

## The Bingo Industry Self-Exclusion Scheme – Terms and Conditions

### **Your Commitment to Self-Exclusion**

By requesting to proceed with the self-exclusion process, you agree to provide full and accurate personal details, now and in the future, to enable bingo operators who are members of The Bingo Association (BA) to prevent you from accessing and/or gambling on their premises. A list of premises which are part of this self-exclusion scheme can be found on The Bingo Association's website: [www.bingo-association.co.uk](http://www.bingo-association.co.uk).

Some members of The Bingo Association operate a self-exclusion scheme based on locality which may include other gambling sectors, these premises are identifiable on the list on the BA website.

The details relating to your self-exclusion and any image provided will be held on The Bingo Association's self-exclusion non-public secure database for the duration of your self-exclusion. Reasonable checks and safeguards will be undertaken to ensure that whilst you are self-excluded, you cannot access or gamble at any BA member premises.

Once you have requested self-exclusion, Bingo Association members will use all reasonable endeavours to comply with your self-exclusion request. However, by signing the self-exclusion agreement you also declare and accept that you are responsible for your actions and will not seek to circumvent your request to self-exclude by attempting to gain access to or gamble at any BA member premises or to use online gambling service that you have similarly requested self-exclusion from during this application process.

Accordingly, The BA, the operator of the bingo premises at which you have submitted your request to self-exclude and all other members of The Bingo Association accept no responsibility or liability for any consequences or losses, however caused, that you may suffer or incur:

- If you continue to gamble
- If you have provided misleading, inaccurate or incomplete details
- If you successfully circumvent your self-exclusion

### **Retention of Winnings**

You acknowledge and agree that in the event that you breach or circumvent your self-exclusion request during your self-exclusion period you will not be entitled to receive winnings which may, at the discretion of the BA and/or the operator of the premises at which you breach your self-exclusion, be re-distributed to other players at the club or be given to a charity.

### **Deposited Funds**

If you have any funds deposited on any electronic device on the premises at which you have self-excluded, these will be returned to you in accordance with the Club's usual policies.

### **Processing your request**

The premises from which you self-exclude will take reasonable steps to promptly process your self-exclusion request and to notify the BA and other BA members of your

decision. You should be aware however, that it may take up to seven days for other bingo companies to implement similar changes to their systems. You acknowledge and agree that neither the BA nor the premises from which you initiated your self-exclusion nor any other BA member will be held liable to you or any third party, if you successfully breach or circumvent your self-exclusion request or if any marketing material gets sent to you.

### **Counselling and Support Services**

Problem gambling information will be available to you at your self-exclusion interview. The Bingo Association also provides factsheets within The Bingo Association's Operators' Handbook with details of a selection of national counselling and support services. Please ask the Duty Manager of the premises where you self-excluded if you wish to receive these factsheets.

GamCare is the national association for gambling care, educational resources and training and provides information, advice and counselling to individuals, their family and friends, who have concerns about problem gambling. The Helpline number for GamCare is 0808 8020 133 and their website address is: [www.gamcare.org.uk](http://www.gamcare.org.uk). Help can also be found on the BeGambleAware website: [www.begambleaware.co.uk](http://www.begambleaware.co.uk)

### **Reinstatement**

You will not under any circumstances be permitted to terminate your self-exclusion agreement before the end of the period that you have applied that you have applied for. At the end of the self-exclusion period you have chosen, including any extension to the period that you may subsequently make, the self-exclusion remains in place for a further six months unless you take positive action in order to gamble again. To do this, you must complete the Reinstatement Request Form by contacting the club from which you self-excluded. You may make this request at the end of your period of self-exclusion or at any time during the six-month period following this. If you do not request reinstatement, your period of self-exclusion will continue to remain in place until you have requested re-instatement. Once a request to reinstate has been received by a club, a 24 hour cooling-off period will be enforced. You will then be able to gamble again, should you choose. Nevertheless, some companies may additionally and independently ask you to formally request reinstatement if your self-exclusion has lapsed. No marketing material will be sent to you unless you request it as part of the reinstatement process.

### **Data Protection**

I acknowledge that in order to process my request for self-exclusion I may be required to disclose personal details about me, including providing a photograph. I will be asked for sensitive personal data about my decision to self-exclude and the reason for reaching it. The BA and its members may make use of **NON** personal data for the purpose of statistical analysis on problem gambling, which may be shared with governing bodies like the Gambling Commission and Responsible Gambling Trusts. Neither the BA nor its members will share or sell personal data to third parties.