

## COMMON QUESTIONS AND ANSWERS

**BELOW YOU WILL FIND ANSWERS TO THE MOST COMMON  
QUESTIONS ABOUT SENSE.**

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### **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](http://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 means to help you with a gambling problem, we strongly recommend that you exclude from all casinos by enrolling with SENSE instead, and to also exclude yourself from all other forms of gambling that you use.**

**Q3– Does SENSE cover High Street machine arcades that refer to themselves as ‘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 can provide casino table games like Roulette, Blackjack and Poker and are 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 either 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](http://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](http://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, in 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** on your phone, tablet or PC using our online Customer Self Enrolment (CSE) facility. You will find a link to CSE on our website

([www.senseselfexclusion.com](http://www.senseselfexclusion.com)) where you can then either download 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 of yourself. You can take both photos directly into the App or you will otherwise need to upload them 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 otherwise 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 “Thinking” period during which you can ask to either remove yourself or to renew 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 my exclusion?

**A -** You can either ask to extend your exclusion at the time of your face to face or online self-enrolment or, alternatively, you can do this at a later date, whilst your minimum six-month exclusion period is still in force. If you have not extended by the time your minimum six-month period has ended, you will need to renew your exclusion instead, which can similarly be for six-months or extended to twelve (see Q9, below)

To extend after enrolment, you will first need to set up an account via our website [www.senseselfexclusion.com](http://www.senseselfexclusion.com). We recommend that you do this at the time of your enrolment as it then only requires the addition of a password at the end of the process. An account also gives you the ability to manage your details and to renew your exclusion when the time comes, should you wish to do before it expires. If you do not yet have an account, see Question 10, below, for details of how to create one.

Once you have an account, it is straightforward to extend your exclusion by selecting the “extend button” from the main page. You can only extend your exclusion from the minimum six-month minimum period up to the maximum period of twelve months. Therefore, you can only extend before that minimum six-month period comes to an end. Extending will add six months to the original end date, regardless of when you extend during that period, making a total of twelve months, starting from the date that you enrolled.

For example, if you originally excluded for six months on June 1<sup>st</sup> 2025, your six-month end date will be December 1<sup>st</sup> 2025. You then have a six-month “Thinking” period thereafter, until June 1<sup>st</sup> 2026, when your exclusion will expire. However, if you ask to extend to twelve months during your six-month minimum period, e.g. 1st September 2025 then, in this example, your new minimum requested period end date will now be June 1<sup>st</sup> 2026 (i.e. twelve months from your enrolment date) and your new Thinking period will now expire on December 1<sup>st</sup> 2026.

If you have not asked to extend before your six-month requested period has ended and the “Thinking” period is then in force, you cannot then extend it. Instead, you will need to renew your exclusion, (See Q9 below).

If you are unable to set up an account but wish to extend your exclusion, please contact SENSE on [info@sensescheme.com](mailto:info@sensescheme.com) and they will either help you to create an account or assist in adding and extension manually.

#### Q9 – How do I RENEW my exclusion?

If you wish to remain on SENSE after your minimum requested period comes to an end, and before the six-month “Thinking” period expires (when it will otherwise be auto-deleted), you can simply renew it. The process is much the same as that given in Q8, above, for extensions, in that you will first need to set up an account via our website [www.senseselfexclusion.com](http://www.senseselfexclusion.com). If you do not already have an account, please see Q 10, below, on how to create one).

You then simply need to select the “renew” button from the account details page and follow the renewal process, which is very similar to the enrolment process except your details will already be pre-populated in the application. As with any new enrolment, you can renew for a period of six-months or extend it for up to 12 months. You can also update your personal details if these have changed since your enrolment (e.g. if you have changed your address).

You can ask to renew your exclusion “early” during the two-month period before your minimum requested period ends. If you do renew early during those last two months, the new requested period will begin from your original end date. For example, if you originally excluded for six months on January 1<sup>st</sup> your end date would be June 1<sup>st</sup>. You could therefore ask to renew any time after April 1<sup>st</sup> (i.e. two months before the end date) and your renewed exclusion period would then begin on June 1<sup>st</sup>.

However, if you have not asked to renew your exclusion until after your minimum requested period has already ended, you can still do so at any time during your six-month “Thinking” period. In that case, your renewed exclusion period will commence immediately.

If you have not asked to renew by the end of your “Thinking” period, your exclusion will expire and will be auto-removed when it will no longer be valid. You would then need to re-enrol again in full using the process described in Question 6. Once your exclusion has expired, any account that you may have previously set up to manage your exclusion will then be closed and no longer accessible.

If you are unable to set up an account in order to renew your exclusion, please contact SENSE on [info@sensescheme.com](mailto:info@sensescheme.com) and they will help you complete the process or manually add an extension.

#### Q10 – How can I set up an account to manage, extend or renew my exclusion?

When you self-enrol onto SENSE (see Q6) you will be asked at the end of the process whether you would also like to set up an account. This is by far the quickest time to do so, as you will simply need to add a password to use from then on, with your email address acting as your username.

If you do not create an account at the time of enrolment, you will receive a SENSE access key code within your enrolment confirmation email. If and when you do later wish to create an account, you will need click on the “Sign in / create an Account” button at the top of our website [www.senseselfexclusion.com](http://www.senseselfexclusion.com) and then enter the access key number when asked. From there, you simply need to follow the instructions on how to set up your account. If you have lost the

code, you can request another one via the account access link, subject to some additional security checks being completed.

Once you have set up an account, you can use it to extend or renew your exclusion, as detailed in Questions 8 and 9, above. You can also review your account information, such as the date that your exclusion period will end or expire, and can also edit your personal details, perhaps to change your address. Please note that if you need to change your name or correct an error with your date of birth, you will be asked to provide an ID document showing the new details.

If you are unable to set up an account, please contact SENSE on [info@sensescheme.com](mailto:info@sensescheme.com) and they will help you complete the process.

**Q11 – Can I later change my mind about my extended period of exclusion and revert back to the six-month minimum period, or otherwise remove myself early from the scheme?**

**A – No.** Any requested extension period replaces the regulatory six-month minimum from the time that it is applied. **It is therefore impossible to remove any exclusion before the minimum or extended period has elapsed, under any circumstances (see question 5).**

**Q12 – 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 16<sup>th</sup> 2024 (e.g. up to the previous maximum of five years) are still valid as they were specific periods of exclusion requested and agreed by you at the time. They must, therefore, be applied in full as your current minimum requested exclusion period.

**Q13– How do I remove myself from SENSE and what then happens to my data?**

**A -** Firstly, you must ensure that the end date of your minimum or extended period of exclusion has elapsed (i.e. after your six-month minimum requested or extended period). Otherwise, you cannot be removed until after that end date. You should therefore make a note of the date of your enrolment, or extension, to be aware of when you can apply (or need to renew). It can otherwise be found on your account, if you have created one. From April 2024, you will also find this date in the email confirmation that you received on enrolment or when extending, as long as you provided us with an email address or mobile number.

**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.

**Q14 – 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 after removal before being able to enter a casino. 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 other regulatory responsibilities. S.E.N.S.E Ltd has no authority or influence on any decision made by an operator regarding entry to their venue(s).

**Q15 – 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 “Thinking” period, (see Question 7) your exclusion will expire and you will then be automatically removed from the SENSE Scheme.** However, as in question 14 above, if you were previously known to one or more individual casino operators, they each reserve the right to refuse you entry, even after auto-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).

**Q16 – 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 **16<sup>th</sup> December 2024** to now automatically remove enrolments after the six-month “Thinking” period has elapsed (see question 7). 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.

The change resulted in some dormant exclusions still being held on our records, which are referred to as “pre-existing” customer exclusion within the SENSE Terms and Conditions. Pre-existing customers are those who registered before December 16<sup>th</sup> 2024, and are subject to transitional arrangements for the time being.

New Terms and Conditions came into force on September 1<sup>st</sup> 2025 whereby Pre-existing customers who enrolled more than three years before that date were auto removed in accordance with the conditions for all new enrolments made since December 16<sup>th</sup> 2024 (see Question 15). However, for a transitional period until 1<sup>st</sup> September 2026, they may be spoken to by a manager if they subsequently visit a casino for the first time after auto-removal, just to notify them of the change and ask them a few questions. As with any auto-removed customer, it is at the discretion of individual operators whether they allow access to their casinos after auto removal (again, see Question 15).

Those Pre-existing customers who enrolled less than three years before September 1<sup>st</sup> 2025, are still subject to the same removal conditions that were in place when they enrolled, i.e. their exclusion will remain in place unless or until they ask to be removed from SENSE (see Question 13) **OR** until the anniversary of their enrolment later qualifies as being more than three years ago. When that anniversary duly passes, they will then be treated as above and auto-removed from SENSE. Therefore, if you excluded two years ago and your enrolment date was before December 16<sup>th</sup> 2024, you will not be auto-removed for another year, but can ask to remove yourself at any time.



**Q17 - 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 Questions 14 and 15, above, it remains at the sole discretion of all casino operators as to who they allow into 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 therefore contact the relevant casino operator directly if you were refused entry for whatever reason and wish to discuss it.

**Q18 – 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 17 above, you will need to contact the casino or their Head Office to discuss any issues with their own, specific entry controls. However, casino management will always use their best endeavours to prevent entry to SENSE enrollees. At the same time, if you did manage to evade their entry controls whilst enrolled on SENSE, please remember that you are then considered to be in breach of your agreement.

Under the SENSE Terms and Conditions that you sign up to on enrolment, you would therefore not be entitled to any unpaid winnings or the refund of any losses incurred during a visit achieved whilst you were excluded on SENSE. This is intended to discourage those with gambling issues from visiting a casino 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 subsequent decision by that operator to allow you entry to their premises in the future, 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. The best advice is therefore **NOT** to visit a casino whilst enrolled on SENSE and that you use instead your self-exclusion period for the purpose you originally created it, i.e. so that you could take a break from gambling in a casino.

**Q19 – 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 18 above. Even if it was an honest mistake, your agreed to adhere to the SENSE T&Cs when you enrolled onto the scheme, so these conditions still apply unless or until you either remove yourself from SENSE (See Question 13), or are automatically removed at the end of the “Thinking” period (See Questions 15 and 16), as applicable.

**Q20 – 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 a casino refused to pay you outstanding winnings or refund your losses, they would have been within their rights to take this approach if you were currently enrolled onto SENSE, as this is within the Terms and Conditions of the scheme (see Question 18). 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.

**Q21 – 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](http://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 personal 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. Indeed, even with the best intentions, you would be in breach of Data Protection legislation (GDPR) to share someone else's data without their knowledge or consent and would potentially have committed a crime if you assumed their identity in order to do so.

Our best advice is therefore to do all you can to convince your friend or family member to enrol onto SENSE themselves and / or encourage them to contact Gamcare. Whilst we know that can be difficult, self-exclusion can only realistically work if the person concerned takes responsibility for their own decision to stay away.

**Q22– 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](mailto:info@sensecheme.com)** Please note that, if you wish to discuss any personal information or data held about you on our records, 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 and email address against the photo held on our enrolment profile), copies of any such ID 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).**



*September 2025*