

Friends of North West Air Ambulance Self-Exclusion Procedure

If you have any problem with gambling or you simply wish to stop gambling with any selected gambling product, you can choose to ask to be prevented from playing our lottery, raffle or any other gambling product by 'self-excluding'.

This is different to just deciding to stop playing the lottery and/or cancel your payments/entries.

Self-exclusion is used to instruct NWAA/FONWAA to prevent you from playing any or all its gambling products. Once authorised by you it is irrevocable until the end of an agreed period; so be certain that this is what you want to ask for.

The Friends of North West Air Ambulance (NWAA/FONWAA) have procedures in place allowing an individual to self-exclude for a specific length of time – usually between the minimum period of six months and up to five years although the period can be extended beyond 5 years in increments of 6 months. NWAA/FONWAA will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in the gambling products selected.

Once the agreed period of self-exclusion is complete, we will stop you gambling with us for a further seven years unless you inform us personally and in writing that you wish to restart.

Self-Exclusion Procedure

Handling Process between FONWAA & Sterling

Signpost players to our website where they will find our Self-Exclusion Procedure and Self-Exclusion Form.

Handling Process – If Sterling receives the request

1. Sterling will cancel the player and mark as Self-Excluded
2. Inform NWAA/FONWAA to mark as Self-Excluded in their CRM
3. Pass case over to NWAA/FONWAA who will then follow their Self-Exclusion Procedure

Handling Process – If NWAA/FONWAA receives the request

1. NWAA/FONWAA will mark the player as Self-Excluded on their CRM
2. Inform Sterling to mark as Self-Excluded in Pathway 4
3. NWAA/FONWAA will then follow their Self-Exclusion Procedure

How self-exclusion works

- A customer who has made contact to request self-exclusion will be refused service and prevented from gambling in the lottery, raffle and any other gambling product NWAA/FONWAA may use to raise funds for NWAA/FONWAA.
- A request for self-exclusion will be implemented with immediate effect with no “cooling off” period.
- During this period NWAA/FONWAA will take all reasonable steps to ensure that the individual does not play any lotteries and/or any other selected gambling products promoted by the NWAA/FONWAA and will prevent any gambling-related marketing material being sent to them.
- Details of a self-excluded person will be removed from any gambling-related marketing databases and NWAA/FONWAA will flag them as an individual to whom marketing material must not be sent within two days of having received the completed self-exclusion notification.
- The self-exclusion request will be entered onto all appropriate gambling-related software systems and will block any further requests to partake in gambling by using the following fields of data; surname, first names, address, postcode, telephone number and email.
- An individual, when requesting self-exclusion, will be informed as to what self-exclusion is and will be provided with information on gambling support agencies, namely;
 - www.begambleaware.org
 - www.gamcare.org.uk
 - telephone 0808 8020 133
- The individual’s lottery account will be closed and any raffle entries will be voided.
- Any balances outstanding on that account will be refunded and any raffle stake money will be returned.
- Where an individual has paid by cheque to enter the weekly subscription lottery, the amount of credit remaining from the last draw they were entered into, to the end date of their paid-up subscription will be refunded by cheque within 10 working days.
- Where the individual pays by Standing Order, they will have to contact their bank directly to cancel the Standing Order and Friends of North West Air Ambulance will refund the individual by cheque each month until the Standing Order has been cancelled.
- Where the individual pays by Direct Debit, they will have to contact their bank directly to cancel the Direct Debit and Friends of North West Air Ambulance will refund the individual by cheque each month until the Direct Debit has been cancelled.
- During the period of self-exclusion, they will be prevented from being entered into any of the selected Friends of North West Air Ambulance draws or gambling products, even if the individual attempts to enter or has failed to cancel their Standing Order and/or direct debit.

- After the agreed self-exclusion period ends, if the individual wishes to recommence participating in any of the excluded gambling products promoted by NWAA/FONWAA, he/she must request in writing that they wish to be removed from the self-exclusion register.
- Once Friends of North West Air Ambulance receive this letter the individual will be given a 24-hour cooling-off period before being allowed to recommence participation in the lottery.
- The individual must take positive action personally to gamble again and no contact will be made by Friends of North West Air Ambulance until contact has been made by that individual.

How to self-exclude

- Download and fill in the self-exclusion form.
- Return to North West Air Ambulance
- Alternatively, contact NWAA/FONWAA:
 - In writing to:
Friends of North West Air Ambulance
North Mersey Business Centre
Woodward Road
Knowsley L33 7UY
 - or by telephone on; 0151 547 7830
 - or by email; lottery@nwairambulance.org.uk
- Your record will be updated upon receipt of the completed form.
- You can self-exclude for a minimum of 6 months and normally up to a maximum of 5 years, however this can be extended in increments of 6 months to any time you decide upon.
- You will remain excluded for the specified amount of time agreed, this cannot be reversed during this period.