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DEFINITIONS

Key terms used

The Gambling Act 2005 defines **gambling** as betting, gaming or participating in a lottery.

Lotteries include raffles, tombolas, sweepstakes etc.

Self-exclusion means asking a gambling provider to exclude you from gambling with them for a length of time, usually between six and twelve months. Any customer who has followed the procedure to request self-exclusion will be refused service and prevented from gambling during this time period.

PURPOSE

The purpose of this policy is to ensure The Donkey Sanctuary and its subsidiaries complies with the Licence Conditions and Code of Practice governing the procedures for self-exclusion.

LINKED POLICIES

- Social Responsibility Policy (Gambling)
- Responsible Gambling Policy
- Fundraising and Responding to Vulnerable People Policy & Procedures
- Safeguarding Vulnerable Persons Policy

POLICY

The Donkey Sanctuary will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with the organisation from participating in our lottery and signpost them to counselling and support services via the **National Gambling confidential helpline on 0808 8020 133 or their website <https://www.begambleaware.org/>**

PROCEDURES

When The Donkey Sanctuary or any of its staff receive communication from an individual who wishes to be self-excluded, they will direct them to the Lottery Exclusion Form available online at win.thedonkeysanctuary.org.uk, or the Lottery helpline on 0330 123 9820. Alternatively, and upon request, we can send a Lottery Exclusion Form in the post.

Once the individual has completed and submitted (or returned) the Lottery Exclusion Form, the individual's details will be entered onto the self-exclusion 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.

During the self-exclusion period:

- we will not target the individual with marketing material at any time during the self-exclusion. We will take steps to remove the name and details of a self-excluded individual from any marketing databases used by ourselves, or any third-party provider.
- we will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

The Donkey Sanctuary has 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, membership number, and any other appropriate comments).
- Staff training to ensure that staff are able to recognise and enforce the system.
- An individual must take positive action in order to self-exclude by way of a signature.
- The self-exclusion period is a minimum of six months (giving members the option of extending this if they so wish)
- The self-excluded member must take positive action to be removed from the self-exclusion at the end of the period and be able to enter the lottery at a future date.
- Upon notification of a request to be removed from the self-exclusion at the end of the period, the customer will be given a seven-day cooling off period before being allowed access to the lottery.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.

FURTHER INFORMATION

REFERENCES

APPENDICES

Appendix 1 – Lottery Exclusion Form