

North Yorkshire Hospice Care Responsible Gambling Guide

Our Commitment Towards Responsible Gambling:

North Yorkshire Hospice Care 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:

Most 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 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 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: call 0808 8020 133 or visit

[BeGambleAware®: Gambling Help & Gambling Addiction | BeGambleAware](#)

BeGambleAware

How To Self-Exclude from our lottery and raffle:

If you would like to be excluded from North Yorkshire Hospice Lottery and raffle products you can complete the attached Self Exclusion Form (Pages 2 and 3 below) and return it as soon as possible to: Saint Michael's Hospice, Crimple House, Hornbeam Park Avenue, Harrogate HG2 8NA.

(Policy Updated June 2022)

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number **43419** [North Yorkshire Hospice Care - Licence summary - Gambling Commission](#) Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care, Saint Michael's, Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.

North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA

Gambling Act 2005 - Licence Conditions and Code of Practice

If you feel you have a problem with gambling and would like to request, we exclude you from receiving gambling related marketing material, you can simply complete and submit this form.

SELF EXCLUSION REQUEST FORM

Promoter: North Yorkshire Hospice Care

Customer Name: _____

Customer date of birth: _____

Customer address: _____

I have a gambling problem and therefore wish to be excluded immediately from receiving any gambling related marketing material for a minimum period of:

6 Months 1 Year 2 Years 3 Years 4 Years 5 Years

I acknowledge that I will not be allowed to rescind my self-exclusion during this period.

What does self-exclusion mean for you?

- You cannot get out of self-exclusion until the end of your chosen exclusion period.
- On request your self-exclusion period can be extended for one or more further periods of at least 6 months.
- At the end of your chosen period, your self-exclusion remains in place for a minimum of seven years, unless you take positive action to gamble again.
- If you want to end your self-exclusion during the seven-year follow-up period, you must request a restart gambling form from the supporter care team on 01423 878628.
- You must send your completed restart gambling form back by post to the address below - this completed form is your formal authority to cease the self-exclusion agreement.
- You will have a one-day cooling off period after we receive your restart gambling form.
- We will not send you any gambling related marketing materials, unless and until you specifically request us to do so.

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I acknowledge my responsibility to ensuring adherence to this agreement.

Signed: _____
(Customer)

Date: _____

Signed: _____
(For and on behalf of the Promoter)

Date: _____

Please return this form to

**Saint Michael's Hospice
Crimple House
Hornbeam Park Avenue
Harrogate
HG2 8NA**

Tel: (01423) 878628

FOR OFFICE USE ONLY

Details should be entered in the Self Exclusion Log, reference no: _____

Further information on support for problem gambling has been provided to the customer Yes / No *

* Delete as appropriate

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