

Frequently asked questions

How much is it to enter?

Entries cost £1 each.

How old do you have to be to play?

You have to be 18+ to play.

How do you draw the winners?

All entries to the weekly lottery are entered into a random electronic draw that is conducted every Friday unless the draw date falls on a bank holiday, in which case it will be held on the next working day. The draw is conducted by an independent party in front of two witnesses.

What are the prizes?

1st Prize: £20,000, 2nd Prize: £1,000, 3x Guaranteed Weekly Runner-Up Prizes: £10 M&S Vouchers.

I have/may have a problem with gambling.

If you feel you have a problem with gambling, please visit the BeGambleAware website at begambleaware.org for help and advice or contact the BeGambleAware National Helpline on 0808 8020 133. Lines open 8am to midnight.

How do I self-exclude?

If you do not wish to hear about our lottery or other communications about gaming, please download, complete and return the self-exclusion form which is available at makeawish.weeklylottery.org.uk/themes/makeawish/downloads/self_exclusion_form.pdf. Please return to Make-A-Wish Foundation® UK, Thames Tower, Station Road, Reading, RG1 1LX. Alternatively please call 0330 002 1396. This exclusion will remain on record for a minimum of 6 months.

Where can I play from?

You have to live in England, Scotland or Wales to be able to play. Unfortunately, we cannot accept entries from Northern Ireland, the Channel Islands or Isle of Man.

Can you claim gift aid on my lottery entries?

Unfortunately, no, lottery does not qualify for Gift Aid.

My child/someone I know has an ill child/suffered a bereavement and I have found this distressing.

We are really sorry. It's certainly not our intention to cause any distress. We haven't deliberately targeted anyone who has been going through something similar. If you need support please visit make-a-wish.org.uk/wishes/useful-resources-for-wish-families



Make-A-Wish Foundation® UK
Charity Registration Numbers:
England and Wales 295672
Scotland SC037479



Terms and conditions

1. This lottery (“Make-A-Wish UK Weekly lottery”) is being promoted by and on behalf of Make-A-Wish Foundation® UK, a Charity registered in England (number 295672–England & Wales, SC037479 - Scotland) which operates as Make-A-Wish UK (“The Society”).
2. Make-A-Wish Foundation® UK is registered with Reading Council to operate the Lottery. Registration Number: LOT000208.
3. The Lottery complies with all requirements and adheres to the Gambling Act 2005. We are required to report on every draw to Reading Council to ensure that our Lottery is fully compliant. The registered Responsible Person for the Make-A-Wish UK Weekly lottery is Stephanie Witt.
4. The Lottery is open to residents of England, Wales, and Scotland. No entrants are allowed from Northern Ireland, the Channel Islands, or the Isle of Man.
5. Underage gambling is an offence and legally players must be aged 16 or over to enter lotteries. It is a criminal offence for lottery entries to be sold to a person under 16. The rules for this lottery require entrants to be over the age of 18, therefore players will be required to state their age and to affirm that they are of legal age.
6. The Charity reserves the right to require proof of identity and age.
7. Any person who has entered and/or participated in the lottery who is subsequently found to be underage will:
 - Forfeit any prize and will be excluded from any future entries.
 - Receive a full refund.
 - Not receive any prizes that might have been due to them, and if prizes have already been paid out, all reasonable attempts will be made to recover them.
8. Chances of winning a prize are as follows:
 - First prize – 1 in 13.9 million chance.
 - Second prize – 1 in 55,200 chance.
 - Runner up prizes – 1 in 200 chance.
 - The draws are conducted by our External Lottery Manager, who use a random number generator (tested and approved by a Gambling Commission certified test house) to produce the winning numbers for each weekly draw. 6 numbers from 1 to 49 will be selected at random and all the eligible chances checked for any 5 or 6 number matches, in any order. 3 runner-up winners will then be selected from all eligible chances.



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9. The prizes for the lottery are:
 - First prize £20,000.
 - Second prize £1,000.
 - Third prize 3x £10 M&S Vouchers.
10. This is a new lottery for Make-A-Wish UK, information on how lottery proceeds are spent are based on estimated figures:
11. 5% of the proceeds is spent on prizes.
12. 40% of the proceeds is spent on expenses related to promoting and running the lottery.
13. 55% of the proceeds is applied directly to the purposes of the society from all tickets sold.
14. The cost of each chance is £1 per week. Players can take a maximum of 5 chances per week and payment must be received (and cleared) before entry to the weekly draw.
15. Entry will be paid by monthly Direct Debit, £4 or £5, or multiples of these amounts if you have more than one chance. Payment will be collected directly from your bank account, dependent on the number of draws in between your payment dates. This will enable entries to be made into every draw.
16. The lottery draw will take place every Friday, where the draw date falls on a bank holiday the draw will take place the following working day.
17. The draws are conducted using a random number generator, tested, and approved by a Gambling Commission certified test house.
18. To produce the winning numbers for each weekly draw. 6 numbers from 1 to 49 will be selected at random and all the eligible chances checked for any 5 or 6 number matches, in any order. If a player has more than one line of numbers (chances) each line of numbers has to be unique.
19. Players not wishing to choose their own numbers will be given randomly allocated numbers generated by the system.
20. Different players may be able to have the same set of numbers as another player.
21. If the first prize is drawn and more than one player has that set of numbers, the prize value will be shared equally between each winner. If the second prize is drawn and more than one player has five of the six winning numbers, the prize value will be shared equally between each winner.
22. These Terms and Conditions are the Lottery Rules. By entering the Lottery, players agree to be bound by these Terms and Conditions.



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23. Where a request is made to change a player's chance numbers, the change will be made within 7 days of receipt of the request. Players will have no claim on any prize until our ELM has made the necessary update. Similarly, players will have no claim to any prize awarded to the original randomly selected numbers after the ELM has made the change to a player's chance numbers.
24. Prizes are subject to availability and the Society reserves the right to substitute any prize with another prize of equal value. There are no alternatives to the cash prizes and no interest is payable.
25. Cash prizes will be paid within 30 days of the draw by cheque or voucher by post.
26. Any prize not claimed or banked within 6 months of the draw will be classed as forfeited and treated as a donation to the Society.
27. The Society and its' ELM employees involved in the Lottery operations and licensees are excluded from playing the Lottery.
28. No detail in the lottery application may be changed in any way once it has been submitted except for change of address or name, whether by reason of marriage or by deed poll or other.
29. The Society may amend these terms and conditions at any time.
30. The Society will notify all participants of any significant changes to these terms and conditions via this website or by contacting you directly using the contact details provided on entry to the Lottery.
31. The Society reserves the right without notice or reason to cancel or refuse entry to the Lottery and to modify, cancel or terminate the Lottery in whole or in part at the Society's sole discretion.
32. The Society reserves the right without notice or reason to suspend the Lottery for any period of time at the Society's sole discretion. During such period the Society shall:
 - Suspend Direct Debit payments from your bank or building society account as soon as practicable, and;
 - Retain any amounts which were paid prior to such suspension taking effect that have not been used to pay for Chances in previous Draws. You will be notified of further details regarding the resumption of the lottery or otherwise as soon as reasonably practicable after the date of suspension in writing.
33. The Society's decision on all matters affecting the draw is final and legally binding. No correspondence regarding the results of the draw will be entered into.



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34. The Lottery is intended to be a fun way to support the Society's charitable aims and the vital work it does. If you feel that you have a problem with gambling and wish to be self-excluded from the Lottery, please telephone 0330 002 1396 to speak to a member of our team.
35. You will be opted out from the Society's lotteries for a minimum period of 6 months.
36. During your self-exclusion your direct debit will be cancelled, and any funds held on your behalf will be returned to you.
37. If you wish to opt back into the Lottery after the minimum period of self-exclusion you will need to telephone 0330 002 1396 to re-enable your account.
38. You will also be opted out of all marketing material during the self-exclusion period to ensure you are not sent any gambling related marketing material during this period.
39. If you need to talk to someone about problem gambling, then please contact BeGambleAware who provides confidential support and counselling to anyone who is affected by problem gambling. Visit BeGambleAware's website where you can get help and advice (www.begambleaware.org) or contact the National Gambling Helpline on 0808 8020 133, lines or live chat are open every day of the year, 24 hours a day.
40. The website is provided by our External Lottery Manager (ELM), Woods Group Limited trading as Woods Valldata. Woods Group Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 3586.
41. The Society is committed to protecting the privacy of participants. The Society will use your personal information for the purposes of administering the Lottery and as described in our Privacy Policy.
42. Complaints will be handled in line with the Society's Complaints and Disputes Procedure. Complaints that cannot be resolved by Society or its ELM will be escalated to a third-party Alternative Dispute Resolution entity approved by the Gambling Commission, such as IBAS.
43. Winners will be notified by either post, email or telephone within 7 days.
44. A list of the winning ticket numbers, initial, surname and town of winners' will be published on the website e.g. J Bloggs from Swindon. A list of winners will also be available by post on request to Make-A-Wish Foundation® UK, Seventh Floor, Thames Tower, Station Road, Reading, Berkshire, RG1 1LX



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45. The Society or its' ELM shall not be liable for:

- Any entries or communications which are damaged, lost, stolen or delayed in the post;
- Any late bank payments;
- Any failure or inability to award a prize due to any errors or omissions in the data provided or due to any failure by the participant to update the Society with any changes to the contact data provided;
- Any delays or failures in any software or other systems used by the Society or its ELM for the administration of the Lottery;
- Any refusal by the Society to accept an entry or the cancellation of an entry;
- Any failure to enter a Chance into the draw;
- Any event beyond the reasonable control of the Society or its ELM; and
- Any loss or damage incurred by a participant in connection with their entry to the Lottery or use of any prize.

46. In line with Gambling Commission requirements, we cannot accept credit card payments for lottery sales made via the telephone, debit cards are permitted. Only Direct Debit is permitted via the website.



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