



Talking sense about autism.

40 Caversham Road, Reading, Berks, RG1 7EB

The Autism Berkshire Lottery Policy

Introduction

The Berkshire Autistic Society (The Charity) is committed to ensuring that the lottery is operated in a secure, fair and socially-responsible way and to endorsing responsible gambling among its members.

The Gambling Commission regulates gambling in the public interest.

The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

Preventing gambling from being a source of crime and disorder

When an individual joins the lottery we will check that:

- The individual is aged 16 or over.
- The individual is resident in the UK.
- The Charity retains the right to cancel any membership should they suspect criminal activity.
- The Charity may limit the maximum number of entries.
- The Charity will ensure their staff are trained to detect and how to report potential money-laundering threats.

Ensuring that gambling is conducted in a fair and open way.

The Charity 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 are equal to all participants.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.

 Helpline: **01189 594 594** 
contact@autismberkshire.org.uk
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Protecting children and other vulnerable persons from being harmed or exploited by gambling

The Charity will use its best endeavours to address the following issues:

1. Age Verification Policy

It is an offence for persons under the age of 16 to play the lottery. The Charity will ensure our staff are trained to be aware of their responsibilities for preventing underage gambling and for returning stakes and not paying prizes to underage customers.

2. Protecting vulnerable persons

The Charity will ensure its 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. Gambling Limits

The Charity may impose limits on the value of entries into a lottery that can be purchased by an individual. 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 will be trained to report the matter to the responsible person or other suitably-appointed person for the lottery. The customer will be called to discuss the matter, including the help that is available for problem gamblers. In severe cases, consideration may be given to barring the customer from participating in the lottery.

4. Self-Exclusion

The Charity 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 by completing a returning a self-exclusion form downloaded from autismberkshire.org.uk will be refused service and prevented from gambling with any lottery administered by The Charity.

A request for self-exclusion will be available with immediate effect and with no 'cooling-off' period.

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During this period we will take all reasonable steps to ensure that the individual does not try to play any lotteries administered by The Charity and to prevent any marketing material being sent to them.

We will remove the 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 once we have received the completed self-exclusion notification.

An individual when requesting self-exclusion will be informed as to what self-exclusion is and will be provided information on gambling support agencies. The main one being www.gamcare.org.uk, telephone 0808 8020 133.

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, until the end date of their subscription, will be refunded.

Where an individual pays by Standing Order, they will have to contact their bank directly to cancel the Standing Order and we will refund them by cheque each month until such time as the instruction has been cancelled.

After the self-exclusion period ends, if the individual wishes to recommence participating in any of the lotteries promoted by us, he/she must request in writing that they wish to be removed from the self-exclusion register.

Once we receive this letter, the individual will be given one day to cool off 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 the charity until contact has been made by that individual.

5. Complaints and Disputes Procedure

In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then full details should be sent to the office by email to admin@autismberkshire.org.uk or by post to Berkshire Autistic Society, 40 Caversham Road, Reading, RG1 7EB.

If you feel that our outcomes and resolutions have still not reasonably met your expectations, we request that you forward your complaint in writing to: The Trustees, Autism Berkshire, 40 Caversham Road, Reading, RG1 7EB.

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