

## FAQs For Lotto Players

### **Q: Where can I buy tickets?**

**A:** Lotto tickets can only be purchased online, using a bank account or payment card. Go to: [www.seamoorlotto.co.uk](http://www.seamoorlotto.co.uk)

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### **Q: When does the lottery launch?**

**A:** The lottery will have a first draw on Sat 4 August 2018 and then draws will take place weekly thereafter. Good causes and charities can apply to be part of the lotto via the website – there is no deadline, but the sooner the better. Lotto tickets can be bought from Wednesday 27<sup>th</sup> June.

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### **Q: How do winners find out that they've won?**

**A:** Every week, all winners will be advised by e-mail. The winning number will also be published on our website, Facebook and Twitter each week following the draw. We are talking to the press as to whether the winning numbers can be printed in the local press.

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### **Q: I want a refund or have questions about the lotto?**

**A:** Go to: [www.seamoorlotto.co.uk](http://www.seamoorlotto.co.uk) or email [support@seamoorlotto.co.uk](mailto:support@seamoorlotto.co.uk) or phone **03302 234225** (Only between 9am - 5.30pm Mon - Fri excluding Bank Holidays). Do not contact the council directly as they cannot help.

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### **Q: Can someone still play if they are not online?**

**A:** Yes. Players can call the dedicated SeaMoor Lotto number – (**03302 234225**) – to register and set up payments.

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### **Q: If my good cause gets 50p per entry, where does the other 50p go?**

**A:** 10p is used to support other good causes within South Hams and West Devon. 20p goes to prizes and the remaining 20p is for administration of the lottery and VAT.

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### **Q: Can supporters use Gift Aid on the ticket price?**

**A:** Unfortunately you cannot claim Gift Aid on lottery ticket purchases.

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**Q: Can someone still play if they are not online?**

**A:** Yes. Players can call the dedicated SeaMoor Lotto number – (03302 234225) – to register and set up payments. Alternatively, they can use publically available internet-enabled PCs, such as those in the council’s reception areas.