

CCHC Community Lottery

Frequently Asked Questions

Status: Released

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This page is a plain-English companion to the full CCHC Community Lottery Terms and Conditions — if anything here and the Terms and Conditions ever seem to disagree, the Terms and Conditions are the definitive version.

Why has CCHC decided to set up a Lottery?

The CCHC Community Lottery has been set up to help raise funds for the club. To maintain and grow our club, we need to find new income streams, and the CCHC Community Lottery provides a fun way to do this which will benefit our members and the club — supporting CCHC's commitment to making hockey available in a safe, friendly & inclusive environment to everyone, for all abilities and social groups in the Cambridge area.

Do I need to be a member of Cambridge City Hockey Club to play?

No — you don't need to be a Club member to play the CCHC Community Lottery. Club members and officers are welcome to play too, but entry is open to anyone who meets the age requirement below.

Who can join the CCHC Community Lottery?

You must be 18 or over to join the CCHC Community Lottery. This is CCHC's own club policy — the Gambling Act 2005 itself sets a lower legal minimum age of 16 for a lottery like this one, but CCHC has chosen a stricter 18-and-over rule.

How much does it cost to join?

Each ticket costs **£5 per monthly draw**, and there's no limit to how many you can buy. Because each ticket has an equal, independent chance in the draw, it's possible for one person to win more than one of the month's three prizes, if more than one of their own tickets is drawn.

How do I pay, and can I buy more than one ticket a month?

We recommend setting up a **monthly standing order** rather than paying for each draw separately — it's one thing to arrange, and then your entries keep going automatically. Since each ticket is £5, your standing order just needs to be a multiple of £5 for however many tickets you'd like each month:

Monthly standing order	Tickets per month
£5	1
£10	2
£15	3
£20	4
...and so on	

We can only accept **standing order or a one-off BACS transfer**, paid into the Lottery's own dedicated bank account. We're not able to take cash, cheque, card, or PayPal. When you register, we'll assign you a participant number and send it to you in your registration-confirmation email — please use this exactly as it appears in that email as your payment reference; this is how we match your payment to your entry each month. If you're buying more than one ticket, you still only need this one reference; there's no need for a separate reference per ticket.

Entries received by the last day of a month go into that month's draw. If your payment arrives after that, it's not lost — you simply won't be entered into that particular month's draw, and you'll resume being entered automatically once payment comes through.

Is there a minimum length of time I need to stay in the Lottery?

No — there's no minimum you're required to serve. We do recommend, as a rule of thumb, sticking with it for at least 12 months, simply because it keeps the admin manageable for a small, volunteer-run lottery. That's a friendly recommendation, though, not a condition of entry — you're free to cancel at any time (see below).

How often do the draws take place?

Draws take place every month, on the **first Saturday after the month closes** (see above for which entries count towards that month's draw) — or the second Saturday, if the first Saturday falls on the 1st, which just gives us a little more time to check the figures before drawing. The draw is normally held in person at the Pavilion, Wilberforce Road —

occasionally (for example, over the summer) it's held remotely instead, in which case a second committee member always witnesses it live.

What happens if too few people enter in a month?

CCHC needs at least 3 entries in a month to hold a valid draw — three prizes need three different winning numbers, and fewer than 3 entries means there aren't enough to choose from. If fewer than 3 entries are received, that month's draw doesn't take place: instead, every entry already bought that month carries forward automatically into the following month's draw, at no extra cost and with no action needed from you. If the combined total is still fewer than 3, this happens again, for as long as it takes to reach 3 or more. If your entry carries forward like this for 3 consecutive months without being drawn, you can ask us for a refund of that entry at any time from that point — just email lottery@cambridgecityhc.org. If you haven't asked by then, we'll get in touch to check whether you'd like a refund or want your entry to keep carrying forward.

How do I know if I have won a prize?

If you win, we'll email you within 7 days of the draw to let you know (or contact you by post or phone if we need to). We'll ask for your bank details at that point — you don't need to give them when you register. Before paying, we check the account name you give us against the name on your winning month's payment, and we confirm the details by phone using the number already on your registration record — never a number given to us at the time — to protect you against a fraudulent payment request. We don't pay a prize we haven't been able to confirm this way, and once verified, your prize is paid by bank transfer within 28 days of the draw. If we're unable to verify your details or reach you, your winnings are placed into club funds 3 months after the draw. The winning numbers, and the current month's prize fund value, are published on the CCHC website — this is the only official place we publish them. We might also mention them on social media from time to time, but that's just an informal heads-up, not the official record, so check the website for the definitive numbers. We'll only publish your name if you agree to it.

What happens to the proceeds of the Lottery?

35% of the money received each month is allocated as prize money — 1st prize = 20%, 2nd prize = 10%, and 3rd prize = 5% ($20 + 10 + 5 = 35\%$). **The remaining 65% goes towards the running costs of Cambridge City Hockey Club**, including the Lottery's own costs (such as its registration fee to Cambridge City Council).

My contact details have changed since I registered. Who do I need to contact?

Please email the Lottery's designated member, Stephen Mulligan, at lottery@cambridgecityhc.org, to let us know about any change to your details.

I no longer want to take part. How do I cancel my entry?

Email us at lottery@cambridgecityhc.org to let us know, and separately cancel your own standing order with your bank — we're not able to cancel it on your behalf. You can cancel at any time; there's no minimum period you need to wait first. Please note: there's no refund for a month you've already paid for — that entry stands and remains eligible for that month's draw — and you won't be entered into any further draws once your standing order has stopped.

Do I need to re-register every year, or does my registration just carry on?

Your registration stays valid until you cancel it — there's no need to re-register each season, and there's no separate "renewal" to arrange. The one thing worth knowing: if you go 12 consecutive months without a payment and haven't told us you're cancelling, we'll treat your registration as lapsed and mark it inactive. You're always welcome to rejoin later if that happens.

What happens to my information if I cancel or my registration lapses?

We don't delete your record the moment you cancel. We mark it inactive and keep a reduced set of information: the payments and entries on your record (CCHC is legally required to keep the underlying financial records for six years after the end of the financial year they relate to), the confirmation that you were 18 or over when you registered and the date we recorded it (because we have to be able to show that check was made), and enough contact information to make sure we don't accidentally get in touch about the Lottery again. We delete or anonymise everything not listed above at the point you cancel or lapse, and delete or anonymise the records listed above at the end of that six-year period — except that we keep your name and email address on a do-not-contact list indefinitely, so we don't accidentally get in touch about the Lottery again by mistake. Full detail is in CCHC's Data Protection Policy on the website. You can ask us to erase your data sooner, and we will, except where we're legally required to keep it, where we need it to show a check we're required to make was actually done, or where we need to keep the minimal do-not-contact record described above.

I have a complaint. Who do I contact?

In the first instance, please email the Lottery's designated member, Stephen Mulligan, at lottery@cambridgecityhc.org, with full details of your complaint — we aim to respond within 10 working days. If you're not satisfied with the response, you can ask for it to be escalated to the CCHC committee. If it's still unresolved after that, you can contact **Cambridge City Council's Licensing Team** — the authority Cambridge City Hockey Club is registered with to promote the Lottery (registration number CAMLOT 000240) — at licensing@cambridge.gov.uk or 01223 457000.