

PENDLESIDE HOSPICE LOTTERY

Social Responsibility in Gambling Policy

- Pendleside Hospice Lottery is a member of 'The Hospice Lotteries Association' and 'The Lotteries Council' and as a member of these organisations has made a financial contribution to the work of the Responsible Gambling Trust www.responsiblegamblingtrust.org.uk which raises funds through voluntary donations to support research, education and treatment of problem gambling, and provides funding to organisations like GambleAware and the Gordon Moody Association. By supporting and working with the Responsible Gambling Trust, Pendleside Hospice Lottery will have contributed to the treatment and education of gamblers and research into the problems of gambling, have free access to the Responsible Gambling Trust resources on problem gambling research, will receive regular donors' newsletters and updates informing us of how our donations are helping problem gamblers and be able to demonstrate our commitment to responsible gambling by displaying details of the Responsible Gambling Trust on promotional materials, stationery and websites.
- GambleAware www.gambleaware.co.uk provides national telephone and online helplines, delivers treatment for problem gamblers and their families, creates awareness about responsible gambling and treatment, and encourages an effective approach to responsible gambling within the gambling industry.
- The Gordon Moody Association www.gordonhouse.org.uk is a specialist provider of residential treatment for addicted gamblers. It provides an Outreach Support Service and an Internet Counselling Service.
- Pendleside Hospice Lottery will wherever possible display both the Responsible Gambling Trust and GambleAware details on its lottery publicity material.
- Pendleside Hospice Lottery WILL 'signpost' its customers or their relatives and friends who may be looking for help and support to the Responsible Gambling Trust and GambleAware by displaying links to their websites and telephone numbers using appropriate text on all its publicity materials and on its website.
- Pendleside Hospice Lottery will display on its website guidelines to playing the lottery in a responsible way. These guidelines will also be available upon request from the lottery office.

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- Pendleside Hospice Lottery will show commitment to the help and support of problem gambling through the training of its staff in outlining the dangers of problem gambling, and explaining what they should do if they become concerned about a customer's behaviour.
- Pendleside Hospice Lottery will make available on request by the customer, the customer's account information to assist the customer in monitoring their play and spending history.
- There will be a limit of 100 tickets per individual in our bumper draws; requests for tickets above this limit will require approval from the Lottery Manager.
- There will be a limit of 10 draw entries per individual for the weekly lottery draw, requests for entries above this limit requires approval from the Lottery Manager.
- Pendleside Hospice Lottery staff will be aware that they can refuse service to customers if they have any concerns that problem gambling may be involved and will report any such incident to the Lottery Manager as soon as possible.
- Pendleside Hospice Lottery will deal with all concerns discreetly and the Lottery Manager will exercise discretion in dealing with these concerns and treat every case on its merits.
- Pendleside Hospice Lottery Manager will contact the customer either in person or by telephone to discuss or resolve any concerns and will keep a log of any such incident.
- Pendleside Hospice Lottery will accept any requests for self-exclusion. The self-exclusion procedure will be included within the Lottery Terms and Conditions. A no mailer tick box will be ticked on the lottery software to prevent any marketing material being sent to anyone who has self-excluded themselves. Customers wishing to self-exclude will not be able to rejoin the lottery for a minimum of 6 months after which a review will take place. A log will be kept of any known breaches of self-exclusion and any individuals wishing to return to gambling. A register will also be kept of all self-excluded members. Anyone making a request to rejoin the lottery after a minimum of 6 months self-exclusion must do so via telephone or in person; re-registering online is not sufficient and they must be given one day to cool off before being allowed to gamble again.