



Frequently Asked Questions

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](#) (TBF).

Why won't the canvasser take a donation?

For legal reasons the canvassers are unable to accept any donations, they can only sign new members up to the lottery via Direct Debit. You can donate via [our website](#) or by calling 0345 2417 690.

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.

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. For more information on why we need to do this please click [here](#) (link to financial calendar.)

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.

*If you still require further information please see the financial calendar attached

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.

For more information about the Flight for Life Lottery and how it works please download the full [Terms and Conditions](#).