



The Lottery Rules

The game rules for The Lottery (effective from 1st August 2023) can be found below:

Section 1: Introduction

The Lottery (the "Lottery") will be operated as a subscription-based Society Lottery under the Gambling Act 2005 as amended from time to time (the "Act"). The Lottery is promoted by Chelmsford City Football Club) and conducted for the benefit of Chelmsford City Football Club by Clubforce For customers in the United Kingdom, Clubforce is licensed and regulated by the [Gambling Commission](#) (Licence number 000-057100-R-333133-001)

The Lottery is administered by the Commercial Department of Chelmsford City Football Club.

These Rules apply to playing members of the Lottery. The terms of the Social Responsibility Statement are incorporated within these Rules.

Section 2: Definitions

"Act" The Gambling Act 2005 as amended from time to time.

"BACs" The organisation with responsibility for the settlement of UK automated payment systems, including direct debits.

"Chance" Each individual Game Number entered into the Lottery on behalf of a Member.

"Draw" The process by which winners are selected.

"Game Number" The number unique to each Member used to identify individual Chances which are entered into the Lottery.

"Lottery" The "Lotto & Super Lotto" Lottery.

"Member" An individual who has registered with the Lottery and "Membership" shall be construed accordingly.

"CCFC" Chelmsford City Football Club.

"Promoter" The registered promoter of the lottery for the Society which introduced a Member or in support of whose objects the Member has joined the Lottery.

"Rules" The rules of the Lottery as set out below and amended from time to time.

"Society" The lottery society operated by CCFC.

"Winning Number" The number as detailed in Rule 6.1.

Entry into the Lottery

2.1 The Lottery is promoted in accordance with the Act. In order to comply with the Act and to purchase Chances you will be required to confirm that:

- You are at least 18 years of age.
- You are resident in Great Britain.

- You will not buy or claim to buy Chances on behalf of any other person.

2.2 If, upon winning any prize in the Lottery, you are not able to prove that you have met the criteria specified in Rules 2.1 (a), (b) and (c) above then you will not be entitled to receive that prize.

2.3 In order to comply with the Act, Chances that have been purchased and entered into the correct Draw cannot be refunded.

2.4 By entering into the Lottery you agree to be bound by these Rules, and the applicable provisions of the Act and/or any relevant regulations made thereunder from time to time.

2.5 CCFC shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you if you have not complied with the Rules.

2.6 The Rules may be amended by CCFC from time to time and any changes will be notified to you.

3. Registration with the Lottery

3.1 You can only enter the Lottery by the completion of a valid application via the Lottery website [Chelmsford City FC | Clubforce](#) form which may be published in a variety of forms from time to time.

3.2 A valid registration is one which includes the following information together with the information set out in Rules 3.3 and 3.4 below:

(a) Your name, address & email address, so that CCFC can write to you to confirm your entry into the lottery and contact you if you have won a prize.

(b) Confirmation that you are over 16 years of age (in order to ensure compliance with the Act).

(c) The number of Chances in the Lottery you wish to purchase.

3.3 You will also be asked to provide the following information:

(a) Your contact telephone number.

(b) Your date of birth.

(c) Your mobile phone number.

3.4 You will also be required to provide payment information relating to the purchase of your Chances. Payment may be made via the following method:

(a) Debit Card

(i) Information required will include card number, expiry date and card security number.

(d) Credit card

(i) Credit card will only be accepted in person.

(ii) Credit card payments are not accepted online, via the telephone, email, text message or by fax. Any payment attempted with a credit card will be refunded, and no Chances will be entered into the Lottery pursuant to such attempted payment.

(iii) Information required will include card number, expiry date, card security number and a signature.

(e) Any other payment method made available by CCFC from time to time

(i) The information required will depend upon the payment method.

3.5 CCFC shall be entitled to take any steps necessary to verify the above information and to process your registration. CCFC may (in its absolute discretion) refuse to accept an application for an individual to become a Member of the Lottery.

3.6 Following registration, CCFC will send you confirmation of your Lottery Membership via email.

3.8 It is your responsibility to ensure that the personal information you provide to us is accurate and CCFC cannot be held liable for any error.

3.9 If you discover any error in your name, address or any other details provided to CCFC as part of your registration when you receive your confirmation, then you must correct this by notifying CCFC in writing or by e-mail. CCFC will make any required corrections as soon as reasonably possible. CCFC shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you until such correction has been made. Any correction notified to CCFC shall only become effective once the correction has been made.

3.10 You can select your unique numbers at registration.

4. Payment

4.1 Payment for Chances may be made by the following methods, as more particularly set out in Rule 3:

(a) Debit card

(b) Credit card payments (in person only)

4.2 Payment for Chances are made directly to CCFC via our partner Clubforce. Therefore:

(c) Debit card payments will be referenced as Chelmsford City Football Club on your card statement.

(d) Credit card payments will be referenced as Chelmsford City Football Club on your card statement.

4.3 Credit card payments are not accepted online, via the telephone, email, text message or by fax. Any payment attempted with a credit card will be refunded, and no Chances will be entered into the Lottery pursuant to such attempted payment.

4.4 The price for each Chance is £1 or such other sum as CCFC may from time to time notify to you.

4.5 Your Chances and therefore associated Game Number(s) will not be entered into the Draw unless CCFC has received all amounts payable (in cleared funds) relating to your Game Numbers by 10.30am on the Friday of week prior to the week's Draw. If there is a dispute regarding whether Chances have been paid for then such dispute shall be resolved by reference to payment details and records held by CCFC & bankers.

4.7 You may cancel your Membership of the Lottery at any time by notifying CCFC in writing or by e-mail (or via any other methods notified to you by CCFC from time to time) or by cancelling the registration online at [Chelmsford City FC | Clubforce](#). Any payments made prior to such cancellation taking effect but which have not been used to pay for Chances in previous Draws will be used to pay for entry for your Chances into future draws, after which your membership of the Lottery will be cancelled.

4.8 CCFC may cancel your Lottery Membership (in its absolute discretion) at any time. CCFC will notify you of such cancellation as soon as reasonably practicable and will reimburse any amounts which have been paid but which relate to future Draws. Other than the reimbursement of any such amounts, CCFC shall not be liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you in relation to such cancellation.

5. Changes to Member Details

5.1 Any changes to your details should be notified to CCFC in writing or by e-mail as soon as practicable OR ONLINE AT [Chelmsford City FC | Clubforce](#).

5.2 CCFC cannot be held liable for any loss or damage (including loss of the opportunity to enter the Lottery and / or the right to receive a prize) suffered by you as a result of your failing to comply with Rule 5.1.

6. Draws

6.1 The Draw is a process through our service provider Clubforce a random number generator data system. The number(s) generated by such system for each Draw shall be the Winning Number(s).

6.2 In order to comply with the Act only those Chances for which payment has been validly received (in cleared funds) are eligible for entry into the Draw.

6.3 On the happening of any event which prevents a Winning Number being selected then CCFC reserves the right at its discretion to select an alternative Draw process. Such changes will be published on the Lottery website: [Chelmsford City FC | Clubforce](#)

7. Prizes

7.1 Prize-winners will be determined by whether a Member's Game Number relating to a Chance in the Lottery matches all or some of the Winning Number(s) as determined in Rule 6.1.

7.2 Prizes are issued as follows:

(a) WEEKLY (LOTTO) prize of £500.00

(b) MONTHLY (SUPER LOTTO) as advertised £1-£10,000

(c) Must Win Friday prizes £150/£100/£50/2 x hospitality tickets

7.3 CCFC reserves the right to amend the prizes at any time. Any such changes will be published on the Lottery website: [Chelmsford City FC | Clubforce](#) at least one week prior to a change being made.

7.4 Each Game Number shall only be entitled to win one prize in one Draw. The prize won will relate to the first time the Game Number was generated as a Winning Number in such Draw. If a Game Number is generated a second or subsequent time in a Draw, the relevant prize will be re-drawn such that a Game Number which has not been generated in such Draw wins that prize.

7.5 The results of each Draw will be published on the Lottery website within 48 hrs of the date of the Draw and may also be published in any other manner determined by CCFC from time to time.

7.6 The winning Member(s) will be notified by post within two weeks of the date of the Draw. Such notification will be accompanied ad ID check and a BACS payment will be issued once acceptance has been made. Where a Super Lotto jackpot has been won, CCFC will contact the winning ticket holder and confirm identification. Payments will be made within 28 days of the winning number being drawn by BACS.

CCFC may extend (at its absolute discretion) the period to notify winning Members. Any such changes will be published on the Lottery website: [Chelmsford City FC | Clubforce](#)

7.7 CCFC reserves the right to withhold the payment of any prize until it is entirely satisfied that the Member who has won the prize has fully complied with the Rules.

7.8 If, upon winning any prize in the Lottery, you are not able to prove that you have met the criteria specified in Rules 2.1 (a), (b) and (c) above then you will not be entitled to receive that prize.

7.9 There are no alternatives to the prizes offered from time to time and no interest is payable.

7.10 Any unclaimed prizes will be re-credited to the CCFC main account after a period of six months from the Draw date has elapsed and will be forfeited.

8. Suspension of the Lottery

8.1 CCFC may (at its absolute discretion) suspend the Lottery for any period of time. During such period, CCFC shall:

- Suspend payments from your bank or building society account as soon as reasonably 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.

8.2 You will be notified in writing of further details regarding the resumption of the Lottery or otherwise as soon as reasonably practicable after the date of suspension.

9. Liability

9.1 CCFC shall not be liable to you for any loss or damage suffered by you arising from:

- (a) Any delays or failures in the postal service or other delivery methods used by CCFC for you from time to time.
- (b) Any delays or failures in any systems used by CCFC or Clubforce Lotteries or you to transmit e-mails.
- (c) Any failure in any software or other systems used by CCFC for the administration of the Lottery.
- (d) Any delays or failures in the banking system used by CCFC you.
- (e) Any refusal by CCFC to accept registration of an individual as a Member or the cancellation of a Member's Membership by CCFC for any reason whatsoever.
- (f) Any failure to enter your Chance into the Draw.
- (g) Any event beyond the reasonable control of CCFC..
- (h) Any other action or event which prevents or hinders CCFC from fulfilling its administrative objectives.

9.2 CCFC shall not be liable to you in contract, tort, negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including loss of the opportunity to enter the Lottery and / or the chance of winning a prize).

10. Self-Exclusion

10.1 Should you feel that you have issues with gambling and wish to be self-excluded from the Lottery please email us COMMERCIAL@CHELMSFORDCITYFC.COM and request self-exclusion with your name, address and supporter number. There is a minimum period of 6 months self-exclusion.

10.2 CCFC will not target you with any marketing material during the self-exclusion period and will remove your name and details from any marketing databases used by CCFC.

10.3 You will need to contact CCFC after your period of self-exclusion to re-instate your membership of the Lottery.

10.4 If you need to talk to someone about problem gambling then please contact GamCare. GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted on 0808 8020 133 (Freephone).

11. Complaints

11.1 Any complaints relating to the Lottery should be sent to CCFC, giving full details of the complaint and supporting documentation, in one of the following ways:

- By telephone to our lottery team on 01245 290959
- By email to COMMERCIAL@CHELMSFORDCITYFC.COM
- In person, at the Stadium: Salerno Way, Chelmsford CM1 2EH
- In writing to our Lottery Gaming and Compliance Manager at: the stadium, Salerno Way, Chelmsford CM1 2EH

11.2 Save as provided for in this Agreement, the Promoter shall make the final decision on the complaint pursuant to the Rules and that decision shall be final and binding.

11.3 Save where the Rules expressly provide otherwise, the Promoter shall not be obliged to enter into any correspondence with you.

11.4 If a satisfactory resolution cannot be reached then the matter can be referred to an alternative dispute resolution (ADR) entity. CCFC uses IBAS (Independent Betting Adjudication Service) for this purpose; IBAS are on the Gambling Commission's approved ADR list. Their contact details are:

www.ibas-uk.com

PO Box 62639, London, EC3P 3AS.

Telephone 0207 347 5883,

e-mail adjudication@ibas-uk.co.uk. This service is free of charge.

12. Privacy

12.1 CCFC are the Data Controller of your personal data collected through the Lottery. This means CCFC determines what data is collected and how this is used, including which other organisations are involved with the processing. CCFC is committed to compliance with the General Data Protection Regulation (Regulation (EU) 2016/679) and Data Protection Act 2018.

12.2 The personal data collected about you is processed for the purpose of conducting the Lottery. This is necessary for the performance of a contract, namely the contract between CCFC and you to play the Lottery.

12.3 CCFC manages Lottery Members' personal data. As part of this process, personal data will be used for:

- Personalising your lottery experience – for example ensuring that you do not receive promotions to join the Lottery if you are already subscribed
- Lottery subscriber profiling – this is understanding who plays the lottery and how CCFC can increase players
- Associating Lottery players with CCFC supporters
- Managing marketing activities for CCFC.

12.4 For further information about how your data is used and your information rights, please see the CCFC Privacy Notice available from available from [Documents – Chelmsford City FC](#)

13. Contact Address

All correspondence pursuant to these Rules should be sent using the following details:

Commercial Department Chelmsford City Football Club The Melbourne Stadium

Salerno Way, Chelmsford

Essex CM1 2EH

[Contact – Chelmsford City FC](#)

22 July 2023