal Air Forces Association promoted by and on behalf of the Royal Air Forces Association (RAF Association)
3. For the purposes of the 2005 Gambling Act, this lottery is defined as a 'Large Society Lottery'
4. Wings Lotto is licensed by the Gambling Commission under the 2005 Gambling Act for gambling activity in Great Britain, www.gamblingcommission.gov.uk and the responsible persons are Rachel Louise Huxford and Vikki Hall. Registered address The Royal Air Forces Association, Headquarters, Atlas House, Wembley Road, Leicester, LE3 1UT. Registered charity number 226686 (England & Wales) and SC037673 (Scotland)
5. Wings Lotto supports the welfare work of the Royal Air Forces Association. The RAF Association receives a minimum of 53% of all proceeds from the lottery, which is spent on our welfare work. 31% of lottery proceeds is spent on prizes and 16% on administrative expenses. (Figures based on average for 2019)
6. To enter the lottery, you must be a UK resident (England, Scotland and Wales). 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. All new players will be asked to confirm that they are above the minimum age on applying to enter the lottery and provide their date of birth. You must be over the age of 18 to accept a prize and the RAF Association reserves the right to ask for proof of age before releasing any prize funds.
8. There will be 13 weekly prizes with 11 guaranteed weekly winners. The 1st, 3rd and 4th-12th prizes are guaranteed to be won every week. The 2nd and 13th prizes are not guaranteed to be won and if a winning number is not drawn for these prizes they will be rolled over each week until won, up to a maximum value of £10,000 per prize. When the rollover reaches £10,000 the draw will guarantee a winner. Of those prizes guaranteed to be won each week, 1st prize is £1,000, 2nd prize is £250, 3rd prize is £100 and 4th-12th prizes are £10 each.
9. To enter the lottery you must either complete an application form attached to our official lottery leaflet or through our website www.rafa.org.uk/get-involved/wings-lotto. Once you have entered, you will be allocated a unique six figure number per entry which will be entered into the weekly draws. You will keep your number(s) whilst you remain an active player
10. One chance is priced at £1 per week
11. The monthly cost of 1 entry per week is £4.34 per month based on paying £1 per week over a 52 week year. Direct Debits are collected once a month. An additional 34p is collected per week to build up credit to cover the 5th week on five week months
12. Players are allowed multiple entries into the lottery up to a maximum of 5 entries per week (£21.70 per month)
13. There is a 1 in 381 chance of winning a prize in Wings Lotto every week (accurate as of July 2020)
14. All lottery entry sales are final and no refunds shall be given at any time. All entrants acknowledge that their entry does not guarantee that they will win any prize
15. The lottery draw will be made at the premises of Sterling Management Centre and will be held weekly every Friday. You do not need to be present at the draw to win the lottery. All results will be published at our website – www.rafa.org.uk/get-involved/wings-lotto
16. When a prize is awarded, a cheque will be issued in the name of the entrant only
17. Full payment for each entry must be received in the form of cleared funds before the number can be entered into the draw. Only entries for which full payment has been received in the form of cleared funds via cheque, direct debit or debit card are eligible to win a prize. Credit card payments are not accepted as a form of entry to the lottery
18. The winners of lottery prizes will be notified officially by letter, with the prize cheque enclosed
19. All entrants are wholly responsible for notifying the RAF Association if there is any change to their contact details. The RAF Association is in no way be liable for any failure or inability to contact any entrant due to errors, omissions or inaccuracies in the contact details that the entrant has provided.
20. In the event of a prize remaining unclaimed, the RAF Association will hold the prize for a maximum of six months. At this point, a 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

21. By accepting the prize, the winner accepts that the RAF Association will publish the name and town of residence of the winner on the website, unless a request to be received to the contrary
22. Each lottery entry number is unique and will be randomly allocated upon confirmation of entry. Any lotto player may subsequently request an alternative game number if they wish and this will be issued, providing that it has not already been allocated to an existing player
23. Lottery membership can be cancelled at any time by telephone on 0370 085 8844 or in writing to: Royal Air Forces Association, Headquarters, Atlas House, Leicester, LE3 1UT
24. 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's number(s) win, the prize cheque will be sent to the address we hold on our database and addressed to the next of kin or, if notified, forwarded to the solicitor or executor who is dealing with the administration of the estate of the deceased to be included as an estate asset. In the case of releasing funds to an executor, written proof of executor status will be required
25. The RAF Association will 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 or Sterling Management Centre 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 a draw
 - any event beyond the reasonable control of the RAF Association
26. Nothing within these terms and conditions creates, or should be construed as creating any form of contract between any entrant and the RAF Association
27. Any complaints relating to the lottery should be sent in writing either by letter or email to Elaine Williamson, Wings Lotto, The Royal Air Forces Association, Headquarters, Atlas House, Wembley Road, Leicester, LE3 1UT or elaine.williamson@rafa.org.uk. You should give full details of the complaint and supply any supporting documentation. The complaint will be investigated in line with the RAF Association's Gambling Complaints Procedure. You can obtain a copy of the Complaints Procedure on request. 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 the RAF Association's alternative dispute resolution entity, IBAS
28. Complaints relating to Direct Debit payments are covered under the Direct Debit Guarantee Scheme
29. The RAF Association is committed to protecting the privacy of lottery players. Data that is collected at the point of entry is used lawfully in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The data is used for the purposes of processing draw chances, administering lottery subscriptions and informing winners that they have won a prize. The RAF Association may use the data collected to offer further chances to win in subsequent raffles, draws, lotteries or for other marketing purposes. If you do not wish to receive additional marketing communications, please call 0800 018 2361
30. Data protection legislation gives every living person (or their legally authorised representative) the right to apply for access to the personal data the RAF Association holds about them. To obtain this information, please contact Vikki Hall, Director of Governance and Risk, in writing. The RAF Association may ask questions for proof of identity and to locate the information requested
31. For full details on how the RAF Association uses personal data, please refer to the Privacy Policy at www.rafa.org.uk/privacy
32. The RAF Association will not sell, rent or grant access to your personal data to any third party other than Sterling Management Centre who administer and process the lottery
33. In the event of any dispute regarding the rules, the decision of the RAF Association will be final and no correspondence or discussion will be entered into
34. The RAF Association reserves the right to amend these rules at any time. If the RAF Association makes the decision to amend rules, it will pre-register the changes 28 days in advance and players will be notified of any material change via the RAF Association website prior to the changes taking effect
35. 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

36. The RAF Association will monitor customer behaviour and may from time to time contact customers where they consider there is a potential for gambling to cause harm. Examples of such behaviour may include changes in number of entries, attempts to play following self-exclusion or other behaviour that the RAF Association considers to be concerning
37. This lottery is a form of gambling. Participants are encouraged to gamble responsibly. If you feel that gambling is becoming a problem for you, or if you would like to access safe gambling resources, visit www.begambleaware.org
38. If you would like to prevent yourself from being able to gamble in the RAF Association Wings Lotto in the future, you can ask the RAF Association to refuse your custom. This is known as self-exclusion and will be honoured by the RAF Association on your request
39. Once you have requested to self-exclude yourself from Wings Lotto, you will be refused service for an agreed period of time – the minimum is six months but this period can be extended up to a maximum period of five 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 that we can to help you. For more details, please contact Elaine Williamson, Supporter Marketing Manager at elaine.williamson@rafa.org.uk or by calling 0116 266 5224/ 0800 018 2361
40. Each entrant should retain a copy of these terms and conditions for their reference. A copy can be obtained by sending a stamped, addressed envelope to Elaine Williamson, Wings Lotto, The Royal Air Forces Association, Headquarters, Atlas House, Wembley Road, Leicester, LE3 1UT or by downloading it from www.rafa.org.uk/get-involved/wings-lotto
41. The laws of England and 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

Issued by Rachel Louise Huxford and Vikki Hall – the RAF Association under the terms of the 2005 Gambling Act. Lodged with the Gambling Commission January 2020.

