

Calls are made Monday to Friday between the hours of 9am and 6pm.

They call numbers a maximum of 2 times a day (with a minimum four-hour gap) and a maximum of six times in total over a six month period.

All calls are filtered through the Telephone Preference Service (TPS).

Call agents are trained constantly to ensure the highest level of customer service is apparent and calls are constantly monitored.

Outdoor Canvassing Information

Your Hospice Lottery/make a Smile Lottery ensure that all canvassers promoting the lottery through venue or door to door sales have been sufficiently trained and understand the desire for high levels of customer service. All canvassers will have:

- Received Gambling Commission Training.
- Read and signed risk assessments.
- Read and signed the Fundraiser Procedure, which adheres to government and Chartered Institute of Fundraising compliance.
- Adhere to all social distancing measures.

Door to door canvassing is only permitted Monday to Friday between the hours of 10am and 6pm. Canvassing at venues can occur Monday to Saturday.

Further information on our fundraisers can be found on our website and all canvassers will always have identification on them.

We constantly review our canvasser policies and guidelines to ensure the best possible service we can provide. If you have any queries please contact us:

Your Hospice Lottery: 0800 285 1390, lottery@yourhospicelottery.org.uk

make a smile lottery: 0300 303 4500, hello@makeasmilelottery.org.uk