

<b>Customer First Name:</b>	<b>Customer Surname:</b>
<b>Customer Address:</b>	<b>Postcode:</b>
<b>Phone No:</b>	<b>Date of Birth:</b>
<b>Email Address:</b>	

1 x Photo

Please complete this form and return it with a copy of a valid proof of ID and a recent, clear photograph of yourself (taken in the same style as a passport photo) by either sending it to KYBshop@coral.co.uk or posting it to Knowing You Better, Coral, One Stratford Place, Montfichet Road, Stratford, E20 1EJ. If you want to discuss the self-exclusion before making your decision or need help filling out this form, please call our Player Advisory Team on 0800 018 3310.

### Section 1 - Shops

Please detail the shops that you would like your self-exclusion shared with. If you have decided to self-exclude from your local shop, we strongly encourage you to self-exclude from other Ladbrokes or Coral shops in the areas where you live and work. All transactions and bets made in Coral or Ladbrokes shops are made with Ladbrokes Betting & Gaming Limited.

Please note - If you wish to self-exclude from more than 5 shops please contact the Player Advisory Team on 0800 018 3310 or Multi-Operator Self-Exclusion Scheme on 0800 294 2060 'Requesting 'All Shops' is not accepted.

Shop Code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Ladbrokes <input type="checkbox"/> Coral	Shop Address:
Shop Code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Ladbrokes <input type="checkbox"/> Coral	Shop Address:
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### Section 2 - Accounts

You can also self-exclude from Ladbrokes and/or Coral and other LC International Limited accounts using this form. You must state both your username(s)/account card number(s) and the LC International Limited brand below for each account you wish to self-exclude from.

Brand	Username/Account Card Number

### Section 3 - Period of Self-Exclusion & Renewal for Retail

The shop self-exclusion is for 12 months **ONLY** up to and including (enter date):

The date entered in this box must be exactly 12 months from the date entered in the declaration section below.

### Section 4 - Period of Self-Exclusion for Online

Please indicate below if you wish to apply this self-exclusion to online accounts specified in section 2 above for a different time period.

2 Years  3 Years  4 Years  5 Years

**YOU DO NOT NEED TO RETURN TO THE SHOP TO RENEW YOUR EXCLUSION ONCE IT HAS EXPIRED. SELF-EXCLUSIONS CAN BE EXTENDED BY CALLING THE PLAYER ADVISORY TEAM ON 0800 018 3310**

### Declaration

I confirm that I have read and understood the Terms & Conditions as detailed below

<b>Customer Signature:</b>	<b>Date:</b>
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As part of this process, we recommend that you also self-exclude from using other operator services by contacting the Multi-Operator Self-Exclusion Scheme on 0800 294 2060 for retail and/or visiting [www.gamstop.co.uk](http://www.gamstop.co.uk) for online.

For further information on safer gambling please log on to [begambleaware.org](http://begambleaware.org) or call the National Gambling Helpline free on 0808 8020 133.

### Checklist (Please tick boxes to confirm):

<input type="checkbox"/> A copy of a valid ID (e.g., a driver's licence or passport) (compulsory)	<input type="checkbox"/> Your details and any account details are written correctly
<input type="checkbox"/> A recent, clear photograph of yourself (compulsory if sending via email)	<input type="checkbox"/> Confirmation date of the retail self-exclusion
<input type="checkbox"/> Confirmation of length of online exclusion, if applicable.	

You can use this form to:

- Exclude yourself from being able to enter your local Ladbrokes and/or Coral shop as well as up to a maximum of 4 other shops for a period of 12 months.
- Exclude yourself from your LC International Limited accounts.

The original and copies of this form held by Ladbrokes Betting & Gaming Limited will be kept confidential. Ladbrokes Betting & Gaming Limited reserve the right to contact you, should any further information be required.

## Further Information

### Terms & Conditions – Shop Entry:

#### I acknowledge that:

- During the term of my Self-Exclusion agreement, if I enter a shop not listed on my agreement and I am recognised, I will be asked to leave.
- I must provide 1 passport sized photograph and a clear, recent photograph of myself in order for Ladbrokes Betting & Gaming Limited to accept my self-exclusion request. If you are submitting your form via email, these may be attached as additional files.
- This agreement become effective immediately. However, it may take up to 10 working days for additional shops that have been listed to receive appropriate notification.
- Ladbrokes Betting & Gaming Limited's responsibility is only to take reasonable steps to seek to prevent me from entering the premises I have identified.
- This is a voluntary request which is not enforceable in any way whatsoever against Ladbrokes Betting & Gaming Limited.

### Terms & Conditions – Coral Connect Card/Ladbrokes Grid Card & Online Accounts:

#### I acknowledge that:

- I can also self-exclude from LC International Limited accounts using the form, and that I must state both my username/account card number(s) and brand(s) (i.e. Ladbrokes, Coral, bwin, Sportingbet, Gamebookers, PartyCasino, partypoker, Gala Bingo, Gala Casino, Gala Spins, Foxy Bingo, Foxy Games) for each account I wish to self-exclude from.
- The accounts stated by me will be closed for the period chosen. Any remaining funds will be returned by a method to be determined by LC International Limited (conditional upon complete account verification where appropriate). Any returns from 'running bets' placed online or in shop with an account will be forwarded on request.
- Where account details are provided, LC International Limited will also employ reasonable automated checks to endeavour to ensure that I can no longer transact with any LC International Limited accounts.
- LC International Limited may refuse to apply my self-exclusion to any account if there is any doubt at their sole discretion whether the account belongs to me.
- LC International Limited accepts no responsibility or liability if I fail to provide or provide inaccurate or incomplete information which prevents them in their sole discretion from applying the self-exclusion to my accounts or Ladbrokes and/or Coral shops.
- It may take up to 10 working days for a self-exclusion request to be applied to accounts.
- Any accounts found to be in breach of a self-exclusion agreement will be closed as soon as they are discovered.

## **Terms & Conditions – General:**

### **I acknowledge that:**

- During my period of self-exclusion, I have an equal undertaking not to seek to circumvent the self-exclusion agreement by entering or continuing (or asking a 3rd party on my behalf) to participate in gambling and betting services within the Entain group of companies which includes Ladbrokes Betting & Gaming Limited (including Ladbrokes and Coral shops) and LC International Limited.
- Details of my self-exclusion may be shared within LC International Limited, and this may lead to an interaction with me.
- I cannot revoke, rescind or withdraw this self-exclusion agreement prior to the stated expiry dates. New LC International Limited accounts of any kind may not be opened.
- During my period of self-exclusion the Ladbrokes Betting & Gaming Limited and LC International Limited will take reasonable steps to ensure that I will no longer receive marketing materials. Where account details are provided, the Entain Group of companies will also employ reasonable automated checks to endeavour to ensure that I can no longer transact with LC International Limited accounts
- In the event (or in circumstances that are beyond LC International Limited's reasonable control) I inadvertently receive marketing material and I continue gambling as a result; and/or I circumvent my self-exclusion agreement by (including but not limited to)
  - (i) continuing to gamble; or
  - (ii) by opening and operating new accounts; and/or
  - (iii) automated checks and/or IT or software programmes fail to recognise any attempt by me to circumvent my self-exclusion;
  - (iv) LC International Limited shall have no responsibility or liability to me or any third party and is therefore under no obligation to return any deposits, winnings, or other funds in respect of such activity online. LC International Limited and its employees will be released from any liability claims for losses I should suffer in the event of me circumventing my agreement in a Ladbrokes Coral shop. Any bets inadvertently accepted in a Ladbrokes Coral shop will stand, win or lose unless cancelled by mutual consent prior to the start of the first event. This equally applies to any gaming machine play conducted during the same period.

## **Terms & Conditions – End of Self-Exclusion Period:**

### **I acknowledge that:**

- At the end of the 12-month shop self-exclusion period I can discuss my options with a member of staff, either in a shop listed on your agreement or by calling the Player Advisory Team on 0800 018 3310.
- I may then decide to either renew my self-exclusion for a further period or opt to resume access to Ladbrokes Coral shops and any accounts linked to the original exclusion by completing a Return to Gambling Form.
- The shop part of my self-exclusion agreement will remain in place for a further 6 months after the expiry date (at which point it will be terminated) unless I renew the agreement as above, or I complete the return to gamble process (by visiting one of the shops listed on my self-exclusion agreement) and opt to return. During this time, I will be subject to a 24 hour 'cooling off' period before I can re-enter Ladbrokes Coral shops and/or recommence activity on an account.
- Please allow up to 10 working days for accounts to be re-activated following reinstatement.
- If the shop part of my self-exclusion agreement has terminated, any accounts linked to the original exclusion may only be reactivated by contacting the Player Advisory Team after a 24-hour cooling off period has been observed.
- If I requested to extend my self-exclusion to accounts in Section 2 for a period greater than 12 months, any accounts linked to the original exclusion may only be reactivated at the end of that period by telephoning the Player Advisory and after a 24-hour cooling off period has been observed. I may request to reinstate with Ladbrokes Coral shops at the end of the 12-month shop period the Player Advisory Team on 0800 018 3310.
- I have the opportunity to opt in to receiving marketing upon reinstatement.