**Rules of Play**

* All members of the Credit Union aged 18 or over and residing within Great Britain are eligible to join the Friends of No1 CopperPot lottery. If your main residence is in Northern Ireland, the Channel Islands, the Isle of Man or anywhere else outside Great Britain, you are not eligible to enter the lottery.
* The lottery is overseen by the Friends of No1 CopperPot, an independent committee comprised of No1 CopperPot Credit Union members. The lottery will be managed by an External Lottery Manager, StarVale, which will be responsible for running the lottery draw and must be authorised by the Gambling Commission.
* The cost is £1 per entry, and you can purchase up to 10 entries per month.
* Payment of your lottery entries will be by Direct Debit or payroll deduction.
* The lottery draw takes place on the last Friday of each month, and this is when the funds will be deducted from your lottery account. If the last Friday of the month falls on a Bank Holiday, the draw will take place on the next working day.
* Prizes are paid to the winning member’s account within seven working days of the draw.
* Prizes will always account for at least 30% of net ticket sales.
* You can cancel your entries into the lottery at any time by calling us on 0161 741 3160 or emailing us at [info@no1copperpot.com](mailto:info@no1copperpot.com).
* Refunds of lottery deductions are not permissible for cancellations received after the lottery deduction for the month has taken place.
* If you wish to make a complaint you can do so by contacting [info@no1copperpot.com](mailto:info@no1copperpot.com), or calling 0161 741 3160, or in person by visiting Slater House, Oakfield Road, Cheadle Royal Business Park, Cheadle, SK8 3GX. All communications will be passed on to the Friends of No1 CopperPot Chair. All complaints and feedback will be treated individually, professionally and will be acknowledged and initially responded to within 48 hours. Any disputes will be managed through the Independent Betting Adjudication Service (IBAS). Website: [www.adrgroup.co.uk](http://www.adrgroup.co.uk/), contact number: 0203 600 5050.