

# Responsible Gambling Guide:

## Our Commitment Towards Responsible Gambling:

Action on Hearing Loss 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:

The majority of 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 in order 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 or not 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:

If you feel you have a problem with gambling, visit [www.gambleaware.co.uk](http://www.gambleaware.co.uk) or call the GamCare National Helpline on 0808 8020 133.

[gambleaware.co.uk](http://gambleaware.co.uk)

If you would like to be excluded from Action on Hearing Loss's Lotteries, you can complete the Self Exclusion Form (overleaf) and return it to: James Abbott, Action on Hearing Loss, 1-3 Highbury Station Road, London N1 1SE

# 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:** ACTION ON HEARING LOSS

**Customer Name:** \_\_\_\_\_

\_\_\_\_\_

**Customer date of birth:** \_\_\_\_\_

**Customer address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHOTOGRAPH  
(if provided)

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

1 Year  2 Years  3 Years  4 Years  5 Years

6 Years  7 Years  8 Years  9 Years  10 Years

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

Following our successful completion of your self-exclusion request:

- Your self-exclusion period will remain in place for further 6 months, unless you take positive action to gamble again with us
- We will not send you any gambling related marketing materials, unless and until you specifically request us to do so
- You can, on request, extend your self-exclusion period for one or more periods of at least 6 months each.

I acknowledge my responsibility to ensuring adherence to this agreement. I acknowledge that the Promoter, its employees or agents have no liability or claims arising from my voluntary use of the gambling facilities provided

Signed: \_\_\_\_\_  
(Customer)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
(For and on behalf of the Promoter)

Date: \_\_\_\_\_

### 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