

1. Important

- 1.1. Please read these Terms and Conditions carefully. These Terms and Conditions govern your use of the Services.
- 1.2. These Terms and Conditions are provided to you together with your Order Confirmation and are also made available via our website at www.yourlottoservice.co.uk.
- 1.3. We remind you that you are entitled to a 14 days cooling-off period immediately following the confirmation of your order, during which you can cancel your order for any reason and get your money back.
- 1.4. If you do not cancel your order within this 14-days period time frame, you accept that these Terms and Conditions will apply. Any use by you of our Services will be governed by these Terms and Conditions.
- 1.5. If you do not accept these Terms and Conditions, you must not use the Services.
- 1.6. We reserve the right to amend these Terms and Conditions at our discretion from time to time. We will bring material changes to these Terms and Conditions to your attention.

2. Definitions

- 2.1. In these Terms and Conditions, unless stated otherwise, the words and expressions set out below shall have the following meanings:
 - "Company", "us", "we" means YOURLOTTOSERVICE UK LIMITED and references to "our" shall be interpreted accordingly;
 - "Draw" means a draw in the Underlying Lottery;
 - "Fee" means the sum of money, which you are required to pay to participate in a Syndicate; "Free Lines Offer" means a promotional offer to participate (once only) in a Syndicate in respect of one UK National Lottery Draw without charge;
 - "Member" means a customer who has been accepted by us for membership of a Syndicate and whose membership has not been terminated or suspended by us;
 - "Order Confirmation" means the letter sent by us to you confirming the contract entered into between you and us by telephone (and sent to you following the telephone conversation). If you only enter the Free Lines Offer and do not subscribe to join a Syndicate, the Order Confirmation confirms your participation in the Free Lines Offer;
 - "Player's Account" means the customer account saved in our system, where we hold customers' details including (but not limited to) Syndicate participations, Winnings, subscriptions and numbers played or to be played;
 - "Prize" means the prize (normally in the form of money) paid out by the Underlying Lottery Operator for a winning ticket in the Underlying Lottery, according to the Prize Category of that ticket
 - "Prize [Category]" means the value of prize or pay-out in the Underlying Lottery Draw deriving from the amount of numbers correctly matched (including the so called „Super Numbers“ or “Bonus numbers“ as defined in the relevant Underlying Lottery) in the relevant Draw, according to the official rules of the Underlying Lottery;
 - "Registration" means the process of registering to become a customer so that you can use the Services;
 - "Services" means the organisation by us of lottery Syndicates;
 - "Syndicate" means a group of Members participating in Draws together as part of a group specifically identified by a unique identification number allocated by us to the Syndicate and in respect of which Members pay agreed contributions by way of Fees and in respect of which shares of Winnings shall be distributed to Members in accordance with these Terms and Conditions;
 - "Syndicate Organiser" means a representative of the Company who is a Member of a Syndicate; "Super Number" or "Bonus Number" means (under the rules of the Underlying Lottery Draw) that number which, when matched in combination with other numbers, increases the pay-out for that Prize Category or defines a new specific Prize Category;
 - "Winnings" mean any monies won by a Syndicate in any Draw;
 - "Underlying Lottery" means the Lottery in respect of which any Lottery Syndicate holds a Ticket;
 - "Underlying Lottery Operator" means the organiser(s) of the Underlying Lottery;

3. How the contract is formed between you and us

- 3.1. In order to participate in a Syndicate and take advantage of the Services, you must register to become a Member by contacting our call centre and completing the Registration process.
- 3.2. During Registration, you will be required to provide the following information: your name, postal address, email address, date of birth, gender, phone number, details of payment card or bank account number satisfactory to us, and such other information and documentation (such as forms of identification) as we may request. Please note that all calls with our call centre are recorded.
- 3.3. **Underage gambling is an offence.** We reserve the right to undertake certain checks on you, including verifying your age and identity and we may also undertake credit checks. We reserve the right to use appropriate third party service providers to undertake such checks, and where we do so you agree that we may share your personal data with them, to the extent that it is necessary for the purposes of the check.
- 3.4. We reserve the right to withhold payment of any monies to you pending satisfactory age or identity verification.
- 3.5. You agree to:
 - i. provide all information requested by our call centre operators during the Registration process;
 - ii. ensure that the information provided is accurate and complete;
 - iii. provide copies of any documents (such as your passport) which we reasonably require to ensure that your age and identity are verified to our satisfaction; and
 - iv. immediately inform us of any subsequent change to the information supplied by you during Registration, including changes to credit card/bank account data.
- 3.6. We do not accept any responsibility for any failure or inability to pay any monies to you if the information supplied by you required for such delivery is incorrect, incomplete or out of date.
- 3.7. It is your responsibility to ensure that at all times you comply with all laws and regulations in any jurisdiction where you are located or resident.
- 3.8. By applying for membership, you warrant that:
 - i. you are legally capable of entering into binding contracts;
 - ii. you are at least **18 years old**;

- iii. you are not a resident of the United States of America and of Schleswig-Holstein (Germany) or located in any country in which you are not permitted to participate in remote gambling of the nature contemplated by our Services;
- iv. you do not make a living out of gambling, gaming, or betting;
- v. you acknowledge that by paying Fees to participate as a Member of Syndicates is no guarantee of winning any monies in Draws.

4. Management of Syndicates

- 4.1 By subscribing to be a Member of a Lottery Syndicate in respect of the UK National Lottery and EuroMillions you will not own any specific Lottery ticket or line purchased by the Syndicate.
- 4.2 Each Syndicate will have a specific number of Members specified at the time the Syndicate is created. Each subscription to the Syndicate equates to one „share“ in the Syndicate. Typically, all Syndicate Members will hold one share, although it is possible that one or more Members will subscribe more than once. If so they will hold one „share“ for each time they subscribe to the Syndicate.
- 4.3 Your share of any Winnings or Prizes earned by or payable to a Syndicate will depend on the number of shares you hold in it. We may determine that Syndicates may involve different numbers of Members. Example: if a Syndicate has 50 Members and you hold one share, you will be entitled to 1/50 of any Winnings payable to/received by the Syndicate.
- 4.4 Approximately 3 days before the end of each month you will receive by post or email a statement containing details of numbers and lines played by the Syndicate in which you are a Member in the past month and a preview of the lines to be played by your Syndicate for the next month. Please note that the information concerning the final Draw(s) of any month may be included in the statement provided in the following month.
- 4.5 The date when the contract between you and us is concluded will determine when your Syndicate membership begins. If the contract is concluded approximately at the turn of a month, your membership will start at the beginning of the following month. However, if we conclude our contract on a later date in the month, for example on the 15th, your membership will be postponed one further month. For example: agreement on January 2nd, membership starts on February 1st; agreement on January 16th, membership starts on March 1st. These dates vary in months with Bank Holidays.
- 4.6 Your participation in Syndicates will be administered through your Player Account, which will record all Tickets played by the Syndicate in which you participate as well as your share of any Winnings including those yet to be paid out to you. You will not have access to this account online, but will receive from us monthly statements by email or post instead and can at any time request the information held in your Player Account by contacting customer service by telephone on 020-38680477 or by email to info@yourlottoservice.co.uk.
- 4.7 In order to enable you to control your gambling expenses, you can set your own monthly spending limit with us. Please note that when you increase your financial limit, this will only take effect after a 24 hour cooling off period.

5. Free Lines Offer

- 5.1 From time to time we may offer new customers the chance to try our Service without charge by participating in a Free Lines Offer.
- 5.2 If you decide to take part in a Free Lines Offer, the following provisions will apply:
 - a. Each new player will be entitled to participate in a Free Lines Offer only once.
 - b. You will have to register with us by contacting our call centre and by doing so you will go through the Registration procedure described above in clause 3. However, we will not ask for your payment details if you order Free Lines only.
 - c. For the purposes of the Free Lines Offer, you will participate in the Underlying Lottery Draws as a Member of a one-off Syndicate, specifically and exclusively created for this purpose;
 - d. You will receive from us an Order Confirmation containing details of the numbers selected for and played by the Syndicate, along with a copy of our Terms and Conditions and Privacy Policy;
 - e. In case your Free Lines Offer Syndicate wins any Prize and your share of Winnings is an amount above £2, we will contact you in order to arrange the Winning pay-out. Please be aware that you must provide us with the requested information within 6 months, failing which we will be entitled to retain the funds. Note that due to the costs of bank charges, we do not process any pay-out of £2 or less
 - f. Please note that, if Free Lines Offer Syndicate wins a free ticket or entry to the next Draw in the relevant Underlying Lottery as part of a Free Lines Offer, it will not participate in the next Draw.
 - g. Please be aware that we will require proof of age prior to any pay-out, including Winnings resulting from our Free Lines Offer.

6. Subscription Payments and Termination

- 6.1 On Registration you are required to choose to have either your credit or debit card or your bank account charged for your regular monthly subscription payments on an on-going basis. We store your credit card details securely with our payment service provider and will deduct payments on a monthly basis according to the duration of your subscription. Please note that even if the operation of lottery syndicates does not classify as gambling, some credit card companies may charge fees.
- 6.2 You will then participate in a Syndicate (according to your product choice and as recorded in our Order Confirmation) until you give notice of your wish to terminate your subscription by giving 14 days notice in writing by email to our Customer Service team at info@yourlottoservice.co.uk or by writing to our postal address as shown in our most recent correspondence with you.
- 6.3 Your subscription has a minimum initial term of 3 months. Your subscription will terminate at the end of the calendar month in which your notice to terminate expires. For example, if you serve notice on us to terminate 14 or more days before the end of the current month, your subscription will end at the end of that month. However, if you serve notice on us to terminate less than 14 days before the end of the month, your subscription will terminate at the end of the following month.
- 6.4 No further payments will be taken after subscription terminates..

7. Prizes and Payments

- 7.1 Money received by us in respect of Winnings or Prizes deriving from Tickets played in a Draw by your Syndicate (if any) will be distributed in accordance with the Terms and Conditions. Subject to you complying with these Terms and

- Conditions, you shall be entitled to a fixed percentage of the Winnings, after deduction of local taxes, if any. That percentage will be notified to you in your Order Confirmation.
- 7.2 Winnings will be distributed according to these percentages, as soon as possible after receipt of cleared funds from the Underlying Lottery Operator. Please note that when calculating your share of Winnings we will cut them off at two decimal places. Total Winnings of over £50,000 may take longer to process. For the avoidance of doubt you should note that the distribution of Winnings is totally dependent upon us receiving the Winnings from the Underlying Lottery Operator.
 - 7.3 Sometimes Prizes might consist in goods and /or services (a non-cash Prize), as for example, during the UK EuroMillions Mega Week. If your Lottery Syndicate wins a non-cash Prize in any Draw, we will claim any cash alternative, which may be available, as specified in the specific rules relating to that Draw and if such cash alternative is available we will distribute it as Winnings to the Members of the Syndicate.
 - 7.4 Please be aware that in the event of any conflict between these Terms and Conditions and those of the relevant Draw the specific rules of the Draw in question will take priority. For further detail on this specific matter, please visit the homepage of the Operator
 - 7.5 The lowest Prize typically received in respect of a winning ticket in UK National Lottery Draws is a free entry into the next following Draw in the same Lottery. If a Lottery Syndicate in which you participate wins a free entry, we will make sure that your Syndicate plays the free entry in the next Draw. This means that, if, for example, your Syndicate has won a free entry in the Saturday Draw, this free entry will be played in the following Wednesday. Any Winnings deriving from such free entries will appear in our monthly statements, however we will not be able to inform you about the numbers allocated to your Syndicate for any such free entries.
 - 7.6 Please note that monthly Winnings less than £ 2 will not be paid out to you right away, but will be credited to your Player's Account and will only be paid out to you once the minimum sum of £2 has been reached. We will not process any payment to you of less than £ 2 because the bank charges we would incur in doing so are greater than this amount.
 - 7.7 Dormant Account
If your Player Account remains dormant (i.e. you do not participate in Syndicates but funds remain on deposit) for a period of six months or more we will be entitled to levy an administration charge of up to £ 2 which will be deducted from the funds remaining in your account. The administration charge will be levied after 6 months. Similarly, if you have Winnings on your Player Account and you do not provide us with any valid payment details (which we will be asking for in writing) within 6 months, we will be entitled to withdraw your Winnings after a period of 6 months. This will also apply to Winnings greater than £2.
 - 7.8 Your share of any Winnings will be paid out using the same payment method you chose during Registration to pay your Fees. Prior to effecting payments of £1000 or greater we may require you to provide additional KYC ("Know Your Customer") information and such sums will only be paid to a bank account in your name. You agree to provide such additional information as we may reasonably require for this purpose.
 - 7.9 Subject to these Terms and Conditions, we shall credit your bank account with your share of Winnings after receiving the Prize from the operator of the relevant Draw and as soon as approval for winning pay outs has been granted from our independent auditor. We shall not be liable for any delays or failure of the payment to us of such sums, howsoever caused.
 - 7.10 To enable us to comply with anti-money laundering legislation we may require information from you before your share of any Winnings can be paid to you. We are entitled to refuse to pay any Winnings until we are in receipt of all information we require for anti-money laundering and/or prevention of terrorist funding purposes.

8. Self-exclusion facility

- 8.1 If you are concerned about your participation in any Syndicate, you may exclude yourself from Syndicate membership with us, by using our self-exclusion facility. To do so please contact Customer Service by telephone on 020-38680477 or by email to service@yourlottoservice.co.uk. All our customers have the option to voluntarily self-exclude themselves for a minimum period of 6 months or permanently. Before you self-exclude, we will provide you with a copy of our Self-exclusion Programme so that you understand the consequences of Self-exclusion
- 8.2 By entering into a Self-exclusion agreement with us, you will be prohibited from participating in any future Syndicate for the chosen time period. The Company will cancel a self-excluded player's monthly payments for future playing periods and will not knowingly permit players that have decided to self-exclude to reactivate their membership until the chosen time period has expired.

9. Customer funds management

- 9.1 We hold customer funds separate from company funds in dedicated Clients' Call accounts at Lloyds Bank plc, 25 Gresham Street, London, EC2V 7HN, registered in England and Wales No.2065. This specific type of account is available to commercial customers for the purpose of holding client funds only. For further information on this matter, please refer to the Clients' Call account Terms and Conditions available on Lloyds Bank Homepage.
These provisions mean that steps have been taken to protect customer funds, however there is no absolute guarantee that all funds will be repaid in case of insolvency.

10. Complaints Policy

- 10.1 If you have a complaint about any aspect of our Services, please contact our Customer Service at info@yourlottoservice.co.uk or call us, 020-38680477 (during office hours)
- 10.2 We will handle your complaint in accordance with our Complaints Policy and aim to provide you with a substantive response as soon as practically possible and seek to resolve your complaint within four weeks from the date we receive it.
- 10.3 Depending on the complexity of your complaint, our investigation may take longer than four weeks, in which case we will ensure that we will write to you explaining the reasons for the delay and when we expect to be able to provide you with our final response.
- 10.4 For any further details about our procedures, a copy of our Complaints Policy is available on our Homepage or alternatively may be requested to our Customer Service at any time.

11. Responsible Gambling

- 11.1 We maintain a strong commitment to provide all our players with a responsible gambling environment.
Gambling should be enjoyed as a recreational activity; however it can nevertheless also cause a problem for a minority of players
- 11.2 We have implemented a comprehensive Responsible Gambling Policy, a copy of which will be sent to you together with your first Order Confirmation. A shortened version can be also found on our homepage.

12. Our Liability

- 12.1 We will endeavour to ensure that the Services are available to you as much as is reasonably possible, but we cannot and do not guarantee that: (i) our Services will be available at any specific time or for any specific period; or (ii) that the features, functionality or performance of our Services will meet your requirements.
- 12.2 We shall not be liable for any loss, costs, expenses or damages, in each case whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Services or your participation in any Syndicate, including but not limited to any failure on our part to enter a Syndicate into any Draw or resulting from the non-payment of any Prize or Winnings arising from any Draw by the lottery operator.

13. Law and Jurisdiction

- 13.1 These Terms, and our relationship with you shall be governed by and construed in accordance with the laws of England and Wales.
- 13.2 Any dispute arising out of or in connection with these Terms and your use of the Services will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Our status

- 14.1 We are a Lottery Syndicate Organiser.
We do not promote a Lottery and are not Lottery promoters.
This is not a gambling product and therefore doesn't require a licence from the Gambling Commission.
- 14.2 We are not and do not need to be regulated by the Financial Services Authority; a Syndicate does not amount to joining a collective investment scheme.
- 14.3 We reserve the right without prior notice or liability, to arrange for Syndicates to participate in an alternative Draw of the same licensed Lottery, other than or in addition to those specified in our communication with you.
- 14.4 YOURLOTTOSERVICE UK LIMITED is registered in England and Wales under the company number 10104456.

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