



Self-Exclusion

How self-exclusion works

If you have a problem with gambling, you can tell us to stop you entering our lotteries and raffle. This is called self-exclusion.

When you ask us to do this, we exclude you for a minimum of six months and a maximum of five years. Whatever time you choose to self-exclude for, after it is over, we will stop you gambling with us for a further seven years unless you tell us not to.

Complete the self-exclusion form by downloading this [here](#) or email info@unitylottery.co.uk to request a self-exclusion form, or write to:

The Unity Lottery Sterling Management Centre Ltd,
Furness Gate,
Peter Green Way,
Furness Business Park,
Barrow-in-Furness,
Cumbria
LA14 2PE

Once we receive your form the following self exclusion policy will be implemented:

- update your records within two days of receiving your self-exclusion form
- close your account and stop sending you marketing material related to gambling
- if we hold money in your account, we will return it to you
- put your name and details on a self-exclusion register along with credit card numbers you have used for previous gambling
- you can choose to self-exclude from a specific lottery, or all lotteries and raffles
- you must choose to self-exclude for a specific period, anywhere between six months and five years
- you cannot get out of self-exclusion until the end of your chosen exclusion period
- you can extend your period of exclusion in six-month periods
- at the end of your period, the self-exclusion will remain in place for a further seven years unless you tell us by phone or in person that you want to gamble again
- we will not send you any marketing material during the seven-year follow-up period unless you ask us to
- if you want to end your self-exclusion during the seven-year follow-up period, you must request a restart gambling form from the supporter relations team, by post, phone or in person
- if you want to gamble after your seven-year follow-up period, you must request a restart gambling form from the supporter relations team by post, phone or in person
- you must send your completed restart gambling form back by post to the address below - this completed form is your formal authority to cease the self-exclusion agreement
- you will have a one-day cooling off period after we receive your restart gambling form