



POLICIES FOR THE CONDUCT OF RAFFLES

General

The Retired Greyhound Trust (RGT) is a registered charity (number 269668). It will hold the relevant Operating Licence, issued by the Gambling Commission and all 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.

Crime and Disorder Policy

RGT will maintain secure records of: all raffle tickets sold and payments received; tickets returned unsold; and tickets unsold and not returned. RGT will maintain such records for a minimum of three years. RGT operates from secure office premises.

Tickets will be sold by RGT employees, predominantly through direct mail to contacts on the RGT's secure database.

Should RGT suspect a person or persons of being involved in any illegal activity in relation to an RGT raffle, RGT 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.

Fair and Open Raffle 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 RGT raffles.

Winning raffle tickets will be selected by a blind draw. Raffle draws will be conducted at the RGT office in Worcester Park, Surrey and will be witnessed by RGT employees. A statement giving details of winning tickets will be signed by the person making the draw, and the witnesses.

Winners will be contacted 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 RGT website. A list of winners will be available on request from RGT.

RGT's raffle terms and conditions will be available on the RGT website and on request from RGT. Raffle rules will be printed on each raffle ticket.

Protecting Children and the Vulnerable

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 RGT raffle terms and conditions available on the RGT website and on request from RGT. 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.

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

All RGT employees involved in the administration of RGT raffles will be familiar with all RGT raffle policies and rules. RGT does not employ staff under the age of 16.

At the request of a person or their carer or guardian, RGT will remove a person's details from the RGT raffle database and will not be sent any further raffle tickets or material promoting RGT raffles.

Promoting Social Responsibility in Gambling

All RGT raffle tickets, and the RGT 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.

RGT 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 an RGT raffle unless accompanied by full payment for the ticket.

Each mailing to a person on the RGT's database will include only one book of 10 raffle tickets. Further books of tickets will be provided on request to RGT, to a limit of 5 further books of tickets per person for their own purchase.

Any player can request a self-exclusion from the RGT database for further raffle mailings.

Raffle Queries and Complaints Procedure

Initial complaints and queries relating to an RGT raffle can be made by telephone or in writing to the Retired Greyhound Trust office in Worcester Park, Surrey. Contact details will be provided on each raffle ticket.

RGT employees will record details of all complaints and queries received. These records will be kept for a minimum of three years.

If an initial complaint cannot be resolved by the RGT, the complainant will be advised to report the complaint to the RGT's appointed arbitrator or if the complaint relates to a potential breach of a Code of Practice published by the Institute of Fundraising, to the Fundraising Standards Board, of which RGT is a member.