Problem Gambling and Self Exclusion

What is problem gambling?

Problem gambling is behaviour related to gambling which causes harm to the gambler and those around them. This may include family, friends and others who know them or care for them, such as those they work with.

If someone is struggling to control their gambling behaviour it can cause stress, depression, anxiety, or they may fall behind at work and worry about money. If someone's gambling is causing any of these effects, it is considered problem gambling.

For some people, the impact of problem gambling may be severe and can lead to social and emotional difficulties, such as the breakdown of relationships, struggling to maintain employment, or unmanageable debt. Gambling Disorder is recognised by doctors, psychologists and counsellors as a mental health problem, and there are treatments available which can help.

Extract from BeGambleAware, www.begambleaware.org

If you think you might have a problem with Gambling you can contact BeGambleAware on the website above or on the National Gambling Helpline Freephone 0808 8020 133 for free advice. Alternatively you can speak with the Citizens Advice Bureau or your doctor for guidance.

If you wish to self-exclude from the Flight for Life Lottery please see our policy below.

Flight for Life Lottery – Self Exclusion Policy

The Flight for Life Lottery Limited (FFLL) will use its best endeavours to address any self-exclusion incidents.

1. On request, we will close any member's lottery membership(s) for a minimum period of six months during which time the membership(s) cannot be reinstated. During this period we will also try to ensure that the individual does not try to open a new membership. Upon completion of the six month exclusion period, new membership may be entered into. A cooling off period of 24 hours minimum will be applied prior to membership re-activation.

2. If an individual self-excludes themselves from the Flight for Life Lottery a form will be completed, logged and filed, noting the period of when the self-exclusion started and ceases.

   FFLL will inform the self-excluder that if by any chance a further Lottery application is received and processed during their exclusion period, any winnings and subscriptions will be withheld as a breach of their agreement and all qualifying monies will be passed to charities supporting research, education and treatment. When an individual enters a self-exclusion agreement, their exclusion will not receive the same priority after 12 months unless they actively refresh it with the FFLL (although the agreement remains in place). FFLL will also offer agency information for support and advice.
3. The FFLL will ensure that the individual is not offered any marketing materials which may encourage them to gamble.

4. All self-exclusions will be noted on the Gambling Commission Annual Regulatory return.

5. All records will be kept for a period of 3 years