

Responsible gambling guide

Julia's House is committed to ensuring that our weekly lottery and raffle operate in a secure, fair and socially responsible way and endorses responsible gambling amongst its members.

Our commitment to responsible gambling

We are committed to operating our weekly lottery and raffle in a socially responsible way. We want them to be fun to play, whilst raising charitable funds, but not in a way that is detrimental. Whilst the majority of people do gamble within their means, for some, gambling can become a problem. It may help you to keep control to remember the following:

- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling.

Self-exclusion

To support those who notify us that they have a gambling problem, we operate a self-exclusion procedure. If you choose to be self-excluded, you will not receive any information about our raffles or lottery and will not be entered into any draw or raffle promoted by Julia's House. A copy of the **Self-exclusion Form** is available on our website or can be requested by calling 01202 644220 or emailing info@juliashouse.org.

We will amend our records accordingly, usually within 48 hours of receiving your notification. This exclusion will remain in place for no less than six months and will only be removed when notified.

Problem gambling

If you are concerned that gambling may have taken over your (or someone else's) life then the following questions may help you find out:

- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even leaving nothing for the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends or hobbies?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem.

Confidential help and advice

For practical and emotional help and support on problem gambling, contact the National Gambling helpline on 08088 020 133 or visit www.gamcare.org.uk or www.begambleaware.org

Useful links

- [Be Gamble Aware](#)
- [Gamblers Anonymous](#)
- [National Debtline](#)
- [Citizens Advice](#)
- [Gambling Commission](#)

Other information

Licensed by the Gambling Commission of Great Britain under the 2005 Gambling Act. Registered charity number 1067125.

Licence holder: Julia's House, Barclays House, 1 Wimborne Road, Poole, BH15 2BB

If you have any questions about the Julia's House lottery or raffle, please email us at info@juliashouse.org or call us on 01202 644220 (Monday to Friday, 9.00am to 5.00pm).