



400 Club Policy

Introduction

The Charity is committed to ensuring that the 400 Club is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members.

- The draw will be conducted the last week of each quarter. The draw will be conducted by a random number generator.
- The cost of each entry is £15. Players may purchase more than one entry, and payment must be in advance.
- If payment is not received before the first week of that month then membership will be cancelled for that month. Membership can be renewed at any point.
- First prize is £400. 50% of funds raised after the initial £400 will be distributed between the remaining 5 winners at varying percentages.
- There are no alternatives to any prize, and no interest will be payable. Prizes will be sent by cheque within 14 days.
- Jubilee Sailing Trust reserves the right to use the winner's name for promotional purposes. These will only be in summary, e.g. Mr Foreman from Leeds.
- No liability is accepted for loss, theft or delayed receipt of any communication sent by post.
- The Jubilee Sailing Trust may (without giving any reason or notice) decline to accept an application, cancel an existing subscription or terminate or suspend the 400 Club.
- The rules are subject to change.

The Gambling Commission regulates gambling in the public interest.

The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

Preventing gambling from being a source of crime and disorder.

When an individual joins the lottery we will check that:

- The individual is aged 16 or over.
- The individual is resident in the UK.
- The Charity retains the right to cancel any membership should they suspect criminal activity.
- The Charity may limit the maximum number of entries to £15 per person per quarter.
- The Charity will ensure their staff are trained to detect and also how to report potential money laundering threats. They are all issued with Proceeds of Crime Act 2002 leaflet and examples of money laundering.

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

The Charity 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 are equal to all participants.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.



- The results are made public.

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

The Charity will use its best endeavours to address the following issues:

Age Verification Policy

It is an offence for persons under the age of 16 to play the lottery.

The Charity will ensure our staff are trained to be aware of their responsibilities for preventing underage gambling and for returning stakes and not paying prizes to underage customers. Where membership to the 400 Club is sold face to face, if it appears that the potential customer might be underage, our staff ask for proof of identity, establishing that the person is aged 16 and over before selling the lottery ticket to them.

Examples of acceptable identification for age verification purposes include:

- Passport
- Driving Licence
- Official Student Card

Protecting vulnerable persons

The Charity will ensure its staff are trained to detect vulnerability in potential customers and politely decline offers of support from such individuals. People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol.

Gambling Limits

The Charity may impose limits on the value of entries into a lottery that can be purchased by an individual to £15 per quarter.

If our staff have a concern that a customer's behaviour (signified for example by a sharp increase in their expenditure on lottery tickets or chances) may indicate problem gambling, they will be trained to report the matter to the responsible person or other suitably appointed person for the lottery. The customer will be called to discuss the matter, including the help that is available for problem gamblers.

In severe cases, consideration may be given to barring the customer from participating in the lottery.

Self-Exclusion

The Charity will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling. A customer who has made contact to request self-exclusion will be refused service and prevented from gambling with any lottery administered by The Charity.

A request for self-exclusion will be available with immediate effect and with no "cooling off" period.

During this period we will take all reasonable steps to ensure that the individual does not try and play any lotteries administered by The Charity and to prevent any marketing material being sent to them.

We will remove name and details of a self-excluded person from any marketing databases and otherwise flag them as an individual to whom marketing material must not be sent within two days of having received the completed self-exclusion notification.



An individual when requesting self-exclusion will be informed as to what self-exclusion is and will be provided information on gambling support agencies.

The main being: www.gamcare.org.uk or telephone 0808 8020 133

The individual's lottery account will be closed. Any balances outstanding on that account will be refunded. Where an individual has paid by cheque, the amount from the last draw they were entered into, to the end date of their subscription will be refunded by cheque within 10 working days. Where an individual pays by Standing Order, they will have to contact their bank directly to cancel the Standing Order and we will refund them by cheque each month until such time as the instruction has been cancelled. Where the individual pays by Direct Debit we will cancel the Direct Debit and refund any unused credit on the ticket(s).

During the period of self-exclusion, they will not be entered into any charity lottery draw promoted by The Charity, even if the individual has failed to cancel their Instruction.

After the self-exclusion period ends, if the individual wishes to recommence participating in any of the lotteries promoted by us, he she must request in writing that they wish to be removed from the self-exclusion register. Once we receive this letter the individual will be given one day to cool off before being given the opportunity to recommence participation in the lottery.

The individual must be the one to take positive action to gamble again and no contact will be made by the charity until contact has been made by that individual.

Complaints and Disputes Procedure

In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then the charity advises the customer to contact the office on 023 8042 6868 or by post to:

Jubilee Sailing Trust
12 Hazel Road
Woolston
Southampton
Hampshire

Telephone Complaint: Stage 1

The Charity will ensure all complaints are recorded and documented. At the point of which a complaint is received we will take the following information:

- Your name
- Telephone number
- email address
- Postal address
- The date, nature and a brief outline of the complaint.

The complaint receiver will explain that your complaint or concerns will be passed onto the responsible person or other suitably appointed person, for their urgent attention and that they will contact you personally to investigate the complaint or dispute.



Contact will normally be made within 24 working hours. The Charity will take time to listen to you and take a more detailed description of the complaint or dispute. We will attempt to deal with your problem or concern over the telephone where possible. If this is not possible, the responsible person or other suitable appointed will explain to you what investigations and actions will take place relating to their concerns and that we will formally respond to you with the outcome and actions taken within 10 working days of the problem or concern being raised.

You will be asked if they you happy with what is suggested and also that you understand the procedure. If necessary, the responsible person or other suitably appointed person will assure you that your personal details will not be revealed.

Once the responsible person or other suitable appointed has established the facts concerning the complaint or dispute you will be contacted and informed of the results of the enquiry and what actions have been taken.

All complaints are logged on the complaints log sheet, detailing the individual's contact details, details of the administrator that has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.

Written Complaint: Stage 1

Written complaints should include the following information:

- Nature of the complaint
- Date that the incident happened
- People you have previously contacted
- What you would like us to do to put things right

We will issue a written acknowledgement of the complaint within 48 hours of receipt. All details will be entered onto our internal complaints log at this point.

From the date of acknowledgement, we will aim to complete our enquiries and resolve the complaint to your satisfaction within 10 working days. During this time, we will complete our investigations and respond formally in writing to you giving details of the outcomes to our investigation.

All complaints are logged on the complaints log sheet, detailing the individual's contact details, details of the administrator that has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.

All Complaints Stage 2

If after Stage 1 you feel that our outcomes and resolutions have not reasonably met your expectations, we request that you put your complaint in writing to:

Jubilee Sailing Trust
12 Hazel Road
Woolston
Southampton
Hampshire



We will acknowledge receipt within 48 hours and log all details onto the Complaints Log. The complaint and outcomes will then be further reviewed and a formal response will be made in writing within 10 working days of acknowledgement. The complaints log sheets and written complaints will be kept on file for 3 years.

The Charity Responsible Gambling Guide

Website: www.gamblingcommission.gov.uk.

Our Commitment Towards Responsible Gambling: The Charity is committed to ensure that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all.

Keeping Your Gambling Under Control:

The majority of people do gamble responsibly and gambling in moderation is okay, but it may help you to keep your gambling under control by:

- Remembering that you are taking part for fun and not as a means of investing your money;
- Setting strict limits on how much time and money you're going to spend, before playing;
- Quitting while you're ahead;
- Only gambling with money that you can afford to lose;
- Not spending more money on gambling in the hope that you will win back any money that you've already lost;
- Keeping up other interests and hobbies and not letting gambling take over your life;
- Not gambling in order to escape from stress or boredom.

How To Identify That Gambling Is Becoming A Problem:

For some people however, gambling can become a problem. If you are concerned about the amount you are gambling and feel it is taking over your life, and then asking yourself the following questions may help you assess whether or not gambling is becoming a problem:

- Have others ever criticised your gambling?
- Have you lied to cover up the amount you have gambled or the time you have spent doing it?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- After losing, do you feel you must try to win back your losses as soon as possible?
- When gambling and you run out of money, do you feel lost, in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?



- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?
- If 'yes' is the answer to some of these questions, then it is likely that a gambling problem exists.
- You may also wish to consider whether a friend or relative might have a gambling problem?

How To Get More Information And Help About Problem Gambling:

For friendly and helpful advice from trained counsellors, call GamCare Speak to an advisor on Freephone 0808 8020 133.

The helpline operates between 8am and midnight, 7 days a week, 365 days a year – and calls outside of these hours will be taken by a recorded message service.

Sometimes just telling someone about your problem can be a relief – and it is the first step towards dealing with your problem.

You can also visit the GamCare website at www.gamcare.org.uk, for more information and advice.

The Charity Lotteries Self Exclusion Form

Self-exclusion procedures should require individuals to take positive action in order to self-exclude.

This can be a signature on a self-exclusion form which is available on our website or from The Charity on request.

Promoter and Responsible person:

Jubilee Sailing Trust

12 Hazel Road

Southampton

SO19 7GA

Registered Charity No. 277810