



MOLE VALLEY
**COMMUNITY
LOTTERY**

Frequently Asked Questions



What information will I need to sign up?

Gatherwell will need some key pieces of information to get you registered as a good cause on Mole Valley Community Lottery. This will include your organisation's name, key contact and role, address, telephone number and email. They'll also need you to confirm your eligibility (see terms and conditions for details). In order to pay you your money they'll need your bank details and a logo for your organisation to include on the specific marketing materials they'll create for you. You can provide these at signup but they aren't required to get you registered.

What kind of logo do I need?

Your logo should be supplied (as a minimum) 300dpi and at least 350px wide saved as a JPG or PNG. Gatherwell's preferred file format is a Vector file (either an .ai file, eps or svg). Don't worry if you don't have one, they'll set you up with a default logo to start with and you'll be able to change it and any other details at any time.

What organisations can sign up?

Any good cause operating within Mole Valley can apply! (NB exclusions apply see terms and conditions for details)

What materials do you provide to help me promote my lottery?

Gatherwell provide your good cause with its own tailored communication materials. These will be professionally prepared PDFs which can be attached to emails that are sent out to your community. The materials can also be printed and posted around the local area. They also provide you with your own dedicated webpages on the molevalleylottery.co.uk website for your supporters to sign up, check results and see how much money is being raised.

How do winners find out that they've won?

Every week, all winners will be advised by e-mail. The winning number will also be published on the website, Facebook and Twitter each week following the draw.

How do we receive our share of ticket sales?

Your funds will be transferred directly into your bank account every month.

How do I know how well my fundraising is doing?

Every week Gatherwell send you an update which provides you with all the details. It tells you how many supporters have chosen to direct their support to you, who they are, how many tickets are being sold each week, how much money has been raised etc. There is also a dashboard on the site which will provide real time statistics on your campaign!

Who deals with any questions my supporters have?

Gatherwell do. They have a dedicated support number and email address that deal directly with any queries your supporters may have.

What administration do we need to do?

None! All you need to do is shout about your lottery.

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

10p is used to support other good causes within Mole Valley through the Central Fund. 20p goes to prizes and the remaining 20p is for administration of the lottery and VAT.

Can supporters use gift aid on the ticket price?

Unfortunately you cannot claim gift aid on lottery ticket purchases. Gatherwell will be adding the ability to claim gift aid on winning donations soon.

Are supporter's details safe?

Absolutely! Gatherwell take the utmost care of all user data. The site itself is secured on ALL pages (not just the payment ones). All user data is stored safely and not passed to any third parties.

What's the catch?

There isn't one. All you need to do is market your page to your community. The more you market the more tickets you sell. Mole Valley District Council will help raise general awareness of the lottery, hold PR events and organise additional prizes. But it is up to you to make sure people joining choose your cause.



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#MoleValleyLotto

molevalleylottery.co.uk

The Mole Valley Community Lottery is managed
by Mole Valley District Council

