

Katharine House Hospice(KHH) is committed to only engaging with and promoting socially responsible gambling as part of its fundraising activities. This policy outlines processes we have in place to make sure our lottery and raffles are operated in a fair, reasonable and socially responsible way.

Introduction

KHH is licensed to operate lotteries and complies with the regulatory framework introduced by the Gambling Act 2005, based on 3 objectives:

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

Preventing Crime & Disorder

To prevent gambling at KHH being a source of crime and disorder we:

- Conduct our lottery and raffles using accredited systems
- Report any suspected criminal activity in line with the Proceeds of Crime Act 2002
- Reserve the right to refuse entry to the lottery if criminal activity is suspected
- Limit entries to our weekly lottery to a maximum of 10 per player
- Limit entries to our raffle to 50 per individual per draw.

Ensuring gambling is fair and open.

To ensure our lottery and raffles are operated in a way that is fair and open:

- We have clear and accessible terms and conditions on our website. Printed versions of these are available on request
- We ensure our promotional and marketing materials are accurate, transparent and reflective of prizes available.
- All draws are operated using random number generator software to select winners that has been approved by an independent, Gambling Commission approved, third party test house. Prizes will be awarded in order of selection. Full records of every draw are retained.
- We publish our winners on our website each week.
- We notify winners within seven working days of a draw. All reasonable effort is made to ensure prizes are awarded to winners and unclaimed prizes are dealt with accordance with our terms and conditions.

Protecting children and vulnerable persons

To protect children and prevent underage gambling we will:

- Only accept players who are aged 18 or over. This is made clear in our terms and conditions, promotional and marketing material
- Forfeit the prizes of anyone unable to evidence proof of age or who are discovered to be under the age of 18.
- Screen data used for marketing and will not send direct marketing promoting the lottery to anyone under the Age of 18.

- Ensure all promotional material is age appropriate and will not use imagery which would appeal to those under the age of 18
- Train volunteers, staff and third parties working for us to promote the lottery to only sell tickets or entries to individuals over the age of 18 and where this is unclear, proof of age must have been provided.

To protect individuals in potentially vulnerable circumstances we will:

- Screen data used for marketing and will not send direct marketing promoting the lottery to anyone on our database with a potential vulnerability flag
- Train volunteers, staff and third parties working for us to promote the lottery to not sell tickets or entries to individuals who may be in a vulnerable circumstance.

Problem gambling.

We encourage responsible gambling and promote the services available should gambling become a problem for someone or someone close to them.

We:

- Restrict the number of lottery entries an individual can buy
- Promote information on gambling support organisations in our terms and conditions, on our marketing and on our website
- Have a self-exclusion process where individuals can exclude themselves from playing our lottery and receiving promotional material regarding the lottery.

If you choose to self-exclude from the KHH lottery you will be excluded for a minimum of 6 months.

If you feel you no longer have a problem with gambling and would like this exclusion removed then you will need to email: lottery@khh.org.uk to have this removed.

Guidelines to responsible gambling

The majority of people do gamble responsibly. It may help you to keep your gambling under control by remembering the following:

- You're buying fun not investing money.
- Set strict limits on how much time and money you are going to spend.
- Quit while you are ahead.
- Only gamble with money you can afford to lose.
- Not spending more money on gambling with the hope to win back money you have lost
- Keep up other interests and hobbies – don't let gambling take over your life
- Don't gamble in order to escape stress or boredom

Katharine House Hospice Responsible Gambling Policy



For some however gambling can become a problem. If you are concerned about the amount you are gambling then try asking yourself the following questions:

- Have others criticized your gambling?
- Have you ever lied about the amount you have gambled? Or time you have spent doing it?
- Do you gamble alone for long periods of time?
- Do you stay away from work or college to gamble?
- Do you gamble to escape being bored or unhappy?
- Have you noticed changes to your relationships with friends, family or pastimes?
- Are you reluctant to spend 'gambling money' on anything else?
- After losing do you feel you must win back your losses as soon as possible?
- Do you gamble until every last penny is gone?
- Have you lied, stolen or borrowed to get money to gamble or pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

If the answer to some of these questions is 'yes' and you are concerned about yourself, a friend or member of your family visit BeGambleAware or call the National Gambling Helpline on: 0808 8020 133.

You can also download software to prevent accessing gambling internet sites. For more information visit GamBlock.