

Raffle Policies

Law and Disorder Policy

BASC conducts the online element of their raffles through CFP Lottery & Raffles Ltd - a registered External Lottery Manager (ELM) licensed by the Gambling Commission. CFP Lottery & Raffles Ltd operate a platform which complies with all relevant codes and remote technical standards.

The ELM (CFP Lottery & Raffles Ltd) operates the payment function and are responsible for the payment of income back to BASC. Ticket and chance distribution records are available for police checks.

BASC will only use gambling software (a Random Number Generator (RNG)) produced by CFP Lottery and Raffles Ltd which has been approved by the Gambling Commission.

Banking reports are issued by the ELM (CFP Lottery & Raffles Ltd) to an agreed schedule. They will provide contact and payment details of any monies received.

Protection of Customer Funds

All funds from your online ticket purchase are credited to a client account held with Natwest on behalf of raffleplayer.com, which is entirely separate from raffleplayer.com's trading accounts. This is a key requirement of the Gambling Commission's licence compliance and is there to protect both you and the charity. When a raffle takes place, proceeds are paid directly from this account to the charity.

Fair and Open Draws

Draws are conducted utilising a Random Number Generator that has been tested and approved by an independent, Gambling Commission approved, third party test house or blind draw, in plain sight of staff.

We publish draw results on our website. Rules are also available on our website. Rules and results are always available on request.

A record is kept of both online and ticketed sales, as well as tickets not purchased but distributed regardless of whether they are returned or not.

BASC will reserve the right to offer alternative prizes of equal value if, due to circumstances beyond its reasonable control, the stated prizes are no longer available.

Player's Queries and Complaints Procedure

Telephone complaints

Our ELM's advisers (CFP) handle initial complaints and queries and will complete a log sheet detailing the caller's and advisor's contact details, the nature of the complaint and steps taken to resolve the complaint.

If an initial complaint cannot be resolved, we are notified immediately of the issue and will resolve it internally.

In the event that a telephone or online complaint cannot be resolved by the ELM (CFP) or representatives of BASC, CFP will provide free third party arbitration via IBAS.

All general queries will be logged and held for future reference. Our ELM (CFP) will retain these telephone log sheets for three years.

Written Complaints

Our ELM's administration team (CFP) will respond to complaints and queries within 48 hours of receiving the complaint.

The subsequent logging and resolution procedure is that of telephone complaints. Complaints log sheets and written complaints are retained by our ELM (CFP) for three years.

In the event that a written complaint cannot be resolved by the ELM (CFP) or representatives of BASC, CFP will provide free third party arbitration via IBAS.

All general queries will be logged on the log sheets by the ELM (CFP) and held for future reference.

Protecting Children and Vulnerable People

The following procedures are designed to exclude underage players from participating in lotteries promoted by BASC:

Where possible we check our database to ensure persons are above the legal age limit before data is supplied for the use of a lottery.

Chances may only be purchased once the player has self-certified that they are over the required age to play.

Any player who provides dishonest information regarding their age automatically forfeits the right to any prize.

Any player that is found to be under the required age to play will have any monies paid in relation to the lottery returned to them.

If in doubt, Age Verification software will be used to ascertain the age of the entrant.

Any portals for remote customers will carry a warning before chances are purchased stating that underage gambling is an offence. Customers will then be required to confirm they are of legal age.

The age verification system will be reviewed regularly and we will implement all reasonable improvements that may be made as technology advances and information improves.

The website will permit filtering software to restrict the access to relevant pages.

Responsible Gambling / Problem Gambling Procedure

The following procedures have been put in place to encourage people to gamble responsibly and seek help should gambling become a problem:

Our website carries information encouraging people to gamble responsibly, and recognise the signs of problem gambling. We also include the National Gambling Helpline and [begambleaware.org](https://www.begambleaware.org) website details for people to refer to should they need further help.

The National Gambling Helpline number and GambleAware website address is included on all tickets and entry forms as well as our website address that includes information on gambling.

Players can request a self-exclusion to be added to the BASC database so that they are removed from further addressed lottery communications including post, telephone, email and SMS. All self-exclusion requests along with the date of the request will be captured on to the record on the BASC database and will be in place for a minimum of six months. All reasonable steps will be taken to prevent any self excluded individuals participating.

To self exclude please see our self exclusion policy on our [Problem Gambling](#) page.

Staff are trained on self exclusion and will signpost counselling and support services.

To stop receiving unaddressed mail delivered by your postman, visit [the Royal Mail website \(link is external\)](#).

A restriction of 50 tickets per customer will be in place unless customer interaction occurs. Without customer interaction chances will not be entered in to the draw. Interactions will be recorded and where the tickets are purchased beyond the limit, records will be kept for 3 years.

All relevant sources of information will be used to identify customers at risk of problem gambling.

Lotteries are only conducted with an External Lottery Manager (CFP) who is registered with the Gambling Commission (licence number 000584-R-103711), account number 584.

Age Verification Policy

Players must be over the age of 18 to purchase chances.

Players will not be able to proceed to the payment page until they have self-certified that they are over the required age to play.

If there is any doubt as to the age of a self-certified player we will use Age Verification software to seek confirmation. For any records which are not matched, we use a secondary stage service where records are run against the electoral role. If this proves unsuccessful, where possible we will try to contact the player by telephone.

Once payments have been successfully processed, a confirmation email is sent to entrants confirming their playing status. This email includes a self-certification statement confirming the entrant is over the required age to play.

If we are unable to verify the age of a player the payment will be returned to the entrant.

Any player who provides dishonest information regarding their age automatically forfeits the right to any prize.

Any player who is found to be under the required age to play will have any monies paid in relation to the lottery returned to them.