

# SAINT FM COMPETITIONS

All competitions organised by Saint FM (The Station) are subject to the following Rules:

1. It must be clear to listeners which methods of entry are available to them. Where there are multiple routes of entry, none should be favoured over others in the selection of contestants or winners.
2. Listeners should clearly understand the rules of any competition, including any entry requirements and any tasks or challenges they will be required to perform in order to win.
3. Active volunteers of Saint FM (directors or volunteers appearing on the working volunteers' e-mail list at the time of the competition), paid employees or anyone connected with the running of a competition may not take part in any competition run by the station.
4. Where the method of entry includes a premium rate Text service, full details of the cost will be broadcast with details of the competition.
5. Where winner or contestant selection is random, this should be stated clearly, and the selection process genuinely and demonstrably random. Where winner or contestant selection is intentionally not random this should also be clearly stated, and the criteria on which contestants or winners will be picked should be made clearly and prominently known. The Station should not claim to be using a non-random selection method when, in fact, they are – for example claiming that 'the one-hundredth caller will be chosen' when, in fact, a random caller will be chosen. Stations should have systems in place that allow them to prove what winner selection method was used, and prove that it was used fairly and in accordance with the published rules.
6. Where random winner selection is used, nothing should be done that changes the odds of being selected depending on the time or date of entry – such as providing additional clues, or changing the frequency or number of entries taken – unless it is clear from the start of the competition that this is how the competition will work.
7. Competitions should not be unfairly manipulated solely in order to control the time at which a prize is won – either by extending the duration of the competition to increase its exposure, or curtailing it in order to resolve a competition within a pre-determined time-span. If it is stated that the competition could be won in any one of multiple executions over a prolonged time-span, then that must genuinely be the case – even if the prize is won in the first execution or, ultimately, not at all.
8. All competitions must have written terms and conditions, which should be available on the station's website and on demand from the station. Important terms and conditions – such as significant restrictions on eligibility to enter, eligibility to win, or on the availability of the prize – should be made particularly prominent, and the most significant should be broadcast on air as part of the promotion for the competition. To reduce the risk of dispute, presenters are advised to make listeners aware of competition terms and conditions on a regular basis.
9. Competitions should have a clearly stated closing date and time. Once advertised, this time should not change. Presenters should ensure that they have the systems and personnel in place to close a competition precisely at the time stated so that all entries received afterwards will not be eligible to win. Presenters should ensure that listeners are made

aware when the closing time is approaching, and when it has been reached, so that no one is encouraged to enter after the closing time has passed.

10. No winner should be selected prior to the closing time of a competition, unless it is clear from the broadcast promotion that there will be multiple winners selected over a long period of time during which entries can still be submitted.
11. Saint FM will keep comprehensive, written records of any investigations carried out, and ensure that they communicate fully with relevant service providers to gather data, and identify and resolve any faults.
12. Saint FM will comply fully with any requests for information from any relevant regulatory body including Ofcom, PhonepayPlus, the Advertising Standards Authority, the Gambling Commission or the Information Commissioner's Office. Where the focus and scope of a regulatory investigation is clear, broadcasters should seek to disclose any and all relevant information, whether or not it has been directly requested.
13. If a complainant is not satisfied with the Station's response to a complaint about a competition or if the station is responding a second time about the same complaint, the Station should inform the complainant of their right to take their complaint to the appropriate regulator. For complaints about on-air competitions or any other broadcast matters, complaints should be made to: Ofcom Riverside House 2a Southwark Bridge Road London.

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