

Self Exclusion Information

Introduction



Self exclusion allows a player to exclude themselves from future draws to accommodate their particular circumstances. When they request to be excluded from future draws make a smile lottery will ensure that you are not allowed to enter for a period of your choosing, the initial period for make a smile lottery is a minimum of 6 months but you may extend this up to 5 years in increments of 6 months.

Things to understand about self exclusion

- You must consider the consequences of self exclusion, that you may not be entered into any future draws for the period you choose to exclude which must be at least 6 months.
- The minimum period a player can exclude themselves for is between 6 months; however, it can be extended for any period (in 6 month increments) up to 5 years.
- Self exclusion is irrevocable once actioned until the end of the chosen period. At the end of the period chosen, the self exclusion will remain in place for up to a further 7 years until you take positive action by phone or in person to gamble again.
- If you wish to gamble again after the end of the chosen period and within the first 7 years afterwards, then you will be given a 1 day cooling off period before being allowed to gamble again.
- Even if you choose to gamble again after the end of the period or within the next 7 years, no marketing material will be sent to you unless they request it specifically.
- You can exclude from just the lottery you are currently entered into or you can exclude from all society lotteries operated by make a smile lottery.
- You should also consider self excluding from other websites used to gamble and facilities you may use locally in their area.
- You should contact Gamcare for further support and counselling: <https://www.gamcare.org.uk>
- There is software available from Gamcare to prevent a person from accessing gambling websites: <http://www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software>
- Your name and address will be removed from our databases within 2 days of your email being received, marketing material related to gambling will be stopped and your customer account will be closed. Any money designated for gambling within your account will then be returned to you. Your chosen supporting charity will also be informed to update their own database for comms preferences.
- Your name and details will be held on a register and any card numbers used for previous gambling will be recorded.

If you want to end your self exclusion

- You must contact the office by post or in person.
- The end date of the period of self exclusion must have been equalled or past.
- If the end date has been reached, a restart gambling form can be sent by post, completed and returned. This is the formal authority to cease the agreement.
- You will be subject to the one-day cooling off period following the office receiving the re-start gambling form.

For any further information or to discuss self exclusion confidentially please contact the lottery office on 0300 303 4500.