

## The Air Ambulance Service Self-Exclusion Procedure

### **Self-Exclusion from gambling with The Air Ambulance Service**

If you have a problem with gambling, you can tell us to stop you entering our lotteries and raffle.

This is called Self-Exclusion.

In addition to Self-Exclusion, support is available on the following websites:

- [BeGambleAware - www.begambleaware.org](http://www.begambleaware.org)
- [GamCare - https://www.gamcare.org.uk/](https://www.gamcare.org.uk/)
- [Gamblers Anonymous - https://www.gamblersanonymous.org.uk/](https://www.gamblersanonymous.org.uk/)

You can also speak to someone confidentially about your gambling. BeGambleAware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. You can call Gambleaware on (local rate) 0808 8020 133.

Software is available to prevent an individual computer from accessing gambling internet sites an example site is: [Blocking software - GamCare - https://www.gamcare.org.uk/self-help/blocking-software/](https://www.gamcare.org.uk/self-help/blocking-software/)

To Self-Exclude from any of the gambling products promoted by The Air Ambulance Service you will need to complete the Self-Exclusion Form and you will also need to read the following information.

When you submit a Self-Exclusion Form, we exclude you for the requested period regardless of whether you ask to gamble again within the time period you have requested to self-exclude. In addition, we will also automatically exclude you from all gambling marketing for a minimum of seven years unless in the time between your Self-Exclusion period and the end of seven years you take positive action to let us know you wish to gamble again.

The Self-Exclusion Form should only be used to inform us of your wishes to Self-Exclude. Should you wish to cancel your entries into our draws for any other reason, financial or otherwise, please contact our Supporter Experience Team who will be happy to help. You can email the team at [enquiries@theairambulanceservice.org.uk](mailto:enquiries@theairambulanceservice.org.uk) or call them on 0300 304 5999.

### **The Air Ambulance Service Self-Exclusion procedure is as follows:**

- We will update your records within two days of receiving your completed self-exclusion form. We will then stop sending you marketing material related to gambling.
- Your name and details will be held on a self-exclusion register for the period of self-exclusion.
- You must choose to self-exclude for a specific period, between one year and five years.
- You cannot participate in any of the charity's gambling activities until the end of your chosen exclusion period.
- You can extend your period of exclusion in twelve-month periods.
- We exclude you for the requested period regardless of whether you ask to gamble again in that period. We will also automatically exclude you from all gambling marketing for a total of seven years unless in the time between your self-exclusion period and the end of seven years you take positive action to let us know you wish to gamble again.
- If you wish to consider Self-Exclusion further or contact the gambling help facilities, then you can come back to The Air Ambulance Service with a new completed Self-Exclusion Form.

- If you want to end your Self-Exclusion after your selected term of exclusion, you must contact the Supporter Experience Team by phone or in person (you will not be able to do this online). You will have a one-day cooling off period after we have received contact from you.