

Self Exclusion Policy

- The HELP Appeal Lottery and Superdraw has procedures in place allowing an individual to self-exclude for a length of time – usually a minimum of six months.
- We will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion form from participating in gambling. A person who has made contact to request self-exclusion will be refused service and prevented from gambling with any lottery administered by the County Air Ambulance Trust Limited.
- A request for self-exclusion will be available with immediate effect and with no “cooling off” period.
- Within two days of having received the completed self-exclusion notification the individual’s lottery account will be closed.
- We will remove the name and details of a self-excluded person from our lottery software system and block any further requests to partake in gambling.
- Any balances outstanding on the account will be refunded by cheque within 14 working days. Where the individual pays by direct debit they will have to contact their bank directly to cancel the direct debit and we will refund them by cheque any unused credit on the ticket(s).
- An individual when requesting self-exclusion will be informed of the self-exclusion process and implications and will be provided information on gambling support agencies. The main agencies are

www.gamecare.org.uk – telephone 0808 8020 133

or

www.gambleaware.org.uk

- During the period of self-exclusion, they will not be entered into the HELP Appeal lottery draw, even if the individual has failed to cancel their direct debit.
- During the period of self-exclusion we will take all reasonable steps to ensure that the individual does not try and play the HELP Appeal lottery and to prevent any marketing material being sent to them.
- After the self-exclusion period ends, if the individual wishes to recommence participating in the HELP Appeal lottery they must request in writing that they wish to be removed from the self-exclusion register.
- The individual must be the one to take positive action to gamble again and no contact will be made by the HELP Appeal lottery until contact has been made by that individual.
- Through our membership to the Lotteries Council, we regularly contribute to the Responsible Gambling Trust to fund research and public education on the risks of gambling and how to gamble safely.

The Operating Licence details are:

Non-remote: 000-032559-N-314608-007

Ancillary remote: 000-032559-A-316991-005

Responsible Person: Robert Bertram

Promoter: County Air Ambulance Trust Limited,
T/A HELP Appeal Lottery
PO BOX 999
Green Lane
Walsall, WS2 7YX

Telephone: 0800 389 8999

Registered Charity: England and Wales (1057063) Scotland (SCO45963)

The sole charitable beneficiary of the lottery is the HELP Appeal which will receive all of the proceeds after the deduction of the expenses of running the lottery, including the cost of the prizes.



Request to Self Exclude from Gambling

Please exclude me from your lottery and any other gambling product promoted by the charity with immediate effect.

We will exclude you for a minimum period of 6 months from the date of this request.

Name

Address

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Signature

Date

Any additional information you wish us to be aware of:

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Please return the form to:

**Robert Bertram
County Air Ambulance Trust Limited
PO Box 999
Green Lane
Walsall
WS2 7YX**