



Responsible Gambling

McCartyBet are committed to ensure that our customers are happy with their betting and that it is part of an enjoyable leisure experience. We are committed to ensure that our customers are happy with their betting and that it is part of an enjoyable leisure experience.

We are aware that for a very small number of people, gambling ceases to be fun and is a social problem. We aim to promote responsible gambling attitudes. If you have difficulty controlling your gambling, We have a responsibility to offer help and advice.

An indication of a gambling problem may be:

- Continuing to bet until all your money has gone
- Neglecting the welfare of yourself or your family because of gambling
- Continuing to gamble in order to recover losses
- Gambling to escape from other worries
- Avoiding work and other commitments, in order to spend more time gambling

In order to help we can offer the following –

Custom Time Outs - You can now set a Custom Time-Out Period for a one off period of time putting you in control of when you want a short break away from gambling.

Deposit Limits - You can manage the amount of money that you are able to deposit into your account over a 24 hour, 7 day or 30 day period.

Self Exclusion - If you want to prevent yourself from gambling for a longer period of time you should use our Self-Exclusion option. More Details can be found below.

To avail of any of these options please contact us and we will set this up for you.

If you have difficulty with gambling, or if you know someone with such a problem, assistance and advice can be obtained from Dunlewey, a centre for information, advice and practical help for anyone who has a gambling problem. Dunlewey are committed to the provision of proper care and support to those who are affected by a gambling problem. They can be contacted on 0800 886725 or ROI 1800 936 725

Further information, advice and guidance on staying in control of your betting can be found at <https://dunlewey.net> or www.begambleaware.org

Please Note that Telephone Betting Operators are not covered by Gamstop so if you would like to exclude please contact us on info@mccartanbet.com



PROBLEM GAMBLING: SELF-EXCLUSION AGREEMENT

- 1. **Please read this agreement carefully before completing and signing it and emailing to info@mccartanbet.com**
- 2. **Please complete this section**

Title: Mr/Mrs/Miss/Ms (delete as appropriate)

First name(s):.....Surname:.....

Date of birth:/...../.....

Your address:.....

.....

.....

Post code:.....

- 3. **We strongly recommend you call the Dunlewey Helpline 0800 886 725 or ROI 1800 936 725 for confidential help and advice or visit begambleaware.org**
- 4. **Problem Gambling: Self-Exclusion Agreement:**

I request that I be refused all bets with McCartanBet for a period of:

6 months (minimum).....

12 months.....

2 years.....

5 years.....

other (please state)..... (PLEASE INDICATE WHICH TIME PERIOD BY A TICK OR CROSS)

I fully understand the consequences of self-exclusion and accept that I am not allowed to modify, revoke or rescind my self-exclusion prior to the expiry of this agreement.

Upon the expiry of my self-exclusion period, I accept that a one day cooling off period will then be enforced, before I am permitted to gamble again.

I release McCartanBet, its employees and agents, from any liability or claims in the event that I fail to comply with this voluntary exclusion. The responsibility lies with me to comply with this agreement.

Signed (Excluded person) Print name and then put today's date

.....

Signed on behalf of McCartanBet Print name and put today's date

.....

SELF-EXCLUSION

To assist our customers who wish to refrain from betting, until such time that they no longer consider that they have a problem with gambling, we operate a self-exclusion procedure. This document sets out the key elements and procedures. Please take note of its contents before deciding upon self-exclusion. Please discuss any concerns with any staff member on 02838 327327. The procedure requires you to enter into a self-exclusion agreement with us for a minimum period of six months up to a maximum of five years. The agreement remains in place for the full period and cannot be withdrawn or amended.

Should you take up the option of self-exclusion the following will apply to McCartanBet and you:

McCartanBet will:

- Ensure that you have the contact details for Dunlewey, the registered charity committed to promoting a responsible attitude to gambling and providing proper care and support to those affected by gambling problems
- Advise you to contact other bookmakers you may gamble with to self-exclude you also
- Be happy to discuss your further needs at the end of the self-exclusion period
- Should you inform us that you have decided to return to gambling you will not be permitted to gamble for a further 24 hours to allow time for further reflection.
- For Text/ Email Customers we will block your number/Email Address to prevent you from placing any more bets.

McCartanBet will expect you to:

- Complete and sign a self-exclusion form.
- Assist us to fulfil your request for self-exclusion by providing an up to date photograph
- Honour the agreement by not attempting to gamble
- Contact us at the end of the self-exclusion period before attempting to place a bet, to allow the 24 hour 'reflection' period to be applied.

Underage Gambling

Nobody under the age of 18 is allowed to bet with us. Betting by Under18's is illegal. When you open an account with us online, you must confirm you are over 18. You must also submit a government issued photographic ID confirming your name, address and date of birth.