

## St Barnabas Promotions Ltd – Self-exclusion Procedure

St Barnabas Promotions understand that players and purchasers of our Society Lottery products may wish to exclude themselves from the St Barnabas Lottery activities.

St Barnabas Promotions staff will help individuals to do this at any time and will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with us from participating in our Lottery activities.

### Self-exclusion information

- Players wishing to self-exclude will be unable to re-join the Lottery, participate in other Lottery activities or receive any promotional material for a minimum of six months. This period can be extended if necessary.
- Lottery membership will be cancelled at the time the signed request is received and any credit held on a Lottery account will be refunded by cheque within seven days of receiving the signed self-exclusion form.
- If membership is paid by standing order the player must cancel this by contacting their bank.
- When the self-exclusion period ends we will not contact the player to ask if they would like to re-instate their membership.
- In order to re-instate the Lottery membership the player will need to contact the Lottery Office in person or in writing. A one day cooling off period will be given before re-instatement.
- A record of those excluded will be kept in the Lottery office and will be cross referenced against new memberships. The record will remain on file for the length of the self-exclusion and will be retained for a further six months.

### Self-Exclusion request

If you would like to request that St Barnabas Promotions excludes you from all of its gambling related activities please:

- Print the Self-exclusion form below, sign it and post or deliver to: Lottery Manager, St Barnabas Promotions Ltd, 12 Cardinal Close, Lincoln, LN2 4SY
- You can request a form by sending your name and address in an email to [Lottery@stbarnabashospice.co.uk](mailto:Lottery@stbarnabashospice.co.uk) or calling 01522 546500.
- On receipt of your form we will send you a letter confirming your self-exclusion along with any refund due to you.

### Assistance if gambling has become a problem

GamCare – [www.gamcare.org.uk](http://www.gamcare.org.uk) is a charity providing practical help if gambling has become a problem, via the Helpline - 0808 8020 133, and NetLine [www.gamcare.org.uk/frontline-services/netline](http://www.gamcare.org.uk/frontline-services/netline)

If you are worried about on-line gambling see [www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software](http://www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software) for information on software to prevent an individual computer from accessing gambling internet sites

If you currently use other gambling operators you may wish to contact them to extend your self-exclusion to their gambling products.

**St Barnabas Promotions Ltd**

## **Self-exclusion Form**

**Title**

**First name**

**Last name**

**Address**

**Post code**

**Contact phone number (required)**

**Email**

I request to be excluded immediately from all St Barnabas Promotions gambling related activities, including receiving any gambling related marketing materials, for a minimum period of six months.

By signing this self-exclusion request I understand and acknowledge:

- my responsibility in ensuring adherence to this agreement
- I will not be able to rescind my self-exclusion during this period.
- the St Barnabas Promotions Ltd responsibility is only to take reasonable steps to prevent me from gambling using their products
- this is a voluntary request which is not enforceable in any way against St Barnabas Promotions Ltd, its employees or agents who have no liability for claims arising from my voluntary use of the gambling activities available.

**Signed**

**Full name**

**Date**