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DEFINITIONS

Key terms used

PURPOSE

This document sets out The Donkey Sanctuary's policy and procedures to ensure we approach any gambling activities in a socially responsible way. The Donkey Sanctuary staff involved with Lottery activities are familiar with this document and read it upon appointment and every twelve months thereafter and following any amendments.

LINKED POLICIES

- Responsible Gambling Policy
 - Self Exclusion Policy (Gambling)
 - Key Events Policy (Gambling)
 - Fundraising and Responding to Vulnerable People Policy & Procedures
 - Safeguarding Vulnerable Persons Policy
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POLICY

The Donkey Sanctuary operates a lottery for the public in the United Kingdom, for the sole purpose of raising funds for the charity.

The Donkey Sanctuary is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its members.

The Gambling Commission regulates gambling in the public interest. The Donkey Sanctuary follows the regulatory framework introduced by the Gambling Act 2005, which is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Our commitment to our potential and existing members means we actively encourage responsible gambling and in this regard abide by our Responsible Gambling Policy.

PROCEDURES

1. Preventing gambling from being a source of crime and disorder

When an individual joins the lottery, we will ensure that:

- We do not suspect money laundering in any way, in line with the Proceeds of Crime Act.

- We also retain the right to cancel any membership should we suspect criminal activity.
- We have policies and procedures relating to cash handling in place designed to minimise the risk of crime.
- We limit the maximum number of entries to £10 per person per week.
- We record any incidents for future reference.

2. Ensuring that gambling is conducted in a fair and open way.

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.
- A complaints procedure is in place including an independent arbitration service.

3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

We will use our best endeavours to address the following issues:

- **Under age Gambling.** It is illegal for individuals under the age of 16 to enter into a lottery. We reserve the right to ask for proof of age from any customer and customer's' accounts may be suspended until satisfactory proof of age is provided. If for whatever reason, upon winning any individual is unable to prove that they are 16 or over then any winnings will be forfeited. The Donkey Sanctuary actively discourages people under the age of 18 years from engaging with any of its gambling operations.
- **Gambling Limits.** The Donkey Sanctuary will impose limits on the value of entries into a lottery that can be purchased by an individual to £10 per week.
- **Self-Exclusion.** On request, we will close any player's lottery membership(s) for a minimum period of six months, during which time the membership(s) will not be reinstated. During this period we will also try to ensure that the individual does not try to open a new membership (*see Self-Exclusion Policy – Gambling*).
- **Breaches of underage gambling regulations and self-exclusions** will be recorded (*see Key Events Policy – Gambling*).
- **Access to Player History.** We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.
- **Gambling Support Organisations.** We will provide contact details or links on any lottery websites or via other appropriate media to Gamble Aware and other relevant/appropriate organisations. We also provide financial support to the Responsible Gambling Trust, which raises funds to support research, education and treatment of problem gambling (*see Responsible Gambling Policy*).
- **Self Help and Awareness Information.** We will provide self-help and awareness information on any lottery websites or other appropriate media together with links to or contact details of Be Gamble Aware and other relevant/appropriate organisations (*see Responsible Gambling Policy*).

- **Staff Training.** All relevant staff will receive awareness training on problem gambling issues and self-exclusion procedures.

FURTHER INFORMATION

REFERENCES

APPENDICES