

Norwich City Football Club PLC (**NCFC**) operates a lottery society (**Society**) for the general public in England, Scotland and Wales. The primary intention of the Society is to raise funds that go directly towards the running costs of the NCFC Academy, in order to provide the best environment possible for our stars of the future.

The Society ensures that it operates in a manner which is secure, fair, and socially responsible. The Society will endorse responsible gambling to all lottery participants.

The Society is regulated by the Gambling Commission, with whom it holds a remote and non-remote operating licence. The Gambling Commission regulates gambling in the public interest.

The three core licensing objectives introduced by the Gambling Act 2005 are as follows:

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.

The aim of this policy is to evidence the commitment of the Society to operate in a manner which upholds the licensing objectives introduced by the Gambling Commission.

Preventing gambling from being a source of crime and disorder

When an individual joins the lottery, they will be required to confirm that:

- They are aged 16 or over.
- They are resident in the UK.
- Anti-money laundering and terrorist financing will be added to the Risk register for the Senior Management Team (**SMT**) to discuss on a monthly basis.
- An annual meeting of the named licensees and a representative from the SMT will take place to discuss any changes to circumstances, including the introduction of new products, technology, new payment methods available to customers, changes in the customer demographic or any other material changes which might impinge on the risk.

The Society also retains the right to cancel any membership should we suspect criminal activity.

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 and the prizes that are available at www.canaries.co.uk/Our-Club/Lotteries/.

- The rules of the lotteries are fair.
- Any advertising and promotional material is clear and not misleading. In line with the codes of practice from the Advertising Standards Authority www.asa.org.uk
- The results are published in an easily accessible format at www.canaries.co.uk/Our-Club/Lotteries/

In the interests of ensuring that gambling is conducted in a fair and open way, the chances of winning a prize across all of the NCFC Lotteries products (Academy Jackpot, 1902 Lottery and Golden Goal) is 43%.

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

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

Underage Gambling

It is illegal for individuals under the age of 16 to enter into a lottery. If any individual is unable to prove that they are 16 or over when requested to do so by the Society, then any winnings will be forfeited and the account will be closed.

Gambling Limits

The Society may impose limits on the value of entries into a lottery that can be purchased by an individual.

Self-Exclusion

We regularly consult the Gambling Commission's guidance on self-exclusion, and are committed to making self-exclusion easy for the individual to understand and initiate. We aim to offer individuals the opportunity to speak to someone appropriate about self-exclusion as soon as possible. If requested, we will close any player's lottery account(s) for a minimum period of six months (in accordance with Gambling Commission guidance) during which time the account(s) cannot be reinstated. During the period of exclusion, we will also try to ensure that the individual is not able to open a new account. Self-exclusion can be done by emailing us at lotteries@canaries.co.uk with your name, address and supporter number(s).

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.

Provide Information on Gambling Support Organisations

We will make the contact details or useful links to appropriate Gambling Support organisations readily available our lottery websites as well as other appropriate media.

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 GamCare and other relevant / appropriate organisations. Some useful contact information is below

<http://www.gamcare.org.uk/>

<https://www.begambleaware.org/>

National Gambling Helpline Freephone 0808 8020 133, open 24 hours 7 days a week

Responsible Gambling

According to the National Responsible Gambling Strategy, the majority of those who gamble appear to do so without exhibiting any signs of problematic behaviour. However, there are some individuals who do experience harm as a result of their gambling. Below are some things to think about to help you gamble responsibly:

- Gambling should be entertaining and not seen as a way of guaranteed income
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time you spend gambling
- Keep a track of the amount of money you spend gambling
- The amount you gamble does not affect your status within a group of your peers

If you need to talk to someone about problem gambling here are some useful links

<http://www.gamcare.org.uk/>

<https://www.begambleaware.org/>

National Gambling Helpline Freephone **0808 8020 133**, open 24 hours 7 days a week

Problem Gambling

If you are concerned that you (or someone you know) may be a problem gambler, then the following questions may help you identify this:

- 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?
- 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?
- Does gambling adversely affect your mood?



The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem. To speak to someone about this contact GamCare. GamCare is a registered charity that provides confidential telephone support and counselling to anyone affected by problem gambling. The National Gambling confidential helpline can be contacted for free on **0845 8020 133** or visit their website www.gamcare.org.uk for further information.

Complaints Procedure

The Society aims to ensure that any issue regarding our lottery products that you may have is dealt with promptly, and in confidence.

If you wish to make a complaint then please contact our in house lottery team in any of the following ways listed below.

- By telephone to our lottery team on **01603 218710**
- By email to lotteries@canaries.co.uk
- In person, at the Stadium: Norwich City Football Club, Carrow Road, Norwich, NR1 1JE
- In writing to our Lottery Gaming and Compliance Manager at: Norwich City Football Club, Carrow Road, Norwich, Norfolk, NR1 1JE

Your complaint will be fully investigated and a response issued as soon as possible and, in any event, within 14 working days of receipt.

If you are still not happy with the response to your complaint, it is possible to escalate the issue to the Chief Operating Officer of NCFC. To do so, it will be necessary to write to the Chief Operating Officer at: Norwich City Football Club, Carrow Road, Norwich, Norfolk, NR1 1JE.

If the matter cannot be resolved internally via NCFC's internal processes, it may then be referred to IBAS (Independent Betting and Adjudication Service).

Contact Details

Lotteries Department
Norwich City Football Club
Carrow Road
Norwich
Norfolk
NR1 1JE
Tel: 01603 218710
Email: lotteries@canaries.co.uk