NORWICH THEATRE CHRISTMAS APPEAL RAFFLE 2026 TERMS & CONDITIONS

Norwich Theatre Christmas Appeal Raffle 2026 is operated by Theatre Royal (Norwich) Trust Limited, registered charity number 262259.

The raffle will operate under a Small Society Lottery registered under the Gambling Act 2005 with Norwich City Council (licence number 23/02315/LOTT).

All profits from the Christmas Appeal Raffle 2026 will be donated to Norwich Theatre to provide creative experiences for people of Norwich, Norfolk and the East of England.

The person responsible within Norwich Theatre for the Christmas Appeal Raffle 2026 is Becci Winton, Finance Director & Chief Resource Officer, Norwich Theatre, Theatre Street, Norwich NR2 1RL.

Entry Conditions

1. To be eligible to purchase a raffle ticket, a person must:

   a) be 18 years of age or over

   b) located in Great Britain

   c) not be an employee of Norwich Theatre's Development and Fundraising team or a Director of Norwich Theatre; and

   d) comply with these terms and conditions

2. A raffle ticket will be entered into the Christmas Appeal Raffle 2026 if:

   a) an application for such raffle ticket is received by Norwich Theatre before the closing date; and

   b) payment for such application is received by Norwich Theatre before the closing date.

3. Each raffle ticket will be sold for £5 and is non-refundable.

4. Norwich Theatre may, at its sole discretion, refuse to sell a raffle ticket to any person without giving reasons.

5. A raffle ticket may not be transferred from a person listed as the owner of the respective raffle ticket on Norwich Theatre's records to another person.

6. We will process your personal data securely to manage your entry into the raffle. Subject to clause 26, we will not otherwise share your personal data with others. We will use your data to send you the information you have requested (if relevant). We will not use your details for marketing communications that you haven't agreed to receive. Should you change your mind about whether to receive that information from us or how you're contacted by us for marketing

purposes, let us know by calling 01603 630000. Please see our privacy policy at norwichtheatre.org/privacy-policy for more information on how we look after your personal information.

Underage Purchases

7. By purchasing a raffle ticket and entering the raffle, you confirm that you are 18 years or older at the date when you purchased the raffle ticket. If Norwich Theatre determines that a ticket holder is under the age of 18 at the date the raffle ticket was purchased, the ticket holder shall not be entitled to any prize and Norwich Theatre will return to the ticket holder the amount paid by them for the raffle ticket(s).
8. Norwich Theatre reserves the right to verify the age of any person seeking to purchase a raffle ticket or a ticket holder, at any time (including after a raffle ticket has been purchased), by requesting such proof of age as Norwich Theatre requires.

Payment

9. By purchasing, or attempting to purchase, a raffle ticket, you agree to be bound by these terms and conditions.
10. Payment for a raffle ticket can be made online through our website, by telephone or in person at our Box Office.
11. Norwich Theatre accepts no responsibility if the chosen method of payment is cancelled by you, your bank or debit card provider.

Purchasing Raffle Tickets by Telephone

12. Tickets bought by telephone are valid once the payment has been processed. If payment is successful, you will receive confirmation of your purchase by email.

Closing Date

13. The closing date for the Christmas Appeal Raffle 2026 is 11.59pm on Sun 3 Jan 2027.
14. If payment is received after the closing date, raffle tickets will not be entered into the Christmas Appeal Raffle 2026.
15. Any payment for raffle tickets received after the closing date will be treated as a donation to Norwich Theatre unless you expressly state otherwise when purchasing such raffle ticket(s).

The Draw

16. The Christmas Appeal Raffle 2026 draw will take place on Mon 4 Jan 2027.

17. Raffle tickets to the Christmas Appeal Raffle 2026 will be drawn randomly.
18. The result of the Christmas Appeal Raffle 2026 draw is final.

The Prize

19. The prize for the Christmas Appeal Raffle 2026 is a Norwich Theatre gift voucher (value £100), a commercial gift card (value £66), a Gold Friend membership for one year and a 'The All New Adventures of Peter Pan Pantomime' merchandise bundle.
20. The ticket holder who wins the raffle prize will be notified by telephone where possible.
21. All prizes are non-transferable, have no cash value, and no alternatives will be provided.
22. Norwich Theatre reserves the right to request proof of identity from any person who claims a prize.
23. A ticket holder shall not be eligible to receive a prize if they do not satisfy the criteria at clause 1a)-d).
24. Norwich Theatre reserves the right to withhold any prize if Norwich Theatre has reasonable grounds to believe that these terms and conditions have been breached in any way.
25. If a prize is transferred to a person who is not eligible to receive the prize, the prize shall be repayable or returned (as applicable) by that person to Norwich Theatre on demand.
26. By entering the Christmas Appeal Raffle 2026, if you win a prize you agree to Norwich Theatre using your first name and town/city on the Norwich Theatre website and otherwise to promote the raffles operated by Norwich Theatre.

Unclaimed Prizes

27. All prizes must be claimed no later than 30 days from the date of the draw.
28. Any prizes which remain unclaimed after 30 days from the date of the draw shall be forfeited and donated to Norwich Theatre.

Responsible Gambling

29. Norwich Theatre provides the right to self-exclude.
30. You may request to be excluded from all raffles operated by Norwich Theatre.
31. If you wish to self-exclude, you can contact our Development Manager (Individual Giving) on 01603 630000 or email development@norwichtheatre.org

32. If you elect to self-exclude, you may not purchase Norwich Theatre raffle tickets for the period of self-exclusion and will not be sent any related marketing.

33. At the end of the self-exclusion period, you may request to purchase further raffle tickets (and receive marketing materials) by contacting our Development Manager (Individual Giving) on 01603 630000.

Limitation of Liability

34. Subject to clause 36, the liability of Norwich Theatre to any ticket holder shall be limited to the amount of any prize which is due to that ticket holder.

35. Subject to clause 36, Norwich Theatre shall not be liable:

    a) to any person for Norwich Theatre's inability to contact you and/or award any prize due to any errors or omissions in the details you provide or your failure to update these details if they change.

    b) for any interest of whatever nature claimed by person in a lost or stolen raffle ticket

    c) any matter beyond Norwich Theatre's reasonable control.

36. Nothing in these terms and conditions shall exclude or limit the liability of Norwich Theatre for:

    a) death or personal injury resulting from negligence

    b) fraud or fraudulent misrepresentation; or

    c) any other liability that cannot be excluded or limited by law.

Complaints

37. Should you have a complaint, please contact the Development Manager (Individual Giving), Norwich Theatre, Theatre Street, Norwich NR2 1RL. A copy of our complaint's procedure is available at norwichtheatre.org/terms-conditions/#contact-complaints.

Further Information

38. If you would like more information about raffles and lotteries, please go to gamblingcommission.gov.uk

39. If you are worried about your gambling or that of someone close to you, GamCare is the UK's leading authority on the provision of support, advice and counselling to people affected by gambling problems. If you or someone you know needs help or advice, call their helpline 08088 020133 or visit gamcare.org.uk

Governing law

40. These terms and conditions are governed by the laws of England.
41. Each party agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim (including noncontractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.

Definitions

‘Christmas Appeal Raffle 2026’ means the lottery that is operated by Norwich Theatre.

‘Closing Date’ means 11.59pm on Sun 3 Jan 2027.

‘Christmas Appeal Raffle’ means the raffle for the prize described in clause 19.

‘Prize’ means the prize set out in clause 19.

‘Raffle ticket’ means a ticket purchased for the Christmas Appeal Raffle 2026 online, or through our Box Office in person or by telephone.

‘Ticket holder’ means a person who holds a raffle ticket in accordance with these terms and conditions.