

Self-Exclusion Policy

Policy Statement

While subscription based society lotteries, offer the lowest risk of problem gambling, it is recognised that some players are unable to enjoy participation in such activity. Failure to comply with the Gambling Commission Licence Conditions and Codes of Practice (LCCP) or to take action to prevent problem gambling could lead to loss of the licence to operate.

This policy outlines the Trust's required commitment from those it contracts to provide services connected with the delivery of its society lottery including its External Lottery Manager (ELM). It highlights the responsible approach taken by the Trust and the ELM towards gambling and its potential effects on players.

Self-exclusion is a formal process whereby players can cease to participate in the lottery. Under contract the ELM has a formal process to enable self-exclusion. Players can self-exclude by contacting the ELM by email or by free phone 0808-10•9•8•7•6•5. The ELM marks the individual record accordingly within 2 working days of receipt of any self-exclusion notification. Details are held on a register to ensure that players are not entered into any future draws and will not be sent any promotional material.

If tickets have been purchased in the lottery, and a player has subsequently sent a self-exclusion notification, the subscription will be cancelled immediately and any subsequent draws which have not been promoted and for which payment has been received, will be refunded up to a maximum of £10 per monthly subscription.

Players can exclude themselves from playing the lottery if they are worried about gambling or the level of gambling they are involved in.

Period of exclusion

The minimum period of exclusion is 6 months, up to 12 months. If a player wants to enter the lottery again after a period of absence they can call the helpline. If a self-excluded player returns to play, there is a 24 hour cooling off period before play can become possible. A player will not be entitled to any winnings against future draws for which participation has been revoked and any monies refunded following self-exclusion notification.

Required information

In requesting self-exclusion, a player agrees to provide full and accurate personal details, now and in the future, so as to ensure they are restricted from access to the lottery.

Player responsibilities

If a player does choose to self-exclude, the ELM will use all reasonable endeavors to ensure it complies with the self-exclusion. However, in agreeing to self-exclude players must accept that they have a parallel undertaking not to seek to circumvent the self-exclusion.

Accordingly, neither the ELM nor Maggie's has responsibility or liability for any subsequent consequences or losses, howsoever caused, that a player may suffer or incur if they commence or continue gambling by providing misleading, inaccurate or incomplete details or otherwise seek to circumvent the self-exclusion agreed.

Support available



If a player or someone close to them is worried about gambling, GambleAware can provide support and information www.gambleaware.co.uk or 0808 8020 133. GambleAware provides information to help people make informed decisions about their gambling. They are open 8am to midnight, seven days a week.

Unsolicited mail

If a player registers with the UK's Mail or Telephone Preference Service this does NOT exclude lottery information being received. Maggie's and its ELM cannot and will not take responsibility for any materials sent that are not within the parameters outlined in this policy.