

Raffle Terms and Conditions

These terms and conditions apply to **The Castlehaven Community Association Golden Ticket Raffle December 2020**.

Promoter: Castlehaven Community Association registered charity 295829. It is a free raffle for local community directly surrounding the community centre ([Josh please put the map here](#))

Terms and Conditions:

Entering The Castlehaven Community Association Raffle:

- Participation in this raffle is free. The maximum number of tickets distributed will be five hundred (500) for the total draw. All tickets will be posted to residents in the mapped area
- Castlehaven Community Association will send a maximum of 500 tickets to households in the mail. The tickets will be individually numbered per household
- Raffle ticket numbers will be entered into the draw
- Castlehaven Community Association accepts no responsibility for raffle tickets which are lost, damaged, illegible, or from which the prize-winner cannot be identified, or for any technical failure or event which may cause the competition to be disrupted or corrupted. No responsibility is taken for raffle tickets, delayed, or damaged in the post
- Castlehaven reserves the right to disqualify any entry at their absolute discretion.

The Raffle Draw:

- The closing date and prize draw date for each raffle draw will be printed on the tickets
- The prize winners will be randomly selected in an independently supervised draw held at The Castlehaven Community Association's premises on 11th December 2020
- The first ticket drawn will win the first prize, the second ticket drawn will win the second prize, and this will continue until all the prizes have been won. Winning raffle tickets will be drawn randomly.
- The result of the raffle draw is final. No correspondence will be entered into.
- Winners will be required to email info@castlehaven.org.uk or call [020 7485 3386](tel:02074853386) to make a claim, evidence of a winning ticket will need to be shown by way of email. no later than 6pm on Monday 14th December. Winning ticket numbers will be published on our website at [XXXXXXXXXXXXX \(JOSH PLEASE ADD LINK TO THE RAFFLE SESSION\)](#) on the day of the draw taking place. Please keep the ticket as proof of purchase.
- Raffle winners will be sent their prizes by appointment, or arrange a time to pick up their prize from The Castlehaven Community Association
- If no contact is made by the claimant by the 14th December at 6pm, a new ticket will be drawn at this time and the unclaimed prize will then be held until the 17th December 2020 at 6pm. Once this deadline has passed, the unclaimed prize may be treated as Castlehaven Community Association sees fit.
- Non-cash prizes are subject to the prize suppliers' terms and conditions and any complaints or queries relating to the use of the prize should be directed to the relevant supplier of the prize.
- Currently our prizes are:

1st prize: £50

2nd prize: A large festive hamper

3rd prize: A festive hamper

Complaints:

- A complaints procedure is in place to deal with any issues in a clear and procedural way.

Privacy:

- We do not capture the personal information recorded on any winning raffle ticket. This information is used by Castlehaven to contact all winners to distribute the prizes to winning ticket holders