

British Red Cross Social Responsibility Policy

The Gambling Act 2005 key objectives are to:

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

As holders of a Licence to promote and operate lotteries, the British Red Cross are obliged to adhere to the requirements and objectives of The Gambling Act 2005 and take our responsibility to this very seriously. While entering this raffle, or any other raffle operated by the Society, is a way to support our work, and the risk of addiction to gambling may be small, we do have in place the following policy to ensure people take part in British Red Cross lotteries responsibly.

Responsible Gambling

British Red Cross Society has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem:

- > There is a restriction in place on the number of ticket books or lottery numbers that can be allocated to an individual. For remote raffles, the maximum amount of tickets that will be available to buy without a customer interaction, both online or offline, is 100 tickets.
- > All ticket dispatches are recorded and monitored.
- > Players can request a self-exclusion from our database for future lottery mailings.
- > Players can also specify the number of books they would like to receive for an individual lottery as well as the number of lotteries they would like to participate in on an annual basis.
- > Further advice on how to gamble responsibly is available on the British Red Cross website [here](#).

British Red Cross policy on fair and open draws

Draws are conducted at random using either a random or a blind draw.

Winners will be contacted by post, email or telephone no later than two weeks after the draw date. A list of results will also be published on the British Red Cross website [here](#).

Rules are published on the British Red Cross website.

Any complaints regarding raffle activity can be made directly to British Red Cross by contacting our dedicated Supporter Care Team on 0300 456 11 55 or by email at supportercare@redcross.org.uk. We will respond to initial complaints and queries within 48 hours of receipt of the complaint, with a full response provided within 10 working days. All complaints are recorded and the outcome of any complaint is also recorded for future reference. A copy of our [complaints procedure](#) is available on request.

Underage Gambling

At the British Red Cross, we take steps to ensure that our lotteries do not appeal to children and have measures in place to prevent underage players from taking part:

- > We screen our in-house database to remove anyone who we know to be under eighteen from our lottery direct marketing lists
- > When we are promoting our lotteries, we do not include any imagery or wording which might particularly appeal to children
- > Our online and offline lottery communications warn people that underage gambling is an offence before they can buy a ticket
- > We require people purchasing a lottery ticket online to affirm that they are old enough to take part before paying
- > Where we suspect a lottery player be underage, we will carry out online age verification checks and if necessary contact them to establish their age
- > We return the entry money of any player found to be under the minimum age of entry to one of our lotteries to them, and any prize they have won will be forfeit
- > Where we recruit lottery players by person or by telephone, we will always confirm their age by asking for their date of birth before they can buy a ticket.

If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from the National Gambling Helpline on 0808 8020 133 or via the Gamble Aware website, www.gambleaware.org.

If you would like more information about raffles and lotteries please go to www.gamblingcommission.gov.uk. All proceeds from this raffle will be used for the charitable purposes of the British Red Cross.

For more information about raffles and other ways to donate to the British Red Cross, please visit www.redcross.org.uk or contact our dedicated supporter services team by emailing supportercare@redcross.org.uk or by calling 0300 456 11 55.

British Red Cross is a member of the Lotteries Council www.lotteriescouncil.org.uk and supports and contributes to research into problem gambling.



GambleAware