



DMH Staffordshire Lotteries Ltd

Dougie Mac Lottery

TERMS AND CONDITIONS

Definitions

DMH Staffordshire Lotteries Ltd Trading name of Douglas Macmillan Hospice Lottery activities

Douglas Macmillan Hospice (DMH) formal registered charity name

Dougie Mac known name of Charity

Dougie Mac Lottery name of weekly draw

Players people paying to play the Dougie Mac Lottery

Playing paying £1 for one number in the weekly draw

Single play one off payment for one number in one draw

Regular play consistent payments made for one or more numbers in more than one draw

Number each play is represented by a unique number

Draw Random electronic process of selecting winning numbers

DMH Staffordshire Lotteries Ltd reserves the right to amend these Terms and Conditions from time to time but will give notice as required by the Gambling Commission.

1. DMH Staffordshire Lotteries Ltd

1. All net proceeds go directly to Douglas Macmillan Hospice as a contribution to fund adult, young adult and children's hospice running costs and patient care services.
2. DMH Staffordshire Lotteries Ltd is licensed by the Gambling Commission under the 2005 Gambling Act.
3. The appointed license holder is Karen S McKenzie.
4. Full company details provide in clause 15

2. To Play Dougie Mac Weekly Lottery

5. All players must be aged 18 years or over.
6. All players must be a resident in Great Britain. (England, Scotland & Wales).
7. All players must pay £1 per play.
8. All payments must be made in advance of the draw.
9. Payments MUST be either monthly (£5), quarterly (£13), half yearly (£26) or annually (£52).
10. Payments can be made by direct debit, cheque, debit card or via company payroll.
11. Cash payments are ONLY accepted on designated hospice premises.
12. Payments CANNOT be made using a credit card.



3. Dougie Mac Lottery Regular Players

13. To become a regular player a joining form should be completed either:
 - a. Online
 - b. By telephone
 - c. Paper leaflet and posted or emailed
 - d. Via a Dougie Mac representative using a hand held electronic device
14. We use a random number generator approved by the Gambling Commission to issue all players with a unique lottery number and this number will remain the same for each draw. This will be notified to a player by post.
15. Any delay in receiving payment will lead to a number not being entered into the draw.
16. Our weekly draw takes place every Friday. We reserve the right in unforeseen circumstances, to change the draw day without notice. Ensuring no player is penalized from taking part
17. It is the responsibility of the lottery player to advise us of any change of circumstances.

4. Single Plays

18. One off weekly draw tickets can be purchased at hospice shops and at some hospice premises.
19. Tickets are issued upon payment for single plays and MUST be retained as proof of purchase

5. Gambling Responsibly

20. The maximum amount of lottery numbers for one player is set at 20.
21. DMH has the right to refuse participation to any lottery player if it has reasonable grounds to believe that the lottery player has breached Dougie Mac Weekly Lottery terms and conditions.
22. Dougie Mac Weekly Lottery is a form of gambling. Players are encouraged to gamble responsibly. DMH is a member of the Hospice Lotteries Association and The Lotteries Council. All three organizations are committed to using Lotteries to fundraise responsibly.
23. Should gambling become a problem and you need support visit: www.begambleaware.co.uk Tel: 0808 8020 133.
24. You can advise us that you wish to be excluded from our lottery at any time. Anyone wishing to be self-excluded will have their details placed on an exclusion database and will not be able to rejoin our lottery or take part in any of our raffles for a minimum of 6 months.

6. Prize Structure

25. Our weekly prize structure has 150 prizes:
 - a. 1 prize of £2,000
 - b. 5 prizes of £20
 - c. 143 prizes of £10
 - d. 1 'rollover' prize of £250*

* Rollover prize, if not won increases each week by £250, and is capped at £5,000 maximum prize amount.



7. Players Chance of Winning a Prize

26. The odds of winning a prize in the Dougie Mac Lottery can be calculated using the total numbers/plays in one weekly draw and the amount of numbers/plays held by a player.

As an example we have used the average numbers/plays for 52 weeks during 2021/2022 financial year which was 23,771, for a player holding 3 numbers

| | |
|-------------------|-------------|
| Top Prize £2,000: | 7,924 to 1 |
| Any Prize: | 53 to 1 |
| Rollover Prize: | 7,924 to 1* |

*The Rollover is set at 10% therefore the likelihood of the rollover prize rolling over to the following week is 90% until it reaches £5000 maximum where it will be 100%.

8. Claiming Prizes & Winning Numbers

- 27. All Prizes are paid by cheque to prize winners; this is not an automatic right see clause 9.38.
- 28. Winners who are Regular Players, automatically receive cheques by Royal Mail, within 14 days of the draw date; to the address provided by the player and recorded on our electronic data base.
- 29. Winners who are Single Players will be required to claim their prize (follow process at point 9).
- 30. Weekly winners lists are uploaded each Friday and can viewed for 52 weeks by visiting: www.dougiemac.org.uk
- 31. Winners lists are also available on request in our Hospice Shops and/or can be obtained by calling our Lottery Office on 01782 344321

9. Claiming a prize from a Dougie Mac Weekly Lottery Ticket purchased from: A Dougie Mac Charity Shop

- 32. Single Players can claim their prize by either:
 - Completing their details on the Lottery Ticket Claim Form which is available from any DMH premises and Charity Shops, or by calling the Lottery Office on 01782 344321 or download a form from: www.dougiemac.org.uk/lottery/.
 - The winning ticket must be attached to the claim form and returned, refer to contact information at point 16.
- 33. We cannot accept responsibility for claim forms or any other accompanying documentation getting lost in transit.
- 34. Cheques are sent by Royal Mail, within 14 days of receipt of a claim form, using the address provided by the player on the claim form.
- 35. Winners may be asked to consent to take part in promotional activity. We reserve the right to feature the town/area of winners without consent in promotional activities and winners lists.
- 36. Any unclaimed prize cheques will be held for 52 weeks after the draw date, thereafter repaid back into DMH Staffordshire Lotteries LTD.
- 37. Ultimately it is the responsibility of all players to claim any prize.



10. Accumulated Credit

38. Supporters who pay for their lottery number on a monthly basis by direct debit pay £5 per month. This amount ensures the lottery number is entered into the weekly draw every week (including 5-week months).
39. As there are only four weeks in some months, credit is accrued on a players account. This credit will be stored to ensure entry into every weekly draw, the remaining credit can be donated. We call this support Donate the Change.
40. Dougie Mac Lottery players who consent to donating accrued credit and have the option to opt out at any time.
41. Donating the Change has the opportunity to be Gift Aided if the supporter has agreed for DMH to claim Gift Aid on donations. This means an extra 25% can be claimed on the donation; this is reclaimed by the Hospice from HMRC.

11. Cancellations

42. Lottery players can be cancel their support by telephone, email or post. 7 days' notice is required for cancellation.
43. Number/s with credit against them at the point of cancellation will continue to be entered into the draw until all credit expires.
44. Refunds, if requested will be paid by cheque.

12. Deceased players

45. If we are notified that a player has passed away, number/s with credit against them at the point of cancellation will continue to be entered into the draw until credit expires. Any winnings will be paid to the deceased estate via the Executor.

13. Data Protection

46. We hold your information under the Data Protection Act (2018). For security purposes you will be asked to confirm your parts of your personal information before we can discuss your lottery participation.
47. Once debit card payments have been processed, details are securely destroyed using a DIN Level 5 cross shredder. Refer to the organizations Data Protection Policy on our website.
48. Card details of players who choose to automatically renew their payments are stored using SagePay (a secure, encrypted online payment portal).
49. As we are a wholly owned subsidiary of Douglas Macmillan Hospice your information is used by their staff and volunteers for processing and communication purposes. You have the right to express marketing options at any time. We do not sell your data to third parties. We have data sharing agreements in place with all 3rd party companies who may have cause to handle your data during the course of your relationship with us.
50. Any lottery player has the right to access the information that is held about them. Please refer to our Privacy Policy for full information, which is available on our website www.dougiemac.org.uk . Contact details are provided at point 16 should you wish to make a subject information access request.

14. Queries or Complaints



51. If you have a query or complaint about Dougie Mac Lottery please contact us in writing, by telephone or by email. We undertake to respond in 14 working days.
52. In the event of a complaint or dispute not being resolved, it will be referred to arbitration. (The Independent Betting Adjudication Service Limited (IBAS). www.ibas-uk.com Tel: 020 7347 5883.)

15. Company Information

Douglas Macmillan Hospice (DMH) Staffordshire Lotteries Limited, trading as Douglas Macmillan Hospice Lottery (Company Number: 3522075) operates lotteries on behalf of Douglas Macmillan Hospice. All profits from our lottery from our lottery products go directly towards funding Douglas Macmillan Hospice (Registered Charity Number: 1071613) and its care services. (VAT Number: 255023825).

Douglas Macmillan Hospice provides palliative care across North Staffordshire and surrounding areas for adults, young adults and children facing life-limiting illnesses. We are a local independent charity and we are not associated to any other charity, even those with a similar name.

16 Contact Details

Postal Address: DMH Staffordshire Lotteries Ltd
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Blurton
Stoke-on-Trent
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Office opening hours: Monday to Friday, 9am to 5pm