



# Responsible Gambling Guide

## Our Commitment Towards Responsible Gambling:

Springhill Hospice is committed to ensure that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all.

## Keeping Your Gambling Under Control:

The majority of people do gamble responsibly and gambling in moderation is okay, but it may help you to keep your gambling under control by:

- Remembering that you are taking part for fun and not as a means of investing your money
- Setting strict limits on how much time and money you're going to spend, before playing
- Quitting while you're ahead
- Only gambling with money that you can afford to lose
- Not spending more money on gambling in the hope that you will win back any money that you've already lost
- Keeping up other interests and hobbies and not letting gambling take over your life
- Not gambling in order to escape from stress or boredom.

## How To Identify That Gambling Is Becoming A Problem:

For some people however, gambling can become a problem. If you are concerned about the amount you are gambling and feel it is taking over your life, then asking yourself the following questions may help you assess whether or not gambling is becoming a problem:

- Have others ever criticised your gambling?
- Have you lied to cover up the amount you have gambled or the time you have spent doing it?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- After losing, do you feel you must try to win back your losses as soon as possible?
- When gambling and you run out of money, do you feel lost, in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

If 'yes' is the answer to some of these questions, then it is likely that a gambling problem exists.

You may also wish to consider whether a friend or relative might have a gambling problem?

## How To Get More Information And Help About Problem Gambling:

**BeGambleAware.org** <sup>®</sup> If you feel you have a problem with gambling, visit [begambleaware.org](http://begambleaware.org) or [gamcare.org.uk](http://gamcare.org.uk) or call the Helpline on 0808 8020 133.

If you would like to be excluded from Springhill Hospice Lotteries, you can complete the attached Self Exclusion Form (see below) and return it as soon as possible to: Emily Kennedy, Springhill Hospice, Broad Lane, Rochdale OL16 4PZ.

**Only £1 per entry, drawn each and every Friday. All Proceeds to Springhill Hospice.**

Springhill Hospice (Lottery), is a Company Limited by Guarantee registered in England & Wales under number: 3310929. Registered as a charity under number 701798. *Registered Office:* Springhill Hospice Lottery, Broad, Lane, Rochdale, OL16 4PZ

Licensed and regulated by the Gambling Commission. Licence No. 005144. *Website:* [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

*Promoter:* Springhill Hospice, Broad Lane, OL16 4PZ. *Tel:* 01706 649920 *Responsible Person:* Emily Kennedy

Must be 16 or over to play. Underage Gambling is an offence.



# Self Exclusion Request Form

This form is to be used by players and persons wishing to self-exclude themselves from one or more of the lotteries and gambling operated by Springhill Hospice (Rochdale).

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Springhill Hospice Lottery Membership Number (if known): \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

PHOTOGRAPH  
(if provided)

I request that I be refused entry to the Lottery for a period of 6 months from the date of signing and acknowledge that I am not allowed to rescind my self-exclusion during this period. At the end of 6 months, this agreement may be extended for a further period of 6 months or up to 5 years. I will be contacted by telephone or in person by the Lottery Manager before being allowed to return to the Lottery and must abide by a one day cooling off period.

If I attempt to enter the Lottery during the term of this exclusion and am identified by a member of staff, I will be refused entry and any stake will be returned to me.

I acknowledge my responsibility in ensuring adherence to this agreement. I acknowledge that the Promoter, its employees or agents have no liability or claims arising from my voluntary use of the gambling facilities provided.

I have/have not\* provided a photograph of myself to assist.

Signed: \_\_\_\_\_ (Customer)                      Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (Lottery Manager)                      Date: \_\_\_\_\_

**Details should be entered in the Self Exclusion Log, reference no:** \_\_\_\_\_

Further information on problem gambling provided to customer: Yes/No\*

*\*Delete as appropriate*

## Self Exclusion Information

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We operate all our promotional activity for gaming in line with the Code of Fundraising Practice and under the licence conditions of the Gambling Act 2005.

Whilst the majority of people do gamble within their means, for some, gambling can become a problem. Self-exclusion allows a player to exclude themselves from future draws to accommodate their particular circumstances.

When a player requests to be excluded from future draws we will ensure they are not allowed to enter for a period of their choosing, the initial period must be at least 6 months but may be extended up to 5 years in increments of 6 months.

The self-exclusion form can be downloaded from the Springhill Hospice website or sent to the player by post on request. Before self-exclusion can commence, the form must be completed, signed and returned to:

Emily Kennedy  
Springhill Hospice Lottery  
Broad Lane  
Rochdale  
OL16 4PZ

For any further information or to discuss self-exclusion confidentially please contact the Lottery Team on 01706 631013 or email [fundraising@springhill.org.uk](mailto:fundraising@springhill.org.uk)

If you need to talk to someone about problem gambling then contact BeGambleAware. BeGambleAware is administered and funded by a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling.

BeGambleAware can be contacted by phoning: 0808 8020 133 or via their website: [begambleaware.org](http://begambleaware.org)

**BeGambleAware.org**<sup>®</sup>

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