

## CONTENTS

DEFINITIONS.....	2
KEY TERMS USED .....	2
PURPOSE.....	2
LINKED POLICIES .....	2
POLICY.....	2
FURTHER INFORMATION .....	3
REFERENCES .....	3
APPENDICES .....	3
POLICY MONITOR DOCUMENT .....	4&5
APPENDIX 1 – LOTTERY EXCLUSION FORM.....	6

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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.

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## 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.

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## LINKED POLICIES

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

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## 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.gambleaware.org/>**

# GambleAware

### 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](http://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 gambling marketing material at any time during the self-exclusion period.
- 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.

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## FURTHER INFORMATION

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## REFERENCES

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## APPENDICES

Appendix 1 – Lottery Exclusion Form