



DMH Staffordshire Lotteries Ltd
Dougie Mac Lottery Terms & Conditions: June 2025

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 for changes of consequence to members.

Definitions

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

Douglas Macmillan Hospice (DMH) registered charity name

Dougie Mac known name of charity

Dougie Mac Lottery name of weekly draw

Member a person who joins Dougie Mac Lottery to raise money for DMH

Player a person paying a set stake for a number to be entered into the weekly draw

Play one or more numbers being entered into the weekly draw

Single ticket a one-off play of the weekly lottery

Number each play/entry into the weekly draw is represented by a unique 6-digit number

Draw electronic process of selecting winning numbers

Weekly one draw undertaken every 7 days

1. DMH Staffordshire Lotteries Ltd

- a. The trading subsidiary of Douglas Macmillan Hospice (DMH).
- b. The sole purpose is to raise money from gambling activities for DMH.
- c. All net proceeds are transferred to DMH.
- d. Licensed to operate by the Gambling Commission, under the 2005 Gambling Act.
- e. The appointed Personal Management License (PML) holder is Karen S McKenzie.
- f. Full company details provided in clause 17.

2. Requirements to play Dougie Mac Lottery

- a. Be aged 18 years or over.
- b. Be a resident in Great Britain (England, Scotland & Wales).
- c. Be registered as a member and have a minimum of £1.10 credited on account.
- d. Be issued with one/ or more unique number(s).
- e. Pay for a single ticket and hold a valid single ticket stub.
- f. Payment CANNOT be made using a credit card.
- g. PML holder cannot play.

3. Becoming a Dougie Mac Lottery Member

- a. Members support DMH by making regular payment (monthly preferred) to play the weekly lottery and give a small donation.

DMH Staffordshire Lotteries Limited, Barlaston Road, Stoke-on-Trent, ST3 3NZ

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

www.dougiemac.org.uk

- b. Of a £5.50 monthly payment: 80% is the stake to play, 10% is used to accrue credit (clauses 5a, 5b and 5c) and 10% is a donation which we call 'Donate the Change' (clauses 5d, 5e and 5f).
- c. Complete a joining form, signing up for a regular method of payment either:
 - Online
 - By telephone
 - Paper leaflet
 - In person - via a Dougie Mac representative using a handheld electronic device
- d. Within 7 days of joining a member will be notified by post, email or text of their unique lottery number(s), which will remain the same for each draw.
- e. Numbers are randomly generated by a software system.
- f. The maximum number of regular weekly plays a member can have in a weekly draw is set at 20.
- g. The maximum number of single tickets purchased is set at 50.
- h. It is the responsibility of the lottery player to advise us of any relevant change in circumstances.
- i. Post sign up, play commencement date is dependent on bank processing timings.
- j. Any delay in receiving payment could result in number(s) not being entered into a week's draw.
- k. We will contact members from time to time with operational matters, such as – interruptions to payments, wins and other information considered to be of legitimate interest to a member about their support for the hospice and the care they have contributed to providing.

4. Dougie Mac Weekly Lottery

- a. 52 draws are held weekly, usually each Friday.
- b. There are 53 Fridays in some calendar years and a 53rd draw will be held when this occurs.
- c. We reserve the right to change the draw day without notice. We will always ensure all players are not adversely affected and have the same chance to participate and win.
- d. Each draw is undertaken using an electronic system.
- e. Currently DMH uses a software system known as 'Donorflex'.
- f. We reserve the right to change systems without notifying members.

5. Members Accrual of Credit and Donate the Change

- a. We believe it is important to do all we can to ensure members can participate and play every draw, therefore, we set payment at £5.50 per month, per number; so credit will accrue on a members account. Please note it takes 2 months' payment to accrue enough credit for a draw.
- b. Accruing credit on account will help to take care of 5-week months, calendar years with 53 Fridays and unforeseen bank outages etc.
- c. From time to time we will review the level of credit on account, a reasonable credit allowance would not exceed the equivalent of 4-6 weekly stakes. Any excess would be treated as a donation.
- d. Donate the Change refers to the 10% of your Lottery payment that will be treated immediately as a donation to DMH when payment is taken, with the exception of the first payment for a monthly play which will be one month in arrears.
- e. Donate the Change is set up and administered automatically.
- f. Donate the Change is eligible for gift aid and if a Gift Aid declaration is held this will be applied accordingly.
- g. Gift Aid is a government initiative and allows charities to reclaim tax paid by a donor from HMRC if a valid Gift Aid declaration is held by DMH. Gift Aid is currently set at 25% of the donated amount.

6. Cancelling a Membership

- a. To withdraw from the Weekly Lottery a minimum of 7 working days' notice is required, either by telephone, email or post in advance of automated payments being taken.
- b. Numbers with accrued credit will continue to be entered into the weekly draw until all credit is exhausted. Anything less than £1.10 will be treated as a donation.
- c. Refunds will be given if payments are taken in error after notification to cancel membership has been received.

7. Deceased Members

- a. When we are notified that a member has passed away, no further payments will be taken or credited to the account. The membership will pass to the estate of the deceased.
- b. Remaining credit will be used to enter the number(s) held into the weekly draw until all accrued credit is exhausted. Anything less than £1.10 will be treated as a donation.
- c. Refunds will be paid to the estate via the executor if we take payments in error after we have been notified.
- d. Any wins will be paid to the deceased estate via the Executor.
- e. If we are not notified the member is deceased and payments continue to be taken/made, numbers will be entered into the draw and we therefore cannot refund payments, any wins will be paid as per clause 12.

8. Purchasing a Single Ticket

- a. Anyone who meets the criteria to play described in clauses 2a, 2b, 2e, 2f, 2g can purchase a single ticket:
 - Online
 - By telephone
 - At a hospice shop
 - On hospice premises
 - Promotion stands in a public space
- b. All single tickets purchased MUST be retained as proof of purchase to claim a prize. See clause 12b.
- c. All payments made for a single ticket in a hospice shop are receipted using an electronic point of sale till and these receipts MUST be retained as proof of purchase to claim a prize. See clause 12b.
- d. The maximum amount of single play one-off tickets allowed is 50.
- e. Single plays cannot be purchased for another person or as a gift.

9. Responsible Gambling

- a. Dougie Mac Weekly Lottery is a form of gambling. Gambling can become an addiction and subsequently harmful to a person's health and wellbeing. We therefore do all we can to uphold the principles of responsible gambling. We ask players to self-monitor and gamble responsibly.
- b. DMH is a member of the Hospice Lotteries Association (HLA) and The Lotteries Council (LC) and works in harmony with these 'trade associations'/organisations to ensure we are contemporary in our approach to fundraise from gambling activities - ethically, fairly and equitably.
- c. Should we suspect gambling is a problem for a player we may signpost them to leading independent charity, Gamble Aware, who are committed to dedicated to reducing gambling harm: www.gambleaware.org or Tel: 0808 8020 133.

- d. Anyone can advise us that they wish to be excluded from our lottery at any time. At such point their member record will be marked accordingly (if they are a member) and/or their details will be entered on an exclusion database. We will agree with the person wishing to self-exclude a time of no less than 6 months before they can request to cancel their self-exclusion request. This does not apply to other gambling activities operated by Dougie Mac, i.e. Seasonal Raffles or Scratchcards - separate terms and conditions apply.
- e. The combined maximum plays in one weekly draw as a member and by purchasing single tickets is set at 70.
- f. DMH has the right to refuse participation to any person if the DMH representative has reasonable grounds to believe that the person has breached Dougie Mac Weekly Lottery terms and conditions, could be considered a vulnerable person, has a gambling addiction or is engaging in illegal activities via playing the Dougie Mac Weekly Lottery. Not an exhaustive list.

10. Lottery Prize Structure

- a. There are 52 prizes in the structure:

50 in the Weekly Draw

52 Draws take place every year (53 in some years see clause 4b)

- 1 prize: £2,000
- 4 prizes: £100
- 45 prizes: £20

2 in Occasional Draws

2 Draws take place on the 1st Friday in September and the 1st Friday in March.

- 1 prize: £6,500

Plays can only win one prize in each weekly draw and the winning numbers for prizes are drawn in descending order, meaning the highest value prize is won first.

11. The Odds of Winning a Prize

- a. The odds of winning a prize in the Dougie Mac Lottery can be calculated by using the total numbers/plays in one draw and reducing the number by one each time a prize is won. During 2024 there was an average of 24,500 numbers in the weekly draw.

12. Claiming Prizes

- a. Members
 - i. Winners who are member players are notified by post and a cheque is sent automatically to the address held on the electronic record, usually within 14 days of a draw. However, this is not an automatic right, this is done as a courtesy - see clause 13.
 - ii. It is the member's responsibility to keep us informed of any changes of address.
 - iii. Ultimately it is the responsibility of a member to claim any prize.
 - iv. Uncashed cheques are considered unclaimed after 52 weeks have elapsed and treated as a donation to DMH.
 - v. 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.

DMH Staffordshire Lotteries Limited, Barlaston Road, Stoke-on-Trent, ST3 3NZ

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

www.dougiemac.org.uk

b. Single ticket players

- i. Winners who are single ticket players are required to claim their prize (process described at clause 13).
- ii. The results of each weekly draw are displayed on DMH website usually on the day of the draw – Friday and can be viewed for up to 12 months: www.dougiemac.org.uk/lottery/
- iii. Winning number lists are available on request; usually in our hospice shops, by calling the Lottery Office on 01782 344321 or alternatively by using the number checker on the hospice website. From time-to-time other methods of announcing winners are used.
- iv. Uncashed cheques are considered unclaimed after 52 weeks have elapsed and treated as a donation to DMH. If a Gift Aid declaration is held this will be applied accordingly.
- v. 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.

13. Claiming a prize when holding a single ticket

- a. Single ticket players must claim their prize by either:
Completing their details on a Lottery Ticket Claim Form which is available from any DMH premises or Charity Shops, by calling the Lottery Office on 01782 344321 or downloading a form from: www.dougiemac.org.uk/lottery/
- b. The winning ticket should be attached to the claim form and returned. Photocopies, damaged or defaced tickets cannot be accepted.
- c. We do not accept responsibility for claim forms or any other accompanying documentation getting lost in transit. Registering sending to Dougie Mac, using a system in place by chosen mailing services is suggested.
- d. Cheques are sent by post, once the claim is verified, within 14 days of receipt of a claim form, using the address provided by the player on the claim form.
- e. Ultimately it is the responsibility of all players to claim any prize.

14. Data Protection

- a. We hold your information under the Data Protection Act (2018). We only use your personal data for purposes which are necessary for the provision of the lottery and to communicate with you as a supporter of the hospice including;
 - To provide the Lottery services (including entry to the draw and communications about your entry) to you and administration of your records with us.
 - To process transactions including the purchase of entries into the draw.
 - To arrange for fulfilment of prizes.
 - To share news and ways to support the hospice.
- b. For more information, please refer to our privacy notice: www.dougiemac.org.uk/privacy-notice/ or contact us using the details in clause 17 to request a copy.

15. Queries or Complaints

- a. If you have a query or complaint about Dougie Mac Lottery please contact us in writing, by telephone or by email. Complaints will be dealt with in accordance with our complaints policy.

- b. In the event of a complaint or dispute not being resolved, it will be referred to arbitration. As we are a member of the Lotteries Council the complaint will be referred to The Independent Betting Adjudication Service Limited (IBAS). www.ibas-uk.com Tel: 020 7347 5883.

16. 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 lotteries go directly towards funding Douglas Macmillan Hospice (Registered Charity Number: 1071613) and its care services. (VAT Number: 255023825).

Douglas Macmillan Hospice (DMH) provides palliative care across North Staffordshire and surrounding areas for adults, young adults and children with life-limiting illnesses. DMH is a local, independent charity and is not associated with any other charity, even those with a similar name.

17. Contact Details

Postal Address:
DMH Staffordshire Lotteries Ltd
Barlaston Road
Stoke-on-Trent
ST3 3NZ

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

Office opening hours: Monday to Friday