

INTRODUCTION

The Ramblers is a registered charity (England & Wales no 1093577, Scotland no SC039799). We hold a non remote External Lottery Manager Operating Licence, issued by the Gambling Commission and all national raffles will be conducted in accordance with the Operating Licence requirements set out by the Gambling Commission and in accordance with the Raffles and Lotteries Code of Fundraising Practice, published by the Institute of Fundraising.

FAIR AND OPEN DRAWS POLICY

Raffles will be open only to residents of Great Britain. Residents of Northern Ireland, Channel Islands and the Isle of Man will not be eligible to take part in Ramblers raffles.

Winning raffle tickets will be selected by a blind draw. Raffle draws will be conducted at the premises of our external lottery manager and the draw will be witnessed by their employees. A statement giving details of winning tickets will be signed by the person making the draw, and the witnesses.

The Ramblers will contact prize winners by telephone or post within 7 days of draws being made. Prizes will be distributed as soon as possible after draws have been made. The names of winners, and the winning raffle ticket numbers, will be published on the Ramblers website. A list of winners will be available on request from Ramblers.

The Ramblers' raffle terms and conditions will be available on the Ramblers' website and on request. Raffle rules will be printed on each raffle ticket.

PROMOTING SOCIAL RESPONSIBILITY IN GAMBLING

The Ramblers is committed to ensuring that information about responsible gambling and accessing information and help in respect of problem gambling is readily available to all.

All Ramblers raffle tickets and the Ramblers website, will carry the website address and telephone number of GamCare.

Any person requesting advice or assistance in relation to gambling will be referred to GamCare.

Rambles raffle tickets will be sold in books of 10 tickets. Each ticket will be sold at the same price of £1.

No discounts will apply to the sale of raffle tickets. No ticket will be entered into the raffle unless accompanied by full payment for the ticket.

Each mailing to a person on the Ramblers database will include no more than 4 books of raffle tickets. 1 book contains ten tickets and more will be provided on request to Ramblers, with a limit of 5 further books of tickets per person for their own purchase.

Any player can request to be 'opted-out' from the Ramblers database for further raffle mailings by emailing fundraising@ramblers.org.uk.

PROBLEM GAMBLING

Gambling in moderation is not a problem, however problem gambling can be very serious. Remembering the following will help to keep gambling in check:

- You're buying for fun and helping a charity, not investing money
- Set strict limits on how much time and money you're going to spend

If you're concerned about your own gambling or that of a friend or relative, then the following questions may offer you some help and guidance:

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount of time or money you've spent gambling?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble for long periods?
- Do you stay away from work etc... to gamble?
- Are you reluctant to spend 'gambling money' on anything else?

If you are answering 'yes' to many of these questions, then you may have a gambling problem. Call the GamCare helpline on 0845 6000 133 for friendly and helpful advice from trained counsellors. The helpline is open 8am to 2am, 7 days a week. Visit www.gamcare.org.uk for more information and advice.

PROTECTING CHILDREN AND THE OTHER VULNERABLE PERSONS

The Ramblers will ensure that the lottery rules and any lottery marketing and promotional literature, including any lottery tickets, adequately and effectively advertise the minimum legal age limit.

Specifically each raffle ticket will state that tickets must not be sold to or by persons under the age of 16. This information will also be included in the Ramblers' raffle terms and conditions available on the Ramblers website and on request.

If in doubt, a raffle player will be asked to provide proof of age. Should a player not provide proof of age on request or be found to be under 16 years of age, the player will have any monies paid in relation to the raffle returned to them and they will be automatically disqualified from the raffle.

Ramblers do not employ staff under the age of 16. At the request of an individual, or their carer or guardian, Ramblers will remove a person's details from the raffle database and will not be sent any further raffle tickets or material promoting the Ramblers' raffles.

The Ramblers is committed to ensuring that lottery tickets are not knowingly sold to other vulnerable people.

We will politely refuse to accept any new or subsequent lottery entries from people who are suspected of being vulnerable, typically by recommending that the customer speaks with a carer or family member, before proceeding with the gambling transaction.

CRIME AND DISORDER POLICY

The Ramblers will maintain secure records of all raffle tickets sold and payments received; tickets returned unsold; and tickets unsold and not returned. We will maintain such records for a minimum of three years. The Ramblers operates from secure office premises. Tickets will be sold by Ramblers employees, predominantly through direct mail to contacts on our secure database.

Should the Ramblers suspect a person or persons of being involved in any illegal activity in relation to our raffles, we will immediately notify the Serious Organised Crime Agency (SOCA), using a Suspicious Activity Report (SAR), and the Gambling Commission and any other authorities as directed by the Gambling Commission.

RAFFLE QUERIES AND COMPLAINTS PROCEDURE

If you are unhappy with any aspect relating to the operation of the Ramblers' raffle, including the services we provide and/or the behaviour of any member of staff, please contact the fundraising officer by emailing fundraising@ramblers.org.uk. We appreciate the opportunity your comments give us to learn and improve.

Our commitment to you:

- We will at all times treat your complaints seriously
- We will treat you with courtesy and fairness in all of your dealings with us
- We will treat your complaints with sensitivity, discretion and understanding

We will respond within 14 days of receiving the complaint. Our supporter services team will record details of all complaints and queries received.

If the complaint relates to a potential breach of a Code of Practice published by the Institute of Fundraising, the complainant will be advised to report the issue to the Fundraising Standards Board, of which the Ramblers is a member.