



## **Self Exclusion Information**

### **Introduction**

Self-exclusion allows a player to exclude themselves from future draws to accommodate their particular circumstances. When they request to be excluded from future draws or use the semi-automated process, Your Hospice Lottery will ensure that you are not allowed to enter for a period of your choosing, the initial period for Your Hospice Lottery is a minimum of 6 months but you may extend this up to 5 years in increments of 6 months.

### **Things to understand about self-exclusion**

- You must consider the consequences of self-exclusion, that you may not be entered into any future draws for the period you choose to exclude which must be at least 6 months.
- The minimum period a player can exclude themselves for is between 6 months; however, it can be extended for any period (in 6 month increments) up to 5 years.
- Self-exclusion is irrevocable once actioned until the end of the chosen period. At the end of the period chosen, the self-exclusion will remain in place for up to a further 7 years until you take positive action by phone or in person to gamble again.
- If you wish to gamble again after the end of the chosen period and within the first 7 years afterwards, then you will be given a 1 day cooling off period before being allowed to gamble again.
- Even if you choose to gamble again after the end of the period or within the next 7 years, no marketing material will be sent to you unless they request it specifically.
- You can exclude from just the lottery you are currently entered into or you can exclude from all society lotteries operated by Your Hospice Lottery.
- You should also consider self-excluding from other websites used to gamble and facilities you may use locally in their area.
- You should contact Gamcare for further support and counselling; - <http://www.gamcare.org.uk/supportand-counselling/free-counselling/online-counselling>
- There is software available from Gamcare to prevent a person from accessing gambling websites – <http://www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software>
- You can either self-exclude immediately or consider further and send the self-exclusion form in later or use the semi-automated process online.
- Your name and address will be removed from our databases within 2 days of their application being received, marketing material related to gambling will be stopped and your customer account will be closed. Any money designated for gambling within your account will then be returned to you.
- Your name and details will be held on a register and any credit card numbers used for previous gambling will be recorded.
- The self-exclusion form can be downloaded online or sent from the office if requested. It must be completed, signed and returned to the office before self-exclusion can commence (unless the semiautomated process online has been used).

### **If you want to end your self-exclusion**

- You must contact the office by post or in person – a restart gambling form can be used for this purpose
- The end date of the period of self-exclusion must have been equalled or past.
- If the end date has been reached, a restart gambling form can be sent by post, completed and returned. This is the formal authority to cease the agreement.
- You will be subject to the one-day cooling off period following the office receiving the re-start gambling form

For any further information or to discuss self-exclusion confidentially please contact the lottery office on **0800 285 1390**.