

We are committed to offering our customers an enjoyable experience while continually taking steps to enable everyone to play responsibly. We want you to enjoy participating in our lottery syndicates and to be entertained, but to stay in control.

### Know your limits

We do recognise that sometimes some playing behaviours can become a problem. Please read the following information very carefully. **If you are recovering from any kind of dependency, suffering from mental health illness or are under the influence of alcohol or any other substance we strongly recommend that you do not start playing.**

- Always establish limits before you start playing.
- Never play if it interferes with your daily responsibilities.
- Never play if you are in recovery for any dependency, are suffering from mental health illness or are under the influence of alcohol or any other substance.
- Never play if your primary aim is to recover losses.
- Never play if you have borrowed money in order to continue playing.
- Take regular breaks during your playing sessions.

If you feel you may have a problem with your playing habits, you may try to ask yourself the following questions:

- Have others ever criticised your actions?
- Have you ever lied to cover up the amount of money you have played?
- Have you lost interest in your family, friends, health work and /or education?
- After losing do you feel you must try to recover your losses as soon as possible?

These questions are only examples of how an addictive behaviour can negatively affect your life and are only the starting point in trying to understand your playing habits and the reasons behind them. Our services offer the following features to help you stay in control:

- Purchase limits
- Time out facility
- Self-exclusion
- Account closure

**Purchase Limits** - Our monthly subscription packages have fixed prices. If you wish to order more than one, please consider carefully the combined costs of doing so. If you would like to set a limit to how much you can spend, you can do this by setting limits on the maximum purchase volume. The default maximum limit is 1.000 GBP / month. The minimum limit you can set is 50 GBP (because this is the cost of a single standard monthly subscription). You can do so any time by contacting our call centre.

If you wish to raise your purchase limit, we will only implement this after a cooling off period of 24 hours, allowing you time to reconsider. Meanwhile, we will take reasonable steps to implement a request to reduce a purchase limit (or to implement one for the first time) within 24 hours.

**Time Out** - you can take a break from our Services for a period of 24 hours, one week or four weeks, during which time we will not allow you to purchase further subscriptions. If you wish to implement a „time out“, please contact our customer service team.

**Self-Exclusion** - at your request, we will close your account and immediately cease your involvement in our Services. The minimum self-exclusion period, which you may choose, is 6 months but you may select any longer period including permanent exclusion.

You may subsequently request a self-exclusion period to be extended by one or more periods of 6 months. At the end of the period chosen by you, the exclusion will remain in place unless you expressly request that it is lifted by contacting customer services.

Any such request to reopen an account will be reviewed and will not be implemented until at least 24 hours after the request, allowing you time to reconsider your request.

During any self-exclusion period you will not be able to re-open your account, we will cease your involvement in all Services and we will cease to contact you with any marketing materials.

**Account closure** - You can also close your account at any time, but please note that closing the account without activating a self-exclusion will mean that you can reopen your account at any time.

To help you stay in control, we also offer you:

- **Professionally Trained Staff** - all our staff are trained to be aware of problematic playing behaviours and are available to provide free help and support.
- **Customer support** - our friendly customer support is available Monday to Friday during office hours. If you have any questions, queries or concerns you should not hesitate to contact us at any time.
- **Access to Account History** - In addition to the monthly account statements, which we send to you, you may call our customer service staff during opening hours to request your account history. This information will help you to keep track of your spending.

### Information about self-help organisations/counselling

There is a wide range of organisations that provide help, support and guidance to people who develop a problem with their playing habits. If you feel that you may have a problem controlling your playing behaviour, we strongly recommend to contact one of the following professional organisations for help and guidance:

**GambleAware** - provides information on how to play responsibly and offers advice on dealing with problem gambling, please visit [www.gambleaware.co.uk](http://www.gambleaware.co.uk) or call 0808 8020 133. GambleAware is a leading charity committed to minimising gambling-related harm. GambleAware funds education, prevention and treatment services and commissions research to broaden public understanding of gambling-related harm.

**GamCare** is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted on 0808 8020 133 by visiting [www.gamcare.org.uk](http://www.gamcare.org.uk).

**Gamblers Anonymous (UK)** - Gamblers Anonymous is a fellowship of men and women who have joined together to share their experiences, try and solve their common problems and thereby help others to recover from gambling problems. Gamblers Anonymous can be contacted on 020 7384 3040 (UK only) or by visiting [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk).

### Underage players

It is illegal for anyone under the age of 18 to open an account. Your account will be frozen if we are unable to verify that you are 18 years of age or older.

We conduct electronic verification of your age and identity using a third-party data reference company. We reserve the right to ask for age verification information from you and to suspend your account until information proving that you are 18 years of age or older is provided to us.

If you are found to be under the age of 18, we will refund all moneys taken and not pay out winnings to you. There may also be other legal consequences.

For further information and help, please do not hesitate to contact our Customer Service.

*Yourlottoservice UK Ltd.*

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