



LOTTERY TERMS AND CONDITIONS

Dougie Mac: also referred to as Douglas Macmillan Hospice or DMH.

DMH Staffordshire Lotteries Ltd reserves the right to amend these Terms and Conditions from time to time without prior notice.

Entry to DMH Lottery

1. All profits from DMH Lottery go direct to Douglas Macmillan Hospice to help fund running costs and patient care services.
2. All participants of DMH Lottery must be aged 16 years or over.
3. Entry costs £1 per play.
4. Only lottery numbers that have been paid for in advance will be entered into the draw.
5. DMH Staffordshire Lotteries Ltd is licensed by the Gambling Commission under the 2005 Gambling Act. www.gamblingcommission.gov.uk.
6. To become a lottery player you can join:
 - Online: www.dmhospice.org.uk
 - By telephone: 01782 344321
 - Complete a DMH Lottery joining leaflet
 - Via one of our DMH Lottery Promoters who undertake door to door canvassing and promotional activities.
7. Payments can be made monthly (£5), quarterly (£13), half yearly (£26) or annually (£52).
8. Lottery players can pay by Direct Debit (this is the most cost effective method of payment for the Hospice), Cheque, Debit Card or by company Payroll. We do also offer a cash collection service in some areas.
9. Please be advised that a delay in us receiving payment may lead to your lottery number not being entered into our lottery draw.
10. Upon processing your lottery application you will be issued with a unique randomly selected lottery number. This will be sent to you by post or by email.
11. Our weekly draw takes place every Friday. We reserve the right, subject to holidays and unforeseen circumstances, to change the draw date without notice. In the event that a draw is delayed it will take place as soon as possible and before the next weekly draw.
12. Our weekly prizes are: 1st prize: £2,000. Runner-up prizes: £175, £52, £26, 5 x £20, 90 x £10 plus a weekly rollover £250 - £10,000.
13. Our rollover prize starts at £250, if this prize is not won it will be rolled over to the following week up to a maximum of £10,000.
14. It is the responsibility of the lottery player to advise us of any change to their personal details. This is important as we only issue letters and prize cheques to the name and address held on our database.

Claiming Prizes & Winning Numbers

15. Prize cheques are automatically issued to Lottery subscribing players as well as purchasers of one-off DMH lottery tickets where contact details were taken at the point of purchase.
16. Winners who have purchased a ticket from one of our Hospice Retail Shops or from our Fundraising Reception will be required to claim their prize (follow points 22–26).
17. Prize cheques will be sent by post within 7 days of the draw taking place. Prize cheques are made payable to the registered lottery player or the one-off ticket purchaser.
18. A weekly winners list is available by visiting: www.dmhospice.org.uk
19. Winning numbers are also published each week in the local press, announced on local radio stations and can be found on display in our Hospice Shops and on social media websites.
20. Winners may be asked to take part in promotional activity and DMH Lottery reserves the right to feature the name and area the winner resides unless notified otherwise.
21. Any unclaimed prize cheques will be held for 12 months and will then be treated as a donation.

Claiming a prize from a one-off ticket purchased from: A DMH Retail Shop or from DMH Fundraising Hub

22. The ticket holder must check winning lottery numbers relevant for the draw date of the ticket purchased. Winning number details are available online at: www.dmhospice.org.uk or call the DMH Lottery Office during opening hours on 01782 344321.
23. All prizes must be claimed within 12 months of the draw taking place.
24. Ticket holders can claim their prize by either:
 - Completing their details and providing photographic proof of the winning ticket online at <https://www.dmhospice.org.uk/play-our-lottery/claim-winning-ticket/>
 - Completing their details on the Lottery Ticket Claim Form which is available from all DMH Retail Shops, the DMH Fundraising Hub in the DMH Reception area or by calling DMH Lottery Team on 01782 344321. The form is also downloadable by visiting <https://www.dmhospice.org.uk/wp-content/uploads/2018/03/Lottery-Claim-Form-PDF.pdf>. The ticket holder will need to attach their winning ticket to the claim form and return to DMH Staffordshire Lotteries Ltd, Barlaston Road, Stoke-on-Trent, ST3 3NZ.
25. We accept no responsibility for claim forms or any other accompanying documentation lost in the post.
26. The ticket holder will receive their prize cheque within 7 days of DMH Staffordshire Lotteries Ltd receiving the valid claim.

Donate The Change

27. Supporters who pay for their lottery number by Direct Debit on a monthly basis pay £5 per month. This amount ensures the lottery number is entered into the weekly draw every week (including 5 week months).
28. As there are only four weeks in some months, credit is accrued on the lottery player account. This credit will be stored to ensure entry into every weekly draw, the remaining credit can be gratefully accepted as a donation to DMH. This donation also has the opportunity to be Gift Aided if the supporter has agreed for DMH to claim Gift Aid on donations made payable to DMH (an extra 25% can be claimed from the donation, this is reclaimed by the Hospice via HMRC).

29. Lottery players have to consent to donating accrued credit and have the option to opt out at any time. For those who opt out, the credit will continue to be accrued and point 31-33 will apply to credit outstanding at the point of cancellation.

Cancellations

30. Lottery participation can be cancelled by notifying DMH Lottery in writing, by telephone or by email. Cancellations after 5pm on a Wednesday may result in your lottery number still being entered into that week's draw.
31. If your lottery number has remaining credit at the point of cancellation your lottery number will continue to be entered into the lottery draw until your credit expires. Alternatively you may choose to donate your credit direct to DMH or you can request a refund if your credit is greater than £10.
32. Refunds will be paid by cheque upon request.
33. If we are notified that a lottery player has passed away, the remaining credit on the lottery player's account will continue until the credit expires. Any winnings will be made payable to the Executor. Alternatively we will accept instructions from the Executor or next of kin to:
- Change the name on the lottery number
 - Cancel and refund any remaining credit (greater than £10)
 - Cancel and donate any remaining credit to DMH

Data Protection

34. We hold your information under the Data Protection Act (1998). For security purposes you may be asked to confirm your personal information before we discuss your lottery participation.
35. Once credit/debit card payments have been processed, details are securely destroyed using a cross shredder.
36. Card details from Lottery players who choose to automatically renew their debit/credit card payment are stored using Sage Pay (a secure, encrypted online payment portal).
37. We do not share or sell your data to third parties. To ensure we keep you up to date with events and developments we may share your information within Douglas Macmillan Hospice. Please contact the DMH Lottery Office if you do not wish to receive correspondence from us.
38. Any lottery player has the right to access the information that is held about them. To obtain this information please contact DMH in writing.

Queries or Complaints

39. If you have a query or complaint about DMH Lottery please contact us in writing, by telephone or by email. Complaints will be dealt with in accordance to our complaints policy.
40. 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.
41. In the event of any dispute regarding lottery rules, the decision of DMH is final and no correspondence shall be entered into.

Social Responsibility

42. DMH has the right to disqualify any lottery player if it has reasonable grounds to believe that the lottery player has breached DMH Lottery terms and conditions.
43. DMH Lottery is a form of gambling. Participants are encouraged to gamble responsibly. DMH is a member of the Hospice Lotteries Association and The Lotteries Council. All three organisations are committed to using Lotteries to fundraise responsibly.
44. Should gambling become a problem and you need support visit:
www.begambleaware.co.uk Tel: 0808 8020 133.
45. 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.

A copy of our terms and conditions may be obtained by sending a stamped addressed envelope to DMH Lottery Office.

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 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. Douglas Macmillan Hospice is primarily funded by voluntary giving.

How to contact us:

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.