



Frequently Asked Questions

What are the Lottery cash prizes?

The Flight for Life Lottery gives you the chance to win one of these cash prizes each week:

- £1,000 top prize
- £500 second prize
- £250 third prize
- 10 prizes of £10

How does the Superdraw work?

When you join the Flight for Life Superdraw you are allocated an exclusive combination of four lucky numbers between 1-45. A separate weekly jackpot draw is made for the Superdraw and the weekly prize is based on a percentage of Superdraw members. If no member makes a complete match with all four numbers, the jackpot prize will roll over to the following week. The jackpot prize will continue to roll over until it reaches £25,000, at which point multiple draws will be made in a single week until a complete match is selected. When this occurs one member will win £25,000 – a life changing amount!

Why is the first payment in the Superdraw £12?*

The first payment is £12 because not all months have 4 weeks in so we take an initial higher payment of £12 to ensure you always have £2 credit in your account and will never fall out of the draw.

Why is the first payment in the Weekly Draw £6?*

The first payment is £6 because not all months have 4 weeks in so we take an initial higher payment of £6 to ensure you always have £1 credit in your account and will never fall out of the draw.

Can I just play the Lottery?

Yes, you can just choose to just play the Flight for Life Lottery without the Superdraw for £1 a week.

Can I buy more than 1 ticket?

Yes, you can buy more than one ticket for the Flight for Life Lottery and Superdraw.

Can I buy a ticket for 1 week only?

No. You cannot buy a ticket for a single week.

Can I buy a Lottery and Superdraw ticket as a gift for someone?

Yes, you can buy the Flight for Life Lottery and Superdraw as a gift. Please go to the [Gift the Lottery page](#).

Can I sign up by post?

Yes you can join the Flight for Life Lottery by post. Download and print the [Lottery form](#) and decide whether you'd like to pay by direct debit, credit card or cheque.

How will I know if I win?

The winning numbers will be displayed weekly on our [lottery results page](#) or you can call 0345 2417 688 to request a winners list. If you are one of our lucky winners there is no need to check your numbers as we will notify you as soon as possible.

How much goes to the Charity?

In 2017, 78% of the profits raised by the Flight for Life Lottery were returned to Essex & Herts Air Ambulance to assist in the life saving work of the Charity.

Can I set up a direct debit?

Yes, you can set up a direct debit. Please contact the Flight for Life Lottery team on call 0345 2417 688

What are the Lottery and Superdraw Rules and Regulations?

The Lottery weekly draw rules and regulations can be downloaded [here](#).

The Superdraw Rules and regulations can be downloaded [here](#).

Our solicitation statement can be read [here](#).

What do I do if I think I'm gambling too much?

Are you gambling more than you really want to? If you would like to be excluded from future raffles and lotteries, please download, complete and return this form. Alternatively, please call 0345 2417 688. This exclusion will remain on record for a minimum of 6 months.

Read our Problem Gambling and Self Exclusion Policy [here](#).

Why do you use canvassers?

Our canvassers do a phenomenal job signing up new players to the Flight for Life Lottery. 94% of our lottery playing population have been recruited via canvassers and the lottery accounts for a substantial proportion of the Charity income. The hard work of the canvassers, and the dedication of our lottery players, means we are able to continue our life-saving work.

How can a canvasser be identified?

All canvassers carry identification and a list of all canvassers can be found [here](#). If you have any concerns around a canvasser or would like to check their legitimacy please do not hesitate to call 0345 2417 688. You can also see a list of locations where the canvassers are currently working on our website.

Are canvassers paid?

Yes. All canvassers are paid and work on a commission basis paid by third party agencies. You can read our full solicitation statement [here](#).

Why can't the canvasser take a donation?

For legal reasons the canvassers are unauthorised to accept any donations, they can only sign new members up to the lottery via Direct Debit. You can also join the lottery via [our website](#) or by calling 0345 2417 688.

What training do canvassers receive?

When canvassers join they receive an induction from the agency employing them and at Essex & Herts Air Ambulance. There are also regular training days and training opportunities throughout the year, including dementia training. Canvassers are monitored on a regular basis and we take all complaints regarding their conduct seriously. Re-training is provided if and when required.

What age do I have to be to join the lottery?

You have to be 16 to join the Flight for Life Lottery, anyone under 16 attempting to join the lottery is breaking the law. Please note: some of our canvassers will not sign up anyone under the age of 21.

Is there a complaints policy?

You can read the Lottery Complaints Policy [here](#).