

INFORMATION FOR SELF-EXCLUDED CUSTOMERS.



NATIONAL GAMBLING
HELPLINE

0808 8020 133

gambleaware.co.uk

GAMBLE RESPONSIBLY

William **HILL**

THE HOME OF BETTING

Information for Self-Excluded Customers

Self-exclusion is a tool available to help those who find it difficult to gamble responsibly. For more help, support, and advice on how to gamble responsibly, call the National Gambling Helpline on **0808 8020 133** or visit www.gambleaware.co.uk

Now that you have chosen to self-exclude, please remember the following important points:

- Please read the self-exclusion form thoroughly, including the terms and conditions on the reverse. If there is anything you do not understand please call our Customer Relations Department on 08705 181715.
- A self-exclusion is just that. Our staff will endeavour to assist you and prevent you from gambling if required, but the onus lies with you. Please do not attempt to enter our shops; you will be trespassing.
- Supplying a photograph assists our staff greatly in identifying you as a self-excluded customer. If your appearance has changed markedly from the photograph provided, please consider supplying us with an up to date photograph.
- The self-exclusion applies only to the shop where the form was completed, other branches named on the additional premises form and any internet or telephone accounts disclosed. Please allow up to 7 days for the exclusion to be fully applied to additional branches and accounts.
- This self-exclusion applies only to William Hill PLC group companies. If you wish to be excluded from any of our competitors please contact them directly.
- The period of self-exclusion is 12 months. After this time has expired you can extend your exclusion for a further 12 months by calling **0800 169 3352** (phone line open Mon-Fri, 9am - 5pm), alternatively you can return to the shop and complete another self-exclusion form. Annual renewal of your exclusion can continue for as long as you feel it is necessary.
- If at the end of the self-exclusion period, you wish to resume use of William Hill gambling facilities, you will be asked to sign the review section of the form stating this. A further one-day 'cooling-off' period will apply before you will be allowed to gamble.



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