

A McLean Bookmakers

Social Responsibility Practices

For most of us, gambling is just a bit of fun that we can enjoy any time, but a small percentage of customers might have let gambling become the main focus in their life or try to place a bet underage. A McLean bookmakers are licensed bookmakers in Northern Ireland for over 60 years and as a provider of telephone betting services, we are committed to responsible gambling practices.

It takes greater strength to admit you need help than to pretend you don't. You may be able to deal with your problem by yourself but it can be a lot easier with some support. Whether it's a spouse, family member, friend or one of the support organisations listed below, if you need help it's there.

There are many support organisations, who specialise in assisting problem gamblers, and offer confidential help and advice. A McLean bookmakers subscribe and contribute to the services of the Dunlewey Addiction advice centre. The Dunlewey Addiction centre has been to the fore of gambling addiction treatment, research and education for over 20 years. The Dunlewey Centre provides a Confidential Freephone service, and a face-to-face counselling service all over Ireland. The phone number for Dunlewey is 0800 886 725 or their website is www.dunlewey.net.

A McLean bookmakers staff have been trained by the Dunlewey Centre in how to assist any customers that present signs of problem gambling. The training includes identification of persons that may have a problem with their gambling, assistance in how to communicate with the various types of personalities that may present with such problems, and how to ensure they provide the relevant information in the most discrete and effective way possible.

Here is some information that you may find helpful if you or someone you know may be affected by problem gambling in some way:

Underage players

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, you must confirm you are over 18. It is important that you never allow an U18 to hear your username or password

when placing a bet. If you know someone under the age of 18 who you think is registered with us, please contact us immediately at 028 90682419. Any account found to be operated by an Under 18 will be closed immediately.

Customers must provide photo ID to verify they are Over18 before they can withdraw any funds from their phone account.

People who may need to control their gambling

Most people gamble within their means, but for some it can spiral out of control. When having a bet, please keep in mind the following:

- Gambling should be seen as just for fun, not a way of earning money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of how much time and money you spend gambling
- If you need help, give us a call and we can set limits on your account
- If you need to take a break from gambling, please contact us and we will implement a self-exclusion for you.

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What is Self Exclusion?

Self-exclusion is a facility that A McLean bookmakers provide which enables a person to ban themselves from gambling with a A McLean bookmakers. For anyone feeling that their gambling is becoming a problem it can provide a concrete tool to help keep safe. There are no costs involved in the process. You can choose how long you would like to self-exclude for by calling our Freephone number and asking the Tele-agent to implement a self-exclusion request on your account.

This will mean that your account will be closed and you can no longer place a bet on your account until the period you selected is over. We will refund any amounts due to you prior to closing your account. We will remove your contact details from all our marketing campaigns, and ensure our agents cannot take a bet on your account during this period.

Gambling Advice and Problem Gambling assistance

We subscribe to a Confidential service provided by the Dunlewey Centre. This service provides qualified counsellors at the end of a phone, or for face-to-face counselling sessions if required. The phone line operates 7 days a week from 10am to 10pm.

The phone number for Dunlewey is 0800 886 725 or their website is www.dunlewey.net.

There is no charge for any of the advice or services received by you from the Dunlewey centre.