

COMMON QUESTIONS AND ANSWERS

BELOW YOU WILL FIND ANSWERS TO THE FOLLOWING MOST COMMON QUESTIONS THAT WE RECEIVE ABOUT SENSE.

Summary of the questions answered within this document:	
1	Which casinos are included in the SENSE scheme?
2	I just want to exclude from one casino or operator, rather than every casino in GB. Can I do that via SENSE?
3	Does SENSE cover High Street machine arcades that say 'casino' outside?
4	What about online casinos, does SENSE cover them?
5	I made a mistake and didn't realise SENSE applies to all casinos. Can I void by enrolment?
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7	How long does my self-exclusion last?
8	How do I extend or renew my exclusion?
9	Can I later change my mind about the extended period of exclusion I selected and revert back to the usual six-month minimum period or remove myself early from the scheme?
10	My existing requested extension period is for five-years, but SENSE now only allows one-year extensions. Can I therefore remove my 5-year extension early?
11	How do I remove myself from SENSE and what then happens to my data?
12	Can I visit a casino as soon as I have removed myself from SENSE?
13	What if I don't ask to remove myself from SENSE, when eligible?
14	I have just visited a casino, having self-excluded on SENSE e.g. two years ago, but they say I am still on SENSE. Why haven't I been auto-removed yet?
15	I have just visited a casino, having removed myself from SENSE, but they won't let me in. Can SENSE overrule their decision?
16	I have just visited a casino and was able to enter and play, even though I am still excluded on SENSE. How could that happen?
17	I had forgotten that I was on SENSE and visited a local casino, where I was able to enter and play. I won £xxx but the manager refused to pay me my winnings. What can I do?
18	Who do I complain to about a casino allowing me entry whilst excluded on SENSE and / or not paying me my winnings or returning my losses?
19	I think I (or a relative or friend) have a gambling problem that is causing me concern. Can I discuss this with SENSE (or apply to enrol on their behalf)?
20	I can't find the answer to my specific question in this document?

Q1 – Which casinos are included in the SENSE scheme?

A– SENSE covers ALL licenced, land-based casinos in Great Britain. A full list of Participating Casinos can be found on our website www.senseselfexclusion.com Therefore, if you self-exclude on SENSE you will be excluded from ALL of these casinos.

Q2 - I just want to exclude from one casino or operator, rather than every casino in Great Britain. Can I do that via SENSE?

A– No, not via SENSE. You will need to instead contact the individual casino operator and ask to be excluded using their own internal exclusion facility. **However, if you wish to exclude yourself**

as a way to help you with a gambling problem, we strongly recommend that you exclude from all casinos and also from all other forms of gambling by enrolling with SENSE instead.

Q3– Does SENSE cover High Street machine arcades that refer to ‘casino’ outside?

A– No. Whilst some machine operators (such as **Admiral Slots**) use the word “casino” outside their arcades for various reasons (e.g. “*casino style slots experience*” etc) these premises are **NOT** actually casinos (i.e. the type of leisure venues that mainly provide casino table games like Roulette, Blackjack and Poker, as are those commonly associated with Las Vegas).

If you wish to exclude yourself from machine arcades, you will instead need to contact one of the two machine operator schemes, which are the BACTA self-exclusion scheme (call: **020 3930 9769**) or the Smart Exclusion scheme (**0844 884 3433** (which covers Admiral Slots amongst others). You can otherwise find details on how to contact the other gambling sector schemes (arcades, online, betting shops and bingo) on our website www.senseselfexclusion.com

Q4 – What about online casinos, does SENSE cover them?

A– No. Exclusion from all forms of online gambling, including virtual versions of casinos and casino table games, are covered by GAMSTOP, the online self-exclusion scheme. Their contact details can similarly be found on our website www.senseselfexclusion.com.

Q5 - I made a mistake and didn’t realise SENSE applies to all casinos. Can I void my enrolment?

A– No. As is made very clear on our website, our Terms and Conditions and on the enrolment form that you sign (either in person with a casino manager or via online Customer Self-Enrolment) SENSE applies to ALL casinos. You should ensure that you read and fully understand our Terms and Conditions and Privacy Policy before you enrol, which can be found on our website.

SENSE enrolment is a binding agreement, and you cannot therefore change your mind after you enrol and can only remove yourself once your minimum requested period of enrolment has elapsed. This is primarily intended to protect vulnerable persons with severe gambling problems who might otherwise seek to change their mind in a moment of weakness by claiming that it was all a mistake. It is also a regulatory requirement in the Gambling Commission Licence Conditions and Codes of Practice, applicable to all casinos, that the minimum requested exclusion period is fixed at no less than six months and cannot therefore be reduced.

Q6 - How do I enrol onto SENSE?

A– Either ask to speak to a manager to enrol in person at a casino (you do not need to enter the gaming areas) or enrol yourself **from anywhere** using our online Customer Self Enrolment (CSE) facility. You will find a link to CSE on our website (www.senseselfexclusion.com) where you can then either downloading the enrolment app (recommended for ease of use) or complete your application via the website portal.

To self-enrol, you will need to have a government issued ID document to hand (e.g. a passport or Driving Licence) and you will also be asked to take a head and shoulders selfie photograph. You can take both photos directly using the App or they will otherwise need to be uploaded as a JPEG

or PDF file onto the website portal enrolment screens. **Note that copies of ID documents will be deleted immediately after SENSE Admin have used them to identify you.**

Q7 – How long does my self-exclusion last?

A - The minimum requested period is six months but you can ask to extend this for up to a year (see Q8, below). Once your minimum requested period has elapsed, there is then a six month “cooling off period” during which you can ask to either remove yourself or renew / extend your exclusion again. **You cannot remove yourself from SENSE under ANY circumstances whilst your minimum six-month (or extended) exclusion period is still in force (see question 5).**

Q8 – How do I extend or renew my exclusion?

A - You can either ask to extend your exclusion at the time of your face to face or online enrolment or, alternatively, you can do this at a later time of your choice.

To extend after enrolment, you will need to download an Extension Form from our website www.senseselfexclusion.com and then email the completed form to info@sensescheme.com. You will need to include with it a copy of a government issued ID document (see Q6, above). The extension period takes effect immediately from the date that it is applied, even if this is mid-way through the existing minimum exclusion period.

You can also use this process to essentially “renew” your exclusion, either when your minimum requested period is due to elapse or before it expires at the end of the six month “Cooling Off” period thereafter. You can continue to do this on an ongoing basis for as many times as you wish.

Q9 – Can I later change my mind about the extended period of exclusion that I selected and revert back to the standard six-month minimum period, or remove myself early from the scheme?

A -No. Any requested extension period replaces the regulatory six-month minimum from the time it is applied. **It is therefore impossible to remove any exclusion before the minimum or extended period has elapsed, under any circumstances (see question five).**

Q10 – My existing requested extension period is for five-years, but SENSE now only allows one-year extensions. Can I therefore remove my 5-year extension early?

A - No. Our Terms and Conditions were changed in December 2024 to reduce the minimum extension period that could be requested down to one year. This is to mirror the approach given in the Gambling Commission Licence Conditions and Codes of Practice (section 3.5.2) and applies to all other land-based gambling sector schemes. However, any longer extension period that was requested prior to December 16th 2024 (e.g. up to the previous maximum of five years) are still valid as these were specific periods of exclusion requested and agreed at the time.

Q11– How do I remove myself from SENSE and what then happens to my data?

A - Firstly, you must ensure that your minimum or extended period of exclusion has elapsed (i.e. six months or a one-year extension), otherwise you cannot be removed until it does. You should therefore make a note of the date of your enrolment, or extension, to be aware of when you apply (or need to renew). From April 2024, you will also find this date in the email confirmation that you should have received on enrolment, as long as you provided an email address. To remove yourself

when eligible, you must visit a casino in person and ask to speak to a manager, who will discuss your exclusion with you whilst completing a digital removal form that you will then need to sign.

Once removed from SENSE, your data will be deleted from our records six months later.

Q12 – Can I visit a casino as soon as I have removed myself from SENSE?

A - No, it is a regulatory requirement that you must wait 24 hours before being able to enter a casino after removal. Please also note that, if you were previously known to one or more individual casino operators before enrolling onto SENSE, they each reserve the right to deny entry to any customer using their discretion under their own responsible gambling policies, entry controls and regulatory responsibilities.

Q13 – What if I don't ask to remove myself from SENSE, when eligible?

A - **If you have not asked to be removed by the end of the six-month “cooling off” period, (see Question 7) your exclusion will expire and you will then be automatically removed from the SENSE Scheme.** However, as in question 12 above, if you were previously known to one or more individual casino operators, they each reserve the right to refuse you entry, even after removal from SENSE, or may wish to discuss your gambling with them before granting access. Both are at their discretion under their own responsible gambling policies, entry controls and regulatory responsibilities. SENSE has no influence over such decisions (See Section 16).

Q14 – I have just visited a casino, having self-excluded on SENSE e.g. two years ago, but they say I am still recorded on SENSE. Why haven't I been auto-removed yet?

A - The SENSE Terms and Conditions changed on 16th December 2024 to now automatically remove enrolments after the six-month “cooling off” period has elapsed. This mirrors the requirements of the Gambling Commission “Licence Conditions and Codes of Practice” document (LCCP section 3.5.2). Previously, SENSE went further than these requirements and retained exclusions on file indefinitely unless, or until, the enrollee ever asked to be removed.

As this resulted in some dormant exclusions still being held on our records for up to ten years, we need to account for these “legacy” exclusion within the new Terms and Conditions. Legacy customers are those who registered before **December 16th 2024**, and are subject to transitional arrangements for the time being.

During this time, these customers will be subject to the same conditions that were in place when they enrolled, being that their exclusion remains in place unless or until they ask to be removed from SENSE and, if they do so, are then subject to the regulatory 24-hour wait before being able to enter and play (see question 12).

Q16 - I have just visited a casino, having removed myself from SENSE, but they won't let me in. Can SENSE overrule their decision?

A - No, as in Question 12 above, it remains at the sole discretion of all casino operators as to who may enter their premises. S.E.N.S.E Ltd independently administers the SENSE scheme on behalf of all British casino operators but has no influence over their individual local procedures or decisions about membership or entry. You should contact the relevant casino operator directly if you wish to discuss being refused entry for whatever reason.

Q16 – I have just visited a casino and was able to enter and play, even though I am still excluded on SENSE. How could that happen?

A - As in Question 15 above, you will need to contact the casino or their Head Office to discuss your specific visit in relation to their own entry controls and the way that they apply the SENSE scheme. However, casino management will always use their best endeavours to prevent entry to SENSE enrolees. At the same time, if you did manage to evade their entry controls whilst enrolled on SENSE, you are considered to be in breach of your agreement.

Under the SENSE Terms and Conditions that you sign up to on enrolment, you would not be entitled to any unpaid winnings or losses incurred during any visit achieved whilst excluded on SENSE. This is intended to discourage those with gambling issues from visiting and attempting to gain entry whilst excluded on SENSE. Any withheld funds will instead be donated to charity.

A deliberate breach of your agreement may also impact on any later decision by that operator to allow you entry to their premises if and when you ultimately remove yourself from SENSE, if they consider the breach, or attempted breach, to be a sign of a more serious gambling problem.

Q17 – I had forgotten that I was on SENSE and visited a local casino, where I was able to enter and play. I won £xxx but the manager then refused to pay me my winnings. What can I do?

A - See Question 16 above. Even if it was an honest mistake, your agreement to adhere to the SENSE T&Cs will still apply and will do so until you either remove yourself or are automatically removed at the end of the “cooling off” period referred to in Questions 7 and 14, above.

Q18 – Who do I complain to about a casino allowing me entry whilst excluded on SENSE and/or not paying me my winnings or returning my losses?

A - If they refused to pay you outstanding winnings or refund your losses, they would have been right to take this approach if you were currently enrolled onto SENSE, as it is within the Terms and Conditions of the scheme. If you have a complaint about being able to gain entry and play, you will need to contact the casino and / or its Head Office about your specific circumstances or treatment and, where appropriate, follow their internal complaints policy.

Q19 – I think I (or a relative or friend) have a gambling problem that is causing me concern. Can I discuss this with SENSE (or apply to enrol on their behalf)?

A - Our best advice is that you contact Gamcare where you can speak to someone in confidence about a gambling problem. They can equally help concerned friends and relatives. GAMCARE offers free confidential help and support, 24 hours a day. You can contact them by calling: **0808 8020 133** or online chat via: www.gamcare.org.uk .

Please note that, even with the best of intentions, applications to enrol onto SENSE can ONLY be accepted from the individual concerned. This is because they alone can give their consent for SENSE to share their data across multiple casino operators. It must also be their decision alone to enrol onto SENSE, agree to the Terms and Conditions and take responsibility for their adherence to the scheme conditions. We cannot therefore accept enrolment applications received from a third party, especially if they attempt to do so by posing as, or otherwise claiming to be, another individual.

Q20 – I can't find the answer to my specific question in this document?

If you cannot find an answer to your question in this document, or you have a more specific enquiry about your own SENSE exclusion, please email info@sensecheme.com. Please note that, if you wish to discuss any personal information or data held on our records about you, then your email enquiry will need to include a copy of a government issued ID document (e.g. passport or Driving Licence) or a short 'head and shoulders' video clip of yourself saying your name, today's date and confirming that you have sent the email.

Once we have used one of these options to identify you, (by comparing your image against the photo held on our enrolment profile), any such document or video clip will be deleted from our records.

We aim to respond to any enquiry within two business days (i.e. Mon-Friday excluding public holidays).



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