

TERMS AND CONDITIONS

What these terms cover

These are the terms and conditions on which we will supply multi-operator self-exclusion services to you. Please read these terms carefully. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

Who we are

We are Multi-Operator Self-Exclusion Scheme Ltd, a company registered in England and Wales. Our company registration number is 10269436. Our address is 3 Greengate, Cardale Park, Harrogate, HG3 1GY.

How to contact us

You can contact us by telephoning our Central Self-Exclusion Team on 0800 294 2060.

How we may contact you

If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in this central self-exclusion form.

Data and privacy issues

Please visit our Privacy Policy.

Registering for Self-Exclusion

When you register for self-exclusion, you will be excluded for a minimum period of 12 months. Once you have completed your registration, you will not be able to remove your exclusion until the end of your minimum 12-month exclusion period.

Self-Exclusion from the premises

You agree not to enter any of the premises listed in this central self-exclusion form (the “**Named Premises**”) during the period of your self-exclusion. If you visit any of the Named Premises during the period of your self-exclusion and you are identified by a member of staff, you will be requested to leave such premises. If you refuse to cooperate, the shop team will refuse to serve you.

Self-exclusion online, telephone and/or betting shop accounts

You understand that if you choose to provide details in respect of any online, telephone and/or betting shop accounts with a Named Operator or with any of the Named Operator’s group companies during the self-exclusion request call, those accounts will be closed for the period of your self-exclusion. Any remaining funds in such accounts will be returned to you by the applicable Named Operator and any applicable Named Operator’s group companies by a method determined in the sole discretion of such Named Operator and any applicable Named Operator’s group company.

Any self-exclusions from any online accounts will be by reference to the usernames, account numbers and email addresses provided by you during the self-exclusion request call. Any

self-exclusion from any telephone accounts will be by reference to the usernames and account numbers provided by you during the self-exclusion request call.

You acknowledge and agree that the Central Self-Exclusion Team, the Named Operators and any applicable Named Operator's group companies shall have no liability whatsoever if you provide inaccurate or incomplete information which prevents them (in their sole discretion) from applying any self-exclusions to the online, telephone and/or betting shop accounts specified during the self-exclusion request call.

The Named Operators and the Named Operator's group companies may refuse to apply any self-exclusion to the online, telephone and/or betting shop accounts specified during the self-exclusion request call if there is any doubt (at their sole discretion) that such accounts belong to you. Any returns from 'running bets' in the online, telephone and/or betting shop accounts specified in the self-exclusion request call will be returned to you by the applicable Named Operator and any applicable Named Operator's group companies by a method determined in the sole discretion of such Named Operator and any applicable Named Operator's group companies.

General & exclusion of liability

You understand that your self-exclusion from the premises listed in this central self-exclusion form will not commence until a photograph is received and ID verification checks are completed and that it may take up to 10 working days from completion for your self-exclusion to take effect.

You accept that self-exclusion is a voluntary request which is not enforceable in any way whatsoever against the Named Operators, any applicable Named Operator's group companies or the Central Self-Exclusion Team. You understand that you cannot revoke, cancel or withdraw this central self-exclusion prior to the stated expiry date.

You understand and agree that you are not permitted to open any new online, telephone and/or betting shop accounts with any of the Named Operators and any applicable Named Operator's group companies during the period of your self-exclusion.

You understand and agree that the Central Self-Exclusion Team, the Named Operators and any applicable Named Operator's group companies shall make all reasonable attempts to assist you in fulfilling your self-exclusion requirements (both in asking you not to enter the Named Premises and from accessing any applicable online, telephone and/or betting shop accounts specified in the self-exclusion request call). However, during your period of self-exclusion, you understand and agree that you have an equal undertaking not to seek to circumvent your self-exclusion by entering or continuing to enter (or asking a third party to enter on your behalf) the Named Premises or by continuing to participate in gambling and betting services with any of the Named Operators and any applicable Named Operator's group companies online, by telephone and/or through other betting shop accounts. You understand and agree that you should not seek to or actually gamble during your period of self-exclusion with any of the Named Operators and any applicable Named Operator's group companies.

You understand and acknowledge that the only responsibility of the Central Self-Exclusion Team, Named Operators and any applicable Named Operator's group companies is strictly to make reasonable attempts to assist you in fulfilling your self-exclusion requirements (both by asking you not to enter the Named Premises and from accessing any applicable online, telephone and/or betting shop accounts specified in the self-exclusion request call). You accept that your self-exclusion is a voluntary request which is not enforceable in anyway whatsoever against the Central Self-Exclusion Team, Named Operators and any applicable Named Operator's group companies and in particular:

- the Central Self-Exclusion Team, the Named Operators, any applicable Named Operator's group companies and their officers and employees will not be held liable for any claims whatsoever or howsoever arising out of or in connection with your self-exclusion except where this paragraph would have the effect of excluding or limiting the Central Self-Exclusion Team, the Named Operators, any applicable Named Operator's group companies and their officers and employees' liability in a way that is unlawful;
- any bets inadvertently accepted in any of the Named Premises will, based on industry practice, stand, win or lose;
- the Self-Exclusion Team, Named Operators and any applicable Named Operator's group companies shall have no responsibility or liability to you or any third party and will be under no obligation to return any deposits, winnings or other funds obtained from any new online, telephone and/or betting shop accounts opened by you (or any third party).

We may transfer our rights and obligations under these terms to another organisation.

End of self-exclusion

You will continue to be excluded from the Named Premises and will be unable to access the online, telephone and/or betting shop accounts specified in the self-exclusion request call for a period of 6 months after the expiry of your period of self-exclusion unless you renew your period of self-exclusion or you opt to return to gambling. During this 6-month period, you can discuss your options with the Central Self-Exclusion Team by calling 0800 294 2060. Upon your agreement, your period of self-exclusion may be extended for a further period of 12 months. If you opt to return to gambling, there will be a 24 hour 'cooling off' period before the Central Self-Exclusion Team process your request for the same. You must allow up to 10 working days for the notification of your choice to end your period of self-exclusion to be received by all Named Operators and any applicable Named Operator's group companies.

If you opt to return to gambling services, you must contact the applicable Named Operators and any applicable Named Operator's group companies' customer service departments to reactivate the online, telephone and/or betting shop accounts specified in the self-exclusion request call. There will be a 24 hour "cooling off" period before such accounts are reactivated. You understand that the Named Operators and any applicable Named Operator's group companies may (at their sole discretion) refuse to reactivate such accounts if you are known to have other 'active' self-exclusions with such Named Operator and any applicable Named Operator's group companies.

Governing law and jurisdiction

These terms are governed by English law and you can bring legal proceedings in respect of any disputes connected with your self-exclusion in the English courts. If you live in Scotland you can bring legal proceedings in respect of disputes connected with your self-exclusion in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of disputes connected with your self-exclusion in either the Northern Irish or the English courts.

February 2024