



CCHC Community Lottery

Terms and Conditions

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The CCHC Community Lottery operates on a rolling monthly cycle. You can join at any time (see clause 2.4). All entries received between the first and last day of a month count towards that month's pot (clause 6.1); the draw for that month's entries takes place on the first Saturday after the month closes, or the second Saturday where the first Saturday falls on the 1st (clause 5.1).

1 Introduction

- 1.1 The Lottery is promoted by Cambridge City Hockey Club (CCHC), which is registered with Cambridge City Council (registration number CAMLOT 000240) as a non-commercial society permitted to promote small society lotteries under the Gambling Act 2005, Schedule 11 (clause 8.3). CCHC does not hold, and does not need, a Gambling Commission operating licence — it is not "licensed by" the Commission, and this document does not describe it that way.
- 1.2 The Lottery is managed on CCHC's behalf by a designated member — see clause 8.1 for who this is and how to contact them.
- 1.3 When you enter the Lottery, you enter and support 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.

2 Registration

- 2.1 You can register for the CCHC Community Lottery by completing the application form, which is linked from the Lottery's page on the CCHC website:
<https://cambridgecityhc.org/lottery>.
- 2.2 It is an offence under the Gambling Act 2005 for anyone under the age of 16 to participate in a lottery. CCHC's own policy, stricter than this legal minimum, requires participants to be 18 years of age or over. See clause 3.8 for how we rely on and check this confirmation.
- 2.3 We recommend, but do not require, a minimum 12-month commitment to playing the Lottery — this helps keep administration proportionate for a volunteer-run lottery. This is a preference, not a condition of entry: you may cancel at any time under clause 7.2, and this recommendation does not create any minimum term you must serve.
- 2.4 You can join at any time. We ask that your first payment is received by the last day of the month you join.
- 2.5 Registration will require you to provide: your name, address, e-mail address and telephone number; and confirmation that you are 18 years of age or over (clause 2.2).
- 2.6 If your payment for a given month is not received by the last day of that month, you will not be entered into that month's draw. You remain registered and simply resume being entered once payment is received.
- 2.7 No application is accepted unless and until you have submitted a valid, completed application form and your payment has cleared into the Lottery's dedicated bank account (clause 4.3). The participant number we assign and send to you (clause 4.5) is a payment reference and administrative identifier only — issuing it is not acceptance of your application, does not confirm entry into any draw, and does not

create any entitlement to a prize. You are entered into a given month's draw only once payment for that month has cleared by the deadline at clause 2.6.

- 2.8 CCHC reserves the right not to accept an application, or to cancel an existing entry, at its discretion. Any such decision may be reconsidered on submission of a written appeal.
- 2.9 It is your responsibility to tell us about any change of address or other registration detail we reasonably need.
- 2.10 How long a registration stays valid, and what happens if you stop paying without telling us, is set out at clause 7.6.

3 Entry and verification

- 3.1 You do not need to be a member of Cambridge City Hockey Club to play the Lottery.
- 3.2 Only registered participants can be entered into the Lottery.
- 3.3 You may not purchase or claim to purchase a lottery entry on behalf of another person.
- 3.4 Members and officers of CCHC are not precluded from playing the Lottery.
- 3.5 Entries that have been purchased and entered into the draw they were intended for cannot subsequently be refunded.
- 3.6 By entering the Lottery, you agree to be bound by these Terms and Conditions and by applicable provisions of the Gambling Act 2005.
- 3.7 These Terms may be amended by CCHC from time to time — see clause 11.
- 3.8 We rely on the confirmation given at registration (clause 2.2), not on formal proof of age. If we are told — by anyone — that a participant may not meet the age requirement, we look into it before treating their entries as confirmed. If you believe this may be true of a participant, please tell us at lottery@cambridgecityhc.org (clause 8.1). See clause 3.9 for what happens while we do.

3.9 Eligibility check and hold

If CCHC needs to check whether you meet the age requirement at clause 2.2, we may pause your entry, and any payment you have made while the check is open: the entry is not put into any draw, and the payment is not counted as the proceeds of any draw, until the check is resolved. For anyone found to be under 16, this reflects the Gambling Act 2005's own prohibition on a child participating in a lottery. For anyone 17 or under, it reflects CCHC's own stricter policy at clause 2.2 rather than a legal requirement.

We will contact you as soon as a check first causes you to miss a draw, to ask you to confirm your age so the check can be resolved.

If the check confirms you are 18 or over, your held entry — and any further entry paid for while the check was open — is put into the next draw that has not yet taken place once the check is resolved. You do not need to do anything further, and no additional payment is required.

If the check confirms you are under 18, or is not resolved by your second excluded draw, your registration is cancelled and every payment made while the check was open is refunded in full — we will ask you for your bank account details for this purpose. This is not the clause 3.5/7.5 no-refund case: those clauses bar a refund only for an entry that was entered into the draw it was intended for, and an entry paused under this clause was never entered into any draw. Any standing order or regular payment you have set up must still be cancelled directly with your own bank (clause 7.4).

If a check under this clause only arises after a draw has already taken place and your entry has already won a prize, clause 6.9 — which lets CCHC withhold payment of a prize until it is satisfied you have complied with these Terms — applies to that prize instead of the outcomes above.

4 Payment

- 4.1 The price for each entry is £5 per monthly draw.
- 4.2 There is no limit to the number of entries one person may purchase. Because each entry stands an equal, independent chance in the draw (clause 5.6), one person may win more than one prize in the same draw if more than one of their own entries is drawn.
- 4.3 Payment should be made by standing order (preferred) or a one-off BACS transfer, into the Lottery's own dedicated bank account (details provided upon registration). Cash, cheque, card, and PayPal payments are not accepted for the Lottery.

(A BACS transfer buys entries into the single monthly draw it's received in time for — the amount you send, divided by the £5 entry price (clause 4.1), is the number of entries for that draw (e.g. a £20 transfer buys 4 entries in that month's draw). It is not a way to pre-pay for, or spread entries across, future draws: CCHC has no field, process, or mechanism for indicating that a payment should cover more than the one draw it's received for — a further payment is needed for each future draw you'd like to enter.)

If your payment is not an exact multiple of £5, the same division applies, rounded down: only the whole number of £5 entries it buys are entered into that draw, and what's left over — the remainder — does not buy any part of an entry, in this or any future draw, unless you choose to add to it under (b) below. For example, a £13 payment buys 2 entries (£10) and leaves a £3 remainder.

Where this happens:

- (a) We will tell you the remainder amount when we process that month's payments, and ask you to choose one of the two options at (b).
- (b) You choose what happens to it: ask us to refund it, by emailing lottery@cambridgecityhc.org — we will then ask you for the account details to refund it to; or add to it with a further payment, so the combined amount reaches a further whole £5 and buys an additional entry in a following month's draw (clause 4.6). The choice is yours, not ours — we will not spend a remainder on your behalf, and we will not choose for you if you don't respond.
- (c) If we have not heard from you by the payment deadline for the following month (clause 2.6), we will ask you for your account details and refund the remainder to you. This is the default outcome, not us deciding on your behalf: a remainder that

has not been turned into an entry does not become one simply because time has passed, so it defaults back to the same position clause 4.1 already puts any unspent payment in — no entry, no charge.

- (d) This is a different situation from clause 5.10, which concerns whole entries that have already been purchased but cannot yet be drawn. A remainder under this clause has never bought an entry at all, so there is nothing to carry forward the way clause 5.10 describes, and the no-refund rule at clauses 3.5 and 7.5 does not apply to it — those clauses bar a refund of money that was entered into a draw, and, by definition, a remainder was not.

- 4.4 Because the Lottery uses its own dedicated account (used for nothing else), every payment into it is a lottery payment. Please only ever send lottery payments to this account, not to any other CCHC account.
- 4.5 We will assign you a participant number when we accept your registration, and send it to you in your registration-confirmation email. Standing orders and BACS transfers should be set up for payment on or before the 27th day of each month — a few days ahead of the month-end deadline at clause 2.6, so the payment has time to clear — using this participant number as the reference. Check the reference against your confirmation email rather than relying on memory, and enter it exactly as it appears — this is how we match your payment to your entry each month. Your bank transfer also carries your name as a fallback, but an exact reference remains the most reliable match. This participant number is different from the ticket number assigned to each of your entries for a specific month's draw — see clause 4.8.
- 4.6 Entries received between the first and last day of a month (clauses 2.6, 6.1) go into the draw for that month, held on the first Saturday of the following month (clause 5.1). Once that month's entries are finalised, each is given a ticket number — see clause 4.8 for when this happens and what it means.
- 4.7 Entries cease once no further payments are received (see clause 7.6 for what happens to your registration record when this occurs without you telling us).
- 4.8 Once a month's entries are finalised (clause 4.6) and before that month's draw takes place (clause 5.1), we assign a ticket number to each entry in that draw. Numbers are assigned once, in a randomised order — not in the order payments were received or matched — and are not changed afterwards. This randomised order has no bearing on your chances of winning (clause 6.5). We tell you your ticket number(s) for that month before the draw takes place. Your ticket number identifies your entry in the draw and — if it is drawn — in the published results (clause 6.5); it does not affect whether you are entered at all: you are already entered once your payment has cleared by the deadline (clause 2.7), whether or not you have yet been told your number.

5 Draws

- 5.1 The draw normally takes place on the first Saturday of each month, for entries received during the previous month (clause 4.6). Where the first Saturday of the month falls on the 1st, the draw takes place on the second Saturday of that month instead — this gives the designated member's pre-draw reconciliation (clause 5.7)

- more than a single day to complete. You will be told your ticket number(s) for that month before this draw takes place (clause 4.8).
- 5.2 The draw will take place at the Pavilion, Wilberforce Road, Cambridge, CB3 0EQ. A different venue may be used when necessary, or in unforeseen circumstances (e.g. summer months with no Saturday hockey).
- 5.3 If the draw does not take place at Wilberforce Road, it will take place at another appointed venue, or via a live remote (e.g. video call) event (not necessarily public).
- 5.4 The winning numbers will be drawn using an automated random number generator.
- 5.5 At least two people will be present when the draw takes place. If the draw is held remotely, it must be witnessed live by a second committee member (in addition to whoever runs the draw), and this is logged in CCHC's own Draw Log.
- 5.6 The first number drawn is the 1st prize, the second number the 2nd prize, and the third number the 3rd prize.
- 5.7 Before each draw, the designated member checks that the monthly pot total used to calculate the prize fund (clause 6.1) matches the actual statement of the Lottery's dedicated bank account for that month, to confirm the figures used for that month's draw reflect real income actually received.
- 5.8 If the scheduled draw cannot take place as planned — for example, because the designated member or the second committee member required to witness a remote draw (clause 5.5) is unavailable, because of a technical failure of the random number generator, or because of some other unforeseen event — it will be held as soon as reasonably practicable after the scheduled date. Participants will be notified of the delay via the publication channel at clause 6.5. A delayed draw does not affect any entry already paid for that month: entries already received remain valid and are carried into the delayed draw, and the following month's payment deadline and draw proceed on their normal schedule regardless.
- 5.9 If no entries have been received for a given month by the payment deadline (clause 2.6), there is nothing to draw and no draw takes place for that month. See clause 6.12 for what this means for that month's pot and prize fund.
- 5.10 A draw also does not take place if fewer than 3 entries have been received for that month by the payment deadline (clause 2.6). Three is the minimum number of entries a valid draw needs: the draw awards three prizes (clause 5.6), each to a different winning number, and fewer than three entries means there are not enough distinct numbers in the draw to select three winners at all. This is a different situation from clause 5.9's zero-entries case — here, entries exist and money has been received, but a valid draw still cannot be held.

Where this clause applies:

- (a) No refund is given, for the same reason no refund is given for any other month already paid for (clauses 3.5, 7.5) — this is not a new exception to that rule, but the same rule applied to a circumstance those clauses did not anticipate.
- (b) Instead, each entry is carried forward automatically into the following month's draw. This costs you nothing further and needs no action from you: your entry

simply becomes one of the following month's entries, and stands the same chance in that draw as any entry purchased in that month.

- (c) If the combined total for the following month is still fewer than 3, this clause applies again, and entries carry forward again, for as many months as it takes to reach 3 or more.
- (d) This is not the "rollover" clause 6.12 describes, and does not conflict with it. Clause 6.12 explains that once a draw takes place, every entry in it has a chance to win — nothing is held back or added to a future prize. This clause covers the separate case where a draw has not yet taken place at all, because too few entries exist to run one: the entries carry forward, not a prize.
- (e) A month to which this clause applies may not appear as its own line on the mandatory return to Cambridge City Council (clause 8.4); it is reported together with the draw that eventually processes the carried entries.
- (f) 3 is the minimum for a valid draw, not a target CCHC aims for. The CCHC committee may set and publish a higher comfort threshold at its own discretion; this clause states the floor only and does not itself set a higher one.
- (g) An entry does not carry forward indefinitely. If it has carried forward under this clause for 3 consecutive months without being drawn, you may request a refund of that entry at any time from that point on, by emailing lottery@cambridgecityhc.org.
- (h) A refund under sub-clause (g) is not an exception to clause 3.5 or clause 7.5. Both of those clauses bar a refund for an entry that was entered into the draw it was intended for — money paid for a draw that took place. Sub-clause (g) covers the opposite case: an entry that, after 3 months of carrying forward, has still not been entered into any draw at all. That is a different situation, not a special exception to the no-refund rule.
- (i) If the 3-month mark is reached and you have not asked for a refund, CCHC will contact you to ask whether you want a refund or want your entry to keep carrying forward, using the same approach as clause 6.8 for a winner who cannot be reached. This does not replace sub-clause (g): you may still ask for a refund at any point from the 3-month mark, whether or not CCHC has contacted you first.

6 Prizes

Terminology note. Two terms in this section are used precisely and are never interchangeable. The "monthly pot" is the full amount received for that month's entries — 100% of that month's ticket sales (clause 6.1). The "prize fund" is specifically the 35% portion of the monthly pot allocated to prizes, split 20%/10%/5% (clause 6.2). The pot and the prize fund are never the same figure — wherever this document says "pot," it means the full monthly total; wherever it says "prize fund," it means the 35% prize portion of it.

- 6.1 All entries received between the first and last day of a given month count towards that month's monthly pot (clause 2.6).
- 6.2 35% of the monthly pot (clause 6.1) is allocated as the prize fund, split as: 1st prize = 20% of the monthly pot; 2nd prize = 10%; 3rd prize = 5% (20 + 10 + 5 = 35% = the full prize fund). The remaining 65% of the monthly pot is applied per clause 6.11.

6.3 The winner of each prize will be notified in writing by email within 7 days of the draw, or by post or telephone if required. Where the same person wins more than one prize in the same draw (clause 4.2), they are notified about each.

6.4 Payment will be made within 28 days of the draw taking place, by direct bank transfer to a bank account you provide to us for that purpose. We will ask you for these account details when we notify you as a winner (clause 6.3).

Before paying, we check the account name you give us against the name recorded against your winning month's entry payment in our own bank records (clause 4.5), and we confirm the account details with you by phone, using the number already held on your registration record (clause 2.5) — not a number supplied at the time. We do not pay a prize we have been unable to confirm this way.

If the account name does not match our record, or we are unable to reach you to confirm the details, payment is not made until the designated member (clause 8.1) and one other committee member have reviewed the request and agreed how to proceed; this is recorded in writing. Where this cannot be resolved, clause 6.8 applies instead.

The 28-day payment window runs from the date of the draw in every case, and is not extended by the time taken to provide or confirm your account details.

6.5 The winning numbers will be published on the CCHC website — this is the sole official publication channel for winning numbers. We also intend to publish the current month's prize fund value on an ongoing basis via the website. Social media may be used to draw attention to these publications (for example, encouraging people to follow CCHC's social channels to find out the current prize fund), but this is an unofficial, informal supplement only — not a stated channel under these Terms and not a commitment CCHC makes to publish via social media. Your ticket number is assigned in a randomised order each month (clause 4.8) and has no bearing on your chances of winning — every number has exactly the same chance of being drawn, whatever order it was assigned in.

6.6 A winner's name is published only if that winner agrees, and only via the CCHC website (clause 6.5) — the same sole official channel used for winning numbers. CCHC may use social media to point to a results page, in the same way clause 6.5 allows for winning numbers, but will not publish a winner's name on social media itself.

6.7 All winnings are paid by direct bank transfer to the account confirmed under clause 6.4.

6.8 If a winner cannot be contacted, or has been contacted but has not supplied account details we can verify (clause 6.4), their winnings will be placed into club funds 3 months after the date of the draw. This 3-month clock runs from the draw date in both cases — not from the date of notification or of any contact attempt — the same anchor date already used for the 28-day payment window (clause 6.4) and CCHC's return to the Council (clause 8.4).

6.9 CCHC reserves the right to withhold payment of any prize until it is satisfied the winning participant has fully complied with these Terms.

- 6.10 CCHC reserves the right to amend the prizes at any time. Any such change will be published on the website at least one month before it takes effect.
- 6.11 All proceeds, after the prize fund (clause 6.2), the Lottery's annual registration fee payable to Cambridge City Council (clause 8.3), and any other direct costs of running the Lottery (for example, the random number service, clause 5.4), go towards the ongoing running of Cambridge City Hockey Club.
- 6.12 This Lottery does not operate a "rollover" prize in the traditional sense. Because winning numbers are drawn from among that month's paid entries, a winner is always produced for that draw provided at least one entry has been received — unlike some larger number-matching lotteries, there is no scenario here where a valid entry exists but nobody wins. The only situation in which no prize is payable for a month is if no entries at all are received for that month (clause 5.9). A second situation in which a month produces no prize of its own is where fewer than 3 entries are received (clause 5.10); unlike the zero-entries case, the entries and the money behind them do not disappear — they carry forward into a later month's draw under clause 5.10, rather than being lost. In the zero-entries situation specifically, that month's pot (clause 6.1) is £0, no prize fund (clause 6.2) exists, and there is nothing to carry forward: each month's pot and prize fund are calculated only from that month's own entries, so the following month is unaffected and calculated normally from its own entries alone. This default can only be displaced by a club-funded prize guarantee under clause 6.13, if and when CCHC chooses to activate one.
- 6.13 CCHC reserves the right, at its discretion, to guarantee a minimum prize amount for a draw or draws, by supplementing that month's prize fund (clause 6.2) with money from the Club's own general funds, in addition to — never instead of — the prize fund generated from that month's ticket sales. CCHC is under no obligation to offer it in any given month, or at all, and nothing in these Terms should be read as a commitment that it will. Whether, when, and at what level to introduce a guarantee are decisions for the CCHC committee to make in future; this clause does not itself introduce one.

If CCHC does introduce a guarantee under this clause, the following applies for as long as it remains in effect:

- (a) The club contribution is genuinely additional money, paid from the Club's general funds. It is separate from, and is never counted toward, either the 65%/35% split at clause 6.2 or the 20% minimum statutorily required to be applied to the Club's purposes — a club contribution of this kind is not part of the Lottery's "proceeds" under the Gambling Act 2005, and sits outside that calculation entirely.
- (b) The price of each entry remains £5 (clause 4.1), whether or not a guarantee is in effect. A guarantee changes what CCHC may pay out in prizes; it never changes what participants pay in.
- (c) Any guarantee will be capped, not open-ended. It will be expressed as a specific, stated figure — for example, the greater of 20% of that month's proceeds, or £[to be set by the committee] — decided by the committee at the time a guarantee is introduced or varied. CCHC will not offer, and these Terms do not permit, an uncapped or indefinite guarantee.

- (d) CCHC may withdraw or vary an active guarantee at any time, on no less than one month's written notice to participants, published via the clause 6.5 channel. An active guarantee is not a permanent feature of the Lottery, and participants should not treat it as one.
- (e) A club contribution made under this clause is reported to Cambridge City Council separately from the Lottery's proceeds. This is an administrative and reporting matter for the designated member at the time (clause 8.1) — not a mechanic that affects what participants receive or need to understand.
- (f) This is the mechanism referred to at clause 6.12: if a zero-entry or thin month would otherwise produce no prize fund (or a very small one), an active guarantee under this clause is how CCHC could still ensure a prize is paid, up to the capped amount then in force. Clause 6.12's default (no draw, no prize fund, nothing carried forward from a zero-entry month) continues to apply in full unless and until a guarantee under this clause is active.

7 Entry cancellation

- 7.1 We recommend, but do not require, a minimum 12-month commitment to playing the Lottery, for the admin-simplicity reasons given at clause 2.3. This is a preference only — see clause 7.2.
- 7.2 You may cancel your entry into the Lottery at any time by emailing lottery@cambridgecityhc.org — there is no minimum period you must wait before cancelling.
- 7.3 Upon receiving your cancellation request, we will confirm it and mark your record inactive. We do not delete your data immediately when you cancel — see clause 9.7 for exactly what we keep, for how long, and why.
- 7.4 Any standing order or regular payment you have set up must be cancelled directly with your own bank — CCHC cannot cancel a standing order on your behalf, and it is your responsibility to cancel it in good time. If a payment still arrives after you've told us you're cancelling, it is treated exactly like any other payment under clause 7.5 below — there is no separate exception made for an accidental extra payment.
- 7.5 No refund is given for any month already paid for — see clause 3.5. Your entry for that month stands and remains eligible for that month's draw. You will not be entered into any future month's draw once your standing order has stopped or been cancelled.
- 7.6 If you do not make any payment for 12 consecutive months and have not told us you are cancelling, we will treat your registration as lapsed and mark your record inactive in the same way as clause 7.3 describes. You don't need to do anything, and you're welcome to rejoin at any time by registering again.

8 Administration

- 8.1 The Lottery's designated member — the individual with responsibility under the Gambling Act 2005, Schedule 11, paragraph 36(1)(c) for the promotion of the Lottery — is Stephen Mulligan, c/o Cambridge City Hockey Club, The Pavilion, Wilberforce

Road, Cambridge, CB3 0EQ. All Lottery correspondence, including complaints, should be sent to lottery@cambridgecityhc.org.

- 8.2 Cambridge City Hockey Club Limited is, as an entity, the Lottery's legal promoter. The designated member named at clause 8.1 acts on the club's behalf for day-to-day administration — both roles are required by the Gambling Act 2005 and neither replaces the other.
- 8.3 Cambridge City Hockey Club is registered with Cambridge City Council (registration number CAMLOT 000240) as a non-commercial society permitted to promote small society lotteries under the Gambling Act 2005, Schedule 11. The CCHC Community Lottery is promoted under that registration.
- 8.4 A return will be made no later than three months after each monthly draw to Cambridge City Council's licensing department, detailing how much money the Lottery has raised, total prize money paid, and any associated costs.

9 Data protection

- 9.1 CCHC is committed to protecting your privacy. A copy of our Data Protection Policy can be found on the CCHC website. We process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), as amended, and the Data Protection Act 2018.
- 9.2 Participants' data will be stored securely by the designated member.
- 9.3 Data we collect from you will be used lawfully in accordance with the UK GDPR and the Data Protection Act 2018.
- 9.4 We will only collect the minimum data required to administer the Lottery.
- 9.5 We will not share your personal data with other third parties, except when required to do so by law.
- 9.6 If any of your data is inaccurate or out of date, we will correct it. Correcting inaccurate data is a different thing from deleting it — how long we keep data at all (as opposed to whether it's accurate) is governed by clause 9.7, not by this clause.
- 9.7 When you cancel, or your registration lapses under clause 7.6, we do not delete your record immediately. We mark it inactive and keep a reduced set of information:
- the payments you made and the entries you held, because CCHC is required to keep the financial records underlying them for six years after the end of the financial year they relate to (CCHC's financial year ends 30 April);
 - enough contact information to identify that record as yours, and to make sure we don't contact you about the Lottery again unless you ask us to; and
 - the confirmation that you were 18 or over when you registered, and the date we recorded it, because CCHC has to be able to show that check was made.

We delete or anonymise everything not listed above at the point you cancel or lapse, and we 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 that we do not contact you about the Lottery again by mistake. Full detail is in our Data Protection Policy (clause 9.1). You can ask us to erase your data

at any time. We will do so except where we are required by law to keep it, where we need to keep a minimal record — your name and email address — solely so that we do not contact you about the Lottery again by mistake, or where we need it to show that a check we are required to make was actually made.

- 9.8 We use an external random number service to select the winning numbers in each month's draw (clause 5.4). We send that service only the eligible ticket numbers for that draw — never your name, and never any other information about you. That service publishes a public record of each draw, which we link to so that anyone can check it was run fairly. Your ticket number appears on that record — never your name, and never anything that identifies you. The record also shows technical details the service adds itself, such as the equal weighting given to every ticket in the draw; these describe the draw, not you.

10 Complaints

- 10.1 Any complaint relating to the Lottery should be sent in writing to the designated member, Stephen Mulligan, at lottery@cambridgecityhc.org, giving full details of the complaint and any supporting documentation. We aim to respond within 10 working days.
- 10.2 All complaints and disputes will be dealt with in accordance with these Terms and Conditions.
- 10.3 If you remain dissatisfied after raising a complaint under clause 10.1, you may ask for it to be escalated to the CCHC committee.
- 10.4 If the matter is still unresolved after committee escalation, you may contact Cambridge City Council's Licensing Team — the authority with which this Lottery is registered (registration number CAMLOT 000240) — at licensing@cambridge.gov.uk, 01223 457000, or PO Box 700, Cambridge, CB1 0JH. CCHC is not licensed by the Gambling Commission, and does not offer, and is not required to offer, external alternative dispute resolution (including via the Independent Betting Adjudication Service, IBAS — a service available only to Commission-licensed operators, which CCHC is not).

11 Changes

- 11.1 CCHC reserves the right to amend or modify these Terms at any time. You will be notified of material changes. Minor changes will be displayed on the CCHC website. You are advised to check these Terms and Conditions periodically for updates.