



## Self-Exclusion Agreement and Self Exclusion form

Teesside Hospice Lottery complies with the Licence Conditions and Code of Practice governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our lottery.

Individuals must take positive action in order to self-exclude:

- Over the internet; this can be a box that must be ticked in order to indicate that they understand the system.
- By telephone; this can be a direct question asking whether they understand the system.

Should a member of staff receive a phone call from an individual who wishes to self-exclude, we must ensure that the individual understands the system. We should also encourage the individual to consider extending their self-exclusion to other remote gambling operators currently used by the customer.

We should also explain that software is available to prevent an individual computer from accessing gambling internet sites and follow the link available on our website.

<http://www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software>

A Lottery Exclusion form should be sent to the individual to be completed and returned. Upon the return of the form the individual's details are to be entered onto the register. This will then be cross-referenced against the existing membership and any new members signed up for the lottery for the period of the exclusion.

We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in the name.

We have put into effect the following procedures to ensure that an individual who has self-excluded cannot gain access to the lottery:

- A register of those excluded with appropriate records (name, address, lottery number, and any other appropriate comments).
- Staff training to ensure that staff are able to recognise and enforce the system.
- Individual to take positive action in order to self-exclude by way of a signature.
- The minimum self-exclusion period is of a duration of not less than 6 nor more than 12 months.
- Any self-exclusion may, on request, be extended for one or more further periods of at least 6 months.

- The self-exclusion arrangements give individuals the option of selecting a self-exclusion period of up to at least five years.
- An individual who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the individual wishes to consider the self-exclusion further (for example to discuss with problem-gambling groups) the individual may return at a later date to enter into self-exclusion.
- At the end of the period chosen by the individual, self-exclusion remains in place, for a minimum of 7 years, unless the individual takes positive action to gamble again.
- Where an individual chooses not to renew, and makes a positive request to begin gambling again, during the 7 year period following the end of their initial self-exclusion, the individual is given one day to cool off before being allowed to access gambling facilities. Contact must be made via phone or in person; re-registering online is not sufficient; and
- Notwithstanding the expiry of the period of self-exclusion chosen by an individual, no marketing material should be sent to them unless and until they have asked for or agreed to accept such material.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.

If any application is made for above three entries per week (i.e. for four or more) in the name of the same person, we will check with that person that they understand the cost and their regular weekly commitment, and only process the application if we believe that they understand and agree with the cost and commitment involved.

See page 3 for Self-Exclusion Agreement Form



## Lottery Exclusion Agreement Form

Please exclude me from your lottery with immediate effect and do not make any direct contact with myself during my exclusion period.

(We will exclude you for a minimum period of not less than 6 nor more than 12 months from the date of the form).

Name.....

Address.....

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Lottery name: Teesside Hospice Lottery

Membership (Lottery/Game) number/s .....

Signature ..... Date.....

Comments

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I have read the Self Exclusion Agreement and confirm I understand the system

Please return the form to:

Teesside Hospice  
410 Linthorpe Road  
Middlesbrough, TS5 6HF

### DISCLAIMER

Teesside Hospice does not accept any responsibility for the above named person re-joining the lottery within the exclusion period. It remains the sole responsibility of the above named person to abstain from re-joining the lottery within the exclusion period.