

St Margaret's Somerset Hospice complies with the Gambling Commission's Licence Conditions and Codes of Practice for self-exclusion.

We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement from participating in our Weekly Prize Draw and other ad hoc Prize Draws promoted under our Gambling Commission licenses.

Should a member of staff receive a phone call from an individual who wishes to be self-excluded they must send a copy of our self-exclusion policy/procedure along with the Exclusion Form.

An individual completes the self-exclusion form, signs it (a signature must be included) and returns it to the Lottery Office. The manager with responsibility for the Lottery or a Responsible Person on the gambling licence must action the request within 2 days of a signed form being received.

The individual's details will be entered onto the log which is kept in the Lottery Office.

For the period of self-exclusion, the individual's details will be cross referenced against the existing membership and any new members who join the lottery.

Individuals who self-exclude will not be sent any materials for the weekly prize draw or ad hoc prize draws during the self-exclusion period(s).

The lottery and supporter databases will be marked as 'No Mail' in relation to all mailings which include lottery or ad hoc prize draws (including newsletters because from time to time the lottery is promoted in them).

Any active records on the lottery software will be closed for anyone who has entered into a self-exclusion agreement, and they will be sent a cheque with any outstanding credit on the account. Any Direct Debit Instruction managed by our Direct Debit Collection Service will be stopped as soon as reasonably practicable.

If payment is made by Standing Order the individual will be asked to contact their bank or building society to cancel payment because only account holders can cancel this instruction.

Shops selling single tickets for the Weekly Prize Draw will be notified of any individual who has self-excluded so a purchase cannot be made.

We have put into effect the following procedures to ensure that an individual who has self-excluded cannot gain access to the Weekly Prize Draw:

- A register of those excluded with appropriate records (name, address, membership number, and any other appropriate comments).
- The individual's record on the Supporter and Lottery Databases will be marked as no mail/marketing.
- Individual must take positive action and complete, sign and return a form to start a period of self-exclusion.
- The self-exclusion period is for 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 and be able to enter the Weekly Prize Draw or participate in ad hoc Prize Draws at a future date.
- The record of the self-exclusion will remain on file until the agreement has been formally ended, but it will be retained for a period of at least 3 years.

Any enquiries about this policy and procedure should be directed to Lottery Office, St Margaret's Hospice, Heron Drive, Bishops Hull, Taunton TA1 5HA. Tel. 01823 365620 or Email LotteryOffice@st-margarets-hospice.org.uk.

If you would like to self-exclude from the weekly prize draw or ad hoc prize draws, please [click here](#) to fill out our form.