



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 weeks 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 player must be a resident in Great Britain. (England, Scotland & Wales).
7. All players must pay £1 per play.
8. £1 per must be credited against a players number/s in advance of the draw taking place
9. Payments are made monthly (£5), half yearly (£26) or annually (£52).
10. Payments can be made by direct debit, cheque and 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
 - d. Via a Dougie Mac representative using a hand held electronic device.
14. Following initial sign up all players will be issued with a unique lottery number and this number will remain the same for each draw. This is created randomly by the software system 'donorflex' and players will be notified by post.
15. Only numbers that credit against them will be entered into the draw.
16. Any delay in receiving payment will result in a number not being entered into that week's draw.
17. Our weekly draw takes place every Friday. We reserve the right in unforeseen circumstances, to change the draw day without notice. Ensuring all players have the same chance to take part and win.
18. It is the responsibility of the lottery player to advise us of any change of circumstances relevant to participating in the Dougie Mac Lottery.

4. Single Plays

19. One off weekly draw tickets can be purchased:
 - a. Online
 - b. By telephone
 - c. At hospice shops
 - d. On some hospice premises
20. Tickets issued in hospice shops are issued upon payment for single plays and MUST be retained as proof of purchase to claim a prize. See point 9.

5. Gambling Responsibly

21. The maximum amount of lottery numbers for one player is set at 30.
22. DMH has the right to refuse participation to any person if their representative has reasonable grounds to believe that the person has breached Dougie Mac Weekly Lottery terms and conditions, primarily a vulnerable person, has a gambling addiction, is engaging in illegal activities via playing the Dougie Mac Weekly Lottery.
23. Dougie Mac Weekly Lottery is a form of gambling. Players are required 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 ethically, fairly and equitably.
24. Should gambling become a problem to anyone they are directed for support to:- www.begambleaware.co.uk Tel: 0808 8020 133.
25. Anyone can advise us that they wish to be excluded from our lottery at any time. Anyone wishing to self-exclude 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 or for whatever period they specify.

6. Prize Structure

26. Our weekly prize structure has 15 prizes:



- a. 1 top prize of £2,000
- b. 5 2nd prizes of £20
- c. 143 3rd prizes of £10
- d. 2 guaranteed Jackpot wins of £6500 drawn the 1st Friday in September and the 1st Friday in March.

7. Players Chance of Winning a Prize

27. 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 2023/2024 financial year, ending 31st March 2024 24,518.

When there is no Jackpot – 149 prizes

Top Prize £2,000: 1 in 24,518
Any Prize: 1 in 164.5 (24518/149)

In either of 2 Jackpot weeks - 150 prizes

Jackpot 1 in 24,518
Top Prize £2,000: 1 in 24,517
Any Prize: 1 in 163 (24518/150)

The software package used draws prizes in the order prizes are listed above, only one prize can be won by one player, if a number is selected this is excluded from subsequent draws, on the same day for other prizes.

8. Claiming Prizes & Winning Numbers

- 28. All Prizes are paid by cheque to winners; but this is not an automatic right see clause 9.38.
- 29. Winners who are regular players receive cheques by Royal Mail delivery services, within 14 days of the draw date; using the address provided by the player and recorded on our electronic data base.
- 30. Winners who are single ticket players will be required to claim their prize (follow process at point 9).
- 31. Weekly winners lists are uploaded to the Hospice Website each Friday and can viewed for 12 Months by visiting: www.dougiemac.org.uk
- 32. Winners lists are also available on request in our Hospice Shops and/or can be obtained by calling our Lottery Office on 01782 344321 From time to time other methods of announcing winners are used.

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

- 33. 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.
- 34. We cannot accept responsibility for claim forms or any other accompanying documentation getting lost in transit. Registering sending to Dougie Mac, using system in place by chosen mailing services is recommended.



35. Cheques are sent by Royal Mail, within 14 days of receipt of a claim form, when claim verified, using the address provided by the player on the claim form.
36. 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.
37. Any unclaimed prize cheques will be held for 52 weeks after the draw date, thereafter repaid back into DMH Staffordshire Lotteries LTD as a donation, and if a current Gift Aid Declaration in place, Gift Aid will be claimed .
38. Ultimately it is the responsibility of all players to claim any prize.

10. Accumulated Credit

39. 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).
40. As there are only four weeks in some months, credit is accrued on a players account. This credit will be stored, the remaining credit can be donated. We call this support Donate the Change.
41. This will be taken each quarter from Dougie Mac Lottery players who consent to donating accrued credit. There is an option to opt out from this process at any time.
42. 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.
43. Where consent is not given we will contact players from time to time to enquire how they want the credit on account to be dispursed.

11. Cancellations

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

12. Deceased players

47. 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.
48. Any payments that continue to be paid will be donated back into the hospice after 6 months.

13. Data Protection



49. 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.
50. 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.
51. Card details of players who choose to automatically renew their payments are stored using Opayo (a secure, encrypted online payment portal).
52. 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.
53. 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

54. 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.
55. 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
Barlaston Road
Blurton
Stoke-on-Trent
ST3 3NZ

Tel: 01782 344321
Email: lottery@dmhospice.org.uk

Office opening hours: Monday to Friday, 9am to 5pm