

A standard letter format questioning a bookmaker's unfair contract terms and conditions

[Your address]

[Bookmaker's address]

Dear

Reference No. from correspondence thus far: []

Topic: [brief, e.g. T&Cs for: A bet promotion, account restriction or closure, etc.]

I refer to our previous [**correspondence/conversation**] where you have outlined your terms and conditions that appear to allow you to [**give details of what the bookmaker's term/condition may let the bookmaker do**].

I consider that this term is unfair pursuant to the [**Consumer Rights Act 2015 OR Unfair Terms in Consumer Contracts Regulations 1999**] for the following reasons: [**say why, e.g. when it says you can refuse business, it is not clear that this may happen when the customer is in debt or after only five bets, or before fulfilling the free bet conditions: Re say privacy – that 'iesnare' is not referred to anywhere**]

Based on the grounds outlined above, I feel this/these term/terms is not enforceable against me.

[**Set out the consequence of the term not being enforceable, e.g. lift restrictions on my account, re-open my account: Re privacy; I will report your company to the Information Commissioner's Office**]

I look forward to hearing from you in the next 14 days.

Yours faithfully,

[Your name]