

## Friends of North West Air Ambulance Lottery

### Social Responsibility in Gambling Policy

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Across all of North West Air Ambulance services and activities we aim to provide the highest possible quality service to those individuals and organisations interacting in any way with the organisation.

Friends of North West Air Ambulance is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members.

This document sets out the Friends of North West Air Ambulance policies to ensure any gambling activities are approached in a socially responsible way.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime
2. Ensuring that gambling is conducted in a fair and open way
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling

Friends of North West Air Ambulance Lottery adheres to the practice outlined in this policy and is regulated by The Gambling Commission.

#### ***1. Preventing gambling from being a source of crime and disorder***

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- When an individual joins the lottery we will check that:
  - The individual is aged 16 or over
  - The individual is a resident in the UK
- We retain the right to terminate any player's participation in a lottery that we promote should we suspect criminal activity
- We do not accept cash
- We limit the maximum number of entries to £20 per person per week
- All lottery related computers and software are password protected and accessible only by authorised members of staff
- We adopt a strict and thorough reporting procedure if a member of staff or another operator is found to be in any way operating in an illegal or suspicious manner

#### ***2. Ensuring that gambling is conducted in a fair and open manner***

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We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning
- The rules are fair
- Any advertising and promotional material is clear and not misleading
- The results are made public

- We utilise tried and tested lottery software to administer our lotteries with an RNG in line with Gambling Commission regulations

### **3. Protecting children and other vulnerable persons from being harmed or exploited by gambling**

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We will use our best endeavours to address the following issues:

#### **3.1 Age Verification Policy**

- Persons under the age of 16 are not allowed to play the lottery
- Systems will not allow the person to be entered on the lottery if they are under 16
- Staff are trained to be aware of their responsibilities for preventing underage gambling and for returning stakes and not paying prizes to underage customers
- Where lottery tickets are sold face to face, if it appears that the potential customer might be underage, our staff ask for proof of identity, establishing that the person is aged 16 and over before selling the lottery ticket to them
- In the case of customers who apply for lottery tickets by post, we carry out random checks to ensure compliance with age restrictions
- Examples of acceptable identification for age verification purposes include:
  - Passport
  - Driving licence
  - Official student card
- Should we find an instance of underage gambling (ie a member who is under the age of 16) we must:
  - Refund any money they have paid us
  - Not pay out any prizes due to go out
  - Check if any prizes have been paid out and if so contact the person to request refund of this prize

#### **3.2 Protecting vulnerable persons**

- Staff are trained to detect vulnerability in potential customers and politely decline offers of support from such individuals
- People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol

#### **3.3 Gambling Limits**

- The society may impose limits on the value of entries into a lottery that can be purchased by an individual to £20 per week
- If our staff have a concern that a customer's behaviour (signified for example by a sharp increase in their expenditure on lottery tickets or chances) may indicate problem gambling, they are trained to report the matter to the responsible person
- The responsible person will telephone the customer to discuss the matter, including raising awareness of the help that is available for problem gamblers
- In severe cases, consideration may be given to barring the customer from participating in the lottery

#### **3.4 Self-exclusion**

- The Friends of North West Air Ambulance has procedures in place allowing an individual to self-exclude for a length of time – usually between the minimum of six months and five years and will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling

- A customer who has made contact to request self-exclusion will be refused service and prevented from gambling with the lottery
- A request for self-exclusion will be available with immediate effect and with no “cooling off” period
- During this period we will take all reasonable steps to ensure that the individual does not try and play any lotteries promoted by the society and to prevent any marketing material being sent to them
- We will remove name and details of a self-excluded person from any marketing databases and otherwise flag them as an individual to whom marketing material must not be sent within two days of having received the completed self-exclusion notification
- The self-exclusion request will be entered onto the lottery software system and will block any further requests to partake in gambling by using the following fields of data; surname, first names, address, post code, telephone number and email
- An individual when requesting self-exclusion will be informed as to what self-exclusion is and will be provided information on gambling support agencies, namely;
  - [www.gambleaware.org.uk](http://www.gambleaware.org.uk)
  - [www.gamcare.org.uk](http://www.gamcare.org.uk) or telephone 0845 6000133
- Requests for self-exclusion may be accepted
  - in writing to;  
Lottery Manager  
Friends of North West Air Ambulance  
North Mersey Business Centre  
Woodward Road  
Knowsley  
L33 7UY
  - or by telephone on;  
0151 547 7830
  - or by email;  
[lottery@nwaa.net](mailto:lottery@nwaa.net)
- The individual’s lottery account will be closed
- Any balances outstanding on that account will be refunded
- Where an individual has paid by cheque, the amount from the last draw they were entered into, to the end date of their subscription will be refunded by cheque within 10 working days
- Where the individual pays by Standing Order, they will have to contact their bank directly to cancel the Standing Order and Friends of North West Air Ambulance will refund the individual by cheque each month until such time as the Standing Order has been cancelled
- Where the individual pays by Direct Debit, they will have to contact their bank directly to cancel the Direct Debit and Friends of North West Air Ambulance will refund the individual by cheque each month until such time as the Direct Debit has been cancelled
- During the period of self-exclusion, they will in no way be entered into any Friends of North West Air Ambulance Lottery draw, even if the individual has failed to cancel their Standing Order
- After the self-exclusion period ends, if the individual wishes to recommence participating in one of the lotteries promoted by us, he/she must request in writing that they wish to be removed from the self-exclusion register
- Once Friends of North West Air Ambulance receives this letter the individual will be given a 24 hour cooling off period before being given the opportunity to recommence participation in the lottery

- The individual must be the one to take positive action to gamble again and no contact will be made by Friends of North West Air Ambulance until contact has been made with that individual

#### **4. Protection of customer funds**

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- All customer funds intended for the use in future gambling and/or lottery subscriptions will be held in a separate bank account or accounts relating to the lottery and will be completely separate from the charities trading income
- The licensee operates a strict no cash policy to prevent the risk of crimes such as money laundering, to avoid the giving of illicit credit and to provide assurances that gambling activities are being conducted fairly
- For a copy of the cash handling and money laundering procedures please contact:
  - in writing to;  
Lottery Manager  
Friends of North West Air Ambulance  
North Mersey Business Centre  
Woodward Road  
Knowsley  
L33 7UY
  - or by telephone on;  
0151 547 7830
  - or by email;  
[lottery@nwaa.net](mailto:lottery@nwaa.net)