



**BITTE DENKEN SIE IMMER AN FOLGENDES,
BEVOR SIE AN SPIELAUTOMATEN SPIELEN:**

- Glücksspiel macht Spaß und ist eine spannende Form der Unterhaltung, die ein genußvolles Erlebnis bietet.
- Spielautomaten sind eine attraktive Möglichkeit, Nervenzitgel zu spüren und kleine Risiken einzugehen, so lange dieses Risikoverhalten unter Kontrolle bleibt.
- Die meisten Menschen, die an Spielautomaten spielen oder auf andere Weise an Glücksspielen teilnehmen, genießen dieses Erlebnis ohne Probleme. Eine kleine Minderheit verliert jedoch die Kontrolle über ihr Spielverhalten.
- Für diese Spieler ist Glücksspiel kein Spaß mehr.
- Es kann dazu kommen, das ihr gesamtes Leben vom Glücksspiel dominiert wird.
- Menschen mit Spielsucht spielen weiter, egal ob sie gewinnen oder verlieren. Sie verwenden ihr eigenes Geld und das Geld anderer Leute, um weiter spielen zu können. Wenn das Glücksspiel ihr Leben beherrscht, leiden oft viele andere Dinge darunter: Familie, Arbeit und andere Hobbys und Interessen.

GLÜCKSSPIEL WIRD ZUM PROBLEM, WENN SIE:

- Spielen, bis Sie kein Geld mehr haben. Geld leihen oder stehlen, um weiter spielen zu können.
- Spielen, um Verluste wieder wettzumachen.
- Andere Interessen wie Familie und Freunde vernachlässigen, um zu spielen.

**BITTE DENKEN SIE IMMER AN FOLGENDES,
BEVOR SIE AN SPIELAUTOMATEN SPIELEN:**

- Sie bezahlen für Unterhaltung. Glücksspiel ist keine Geldinvestition.
- Geben Sie nur Geld aus, das Sie sich leisten können zu verlieren.
- Bevor Sie spielen, setzen Sie sich ein striktes Limit und geben Sie auf keinen Fall mehr als diesen Betrag aus.
- Wenn Spielautomaten zum Wichtigsten in Ihrem Leben werden, führt das zu Problemen.
- Glücksspiel sollte nie mehr als einen relativ kleinen Teil Ihres Lebens und Ihrer Interessen ausmachen.
- Glücksspiel macht in der Regel Spaß und ist spannend, sofern es im Rahmen Ihrer finanziellen Möglichkeiten geschieht.
- Ihre finanziellen Mittel zu überschreiten führt dagegen zu Problemen für Sie und andere.
- Spielen Sie nicht, um Sorgen oder Druck zu entkommen.

**WENN SIE SICH FRAGEN, OB SIE AN SPIELSUCHT LEIDEN,
STELLEN SIE SICH DIE FOLGENDEN FRAGEN:**

- Haben Sie aufgrund von Glücksspiel Fehlzeiten in der Schule, Uni oder bei der Arbeit oder vernachlässigen Sie andere Verpflichtungen?
- Spielen Sie, um Geld für Schulden oder als Ausweg aus finanziellen Schwierigkeiten zu bekommen?
- Haben Sie das Gefühl, so schnell wie möglich weiterspielen zu müssen, um Verluste wieder zurückzugewinnen
- Spielen Sie, bis der letzte Cent weg ist? Lehnen Sie sich Geld für das Glücksspiel?
- Geben Sie nicht gerne ihr „Spielgeld“ für normale Ausgaben aus?
- Haben Sie jemals eine illegale Tat begangen bzw. in Betracht gezogen, um ihr Glücksspiel zu finanzieren?
- Haben Sie jemals aufgrund ihres Glücksspiels selbstzerförerisches Verhalten in Betracht gezogen?



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**WENN GLÜCKSSPIEL FÜR SIE ZUM PROBLEM
GEWORDEN IST ODER SIE JEMANDEN KENNEN, DER EIN
SPIELPROBLEM HAT UND GERNE HELFEN MÖCHTEN,
RUFEN SIE DIE GAMCARE-HELPLINE UNTER DER
FOLGENDEN RUFNUMMER AN:**

0808 8020 133

GamCare ist die nationale Initiative für Information, Rat und praktische Hilfe im Zusammenhang mit den sozialen Auswirkungen der Spielsucht.
Die telefonische Hotline ist mit geschulten Mitarbeitern besetzt. Diese bieten Beratung, Informationen und Rat für von der Spielsucht Betroffene und deren Familie und Freunde.
Auf Anfrage sind Informationen zu psychologischer Beratung für von der Spielsucht Betroffene verfügbar.



CUANDO JUEGUE CON MÁQUINAS ES CONVENIENTE RECORDAR LO SIGUIENTE:

- El juego es una forma entretenida y emocionante de ocio que ofrece una experiencia agradable.
- Jugar a las máquinas tragaperras es una forma atractiva de correr riesgos siempre y cuando el riesgo que se corra se mantenga bajo control.
- La gran mayoría de las personas que juegan a las máquinas tragaperras o juegan de otro modo disfrutan de la experiencia sin ningún problema, sin embargo, un número muy reducido pierde el control de lo que está haciendo.
- Para estos jugadores el juego deja de ser divertido.
- Sus vidas pueden estar dominadas por el juego.
- Los ludópatas seguirán jugando tanto si ganan como si pierden. Emplearán su dinero y el de los demás para seguir jugando, mientras el juego toma las riendas de su vida. Muchas otras vertientes pueden sufrir consecuencias tales como: la vida familiar, su trabajo y otros intereses.

EL JUEGO SE CONVIERTE EN UN PROBLEMA CUANDO:

- Juega hasta gastar todo su dinero.
- Pide prestado o roba dinero para seguir jugando.
- Juega para solventar las pérdidas.
- Deja de lado otros intereses como la familia y los amigos para jugar.

CUANDO JUEGUE CON MÁQUINAS ES CONVENIENTE RECORDAR LO SIGUIENTE:

- Está gastando su dinero en ocio, no lo está invirtiendo.
- Solo debe gastar el dinero que pueda permitirse perder.
- Se le recomienda estrictamente establecer límites en relación a la cantidad que gastará antes de empezar a jugar.
- Si jugar a las máquinas se convierte en lo más importante de su vida, sufrirá problemas.
- Jugar debería ocupar solo una pequeña y relativa parte de su vida e interés.
- Jugar dentro de sus posibilidades probablemente sea entretenido y emocionante.
- Gastar más allá de sus posibilidades probablemente acarreará problemas para usted y para los demás.
- No debería jugar para evadirse de preocupaciones o presión.

LA PERSONA QUE CONSIDERE QUE PODRÍA SUFRIR PROBLEMAS DE LUDOPATÍA DEBERÍA PLANTEARSE LO SIGUIENTE:

- Pierde horas de estudio, empleo u otros compromisos debido al juego.
- Se dedica al juego con el fin de obtener dinero para pagar deudas o para solucionar dificultades económicas.
- Tras perder siente que tiene que volver lo antes posible para recuperar lo perdido.
- Juega hasta acabar con la última libra. Pide dinero prestado para financiar su juego.
- Es reacia a emplear su 'dinero de juego' para los gastos cotidianos.
- Alguna vez ha cometido o ha considerado cometer un acto ilícito con el objetivo de financiar su juego.
- Alguna vez ha considerado adoptar una conducta autodestructiva como consecuencia de su juego.



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SI SUFRE PROBLEMAS CON SU JUEGO O SI SABE DE ALGUIEN QUE SE ENCUENTRE EN ESTA SITUACIÓN Y QUIERE AYUDAR, LLAME AL SERVICIO TELEFÓNICO DE AYUDA AL

0808 8020 133

GamCare es el centro nacional de información, asesoramiento y ayuda práctica relacionado con el impacto social del juego. El servicio telefónico de ayuda nacional cuenta con operadores formados. Pueden ofrecer orientación, información y asesoramiento a ludópatas, familiares y amigos de ludópatas. La información relacionada con la orientación para ludópatas está disponible bajo petición.

КАЖДЫЙ РАЗ, ИГРАЯ НА ИГРОВЫХ АВТОМАТАХ, НУЖНО НЕ ЗАБЫВАТЬ, ЧТО:

- Игра — это веселая и увлекательная форма развлечения, которая доставляет удовольствие.
- Игра на игровых автоматах — это увлекательный способ рискнуть до тех пор, пока риск является контролируемым.
- Большинство людей, играющих на игровых автоматах или другими способами, наслаждаются впечатлениями без каких-либо проблем, в то же время есть небольшое количество людей, которые теряют контроль над тем, что они делают.
- Для таких людей игра перестает быть развлечением.
- В их жизни игра начинает занимать доминирующее положение.
- Проблема игровой зависимости заключается в том, что игроки продолжают играть независимо от того, выигрывают они или проигрывают.
- Они будут тратить как свои деньги, так и деньги других людей для того, чтобы продолжать играть. Потому что игра полностью захватила их жизнь. Многие могут страдать от их игровой зависимости: их семейная жизнь, работа и другие интересы.

ИГРА СТАНОВИТСЯ ПРОБЛЕМОЙ, КОГДА ВЫ:

- Играете до тех пор, пока не проиграете все имеющиеся деньги.
- Занимаете или крадете деньги, чтобы продолжать играть.
- Играете, чтобы отыграться.
- Пренебрегаете интересами, такими как семья и друзья, для того чтобы играть.

КАЖДЫЙ РАЗ, ИГРАЯ НА ИГРОВЫХ АВТОМАТАХ, НУЖНО НЕ ЗАБЫВАТЬ, ЧТО:

- Вы покупаете развлечения, а не инвестируете свои деньги.
- Вы должны тратить только такие суммы денег, которые вы можете позволить себе потерять.
- Прежде чем начинать играть, вы должны установить для себя жесткий лимит суммы, которую вы потратите.
- Проблемы возникнут, когда игра на игровых автоматах станет самой важной частью вашей жизни
- Игра должна занимать только относительно небольшую часть вашей жизни и ваших интересов.
- Игра в рамках установленных ограничений, скорее всего, будет веселой и увлекательной.
- Трата сумм денег, превышающих лимиты, которые вы можете потерять, скорее всего, приведет к проблемам и для вас, и для ваших близких.
- Вы никогда не должны играть, чтобы отвлечься от переживаний или стресса.

ТОТ, КТО, ВОЗМОЖНО, СТОЛКНУТСЯ С ПРОБЛЕМОЙ ИГРОВОЙ ЗАВИСИМОСТИ, ДОЛЖЕН ЗАДАТЬ СЕБЕ СЛЕДУЮЩИЕ ВОПРОСЫ:

- Вы тратите на игры время, предназначенное для учебы, работы или выполнения других обязанностей?
- Вы играете для получения средств, чтобы оплатить долги или разрешить финансовые проблемы?
- После проигрыша вы чувствуете, что должны немедленно отыграть потерянные деньги?
- Вы продолжаете играть до тех пор, пока не проиграете последние деньги? Вы занимаете деньги для игры?
- Вы с нежеланием тратите «игровые деньги» для оплаты своих обычных расходов?
- Вы когда-нибудь совершали или рассматривали возможность совершения противоправного действия для финансирования участия в играх?
- Думали ли вы когда-нибудь, что саморазрушающее поведение является результатом вашей игровой зависимости?

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ЕСЛИ ВЫ САМИ СТРАДАЕТЕ ОТ ИГРОВОЙ ЗАВИСИМОСТИ ИЛИ ЗНАЕТЕ ТАКИХ ЛЮДЕЙ И ХОТИТЕ ИМ ПОМОЧЬ, ПОЗВОНИТЕ НА ОНЛАЙН-ЛИНИЮ ПОМОЩИ ПРИ ИГРОВОЙ ЗАВИСИМОСТИ GAMCARE:

0808 8020 133

GamCare — это национальный центр для получения информации, консультаций и практической помощи для преодоления социального влияния игровой зависимости. На национальной линии помощи отвечают квалифицированные специалисты. Они могут предоставить консультацию, информацию и рекомендации по проблемам, связанным с игровой зависимостью, игрокам, членам их семей и друзьям игроков. Информация о консультациях по проблемам игровой зависимости предоставляется по запросу.



KDYKOLIV HRAJETE HAZARDNÍ HRY, VŽDY JE DOBRÉ MÍT NA PAMĚTI,

- Hazard je zábavná a vzrušující forma zábavy, která poskytuje příjemný zážitek.
- Hrací automaty jsou atraktivní způsob, jak riskovat, ale jen v případě, že riskování je neustále pod kontrolou.
- Velká většina lidí, která hraje automaty nebo jiné hazardní hry, si tohoto zážitku užívá bez problémů, ale určitý malý počet ztratí kontrolu nad tím, co dělá.
- Pro tyto hráče přestává být hazard zábava. Jejich život může být ovládnán hazardem.
- Problémoví hráči budou hrát dál, bez ohledu na to, zda vyhrávají nebo prohrávají. Budou používat své vlastní i cizí peníze, aby mohli dál hrát. Hazard ovládne jejich život. Spousta věcí tím může utrpět: rodinný život, jejich práce a jiné zájmy.

Z HRANÍ JE PROBLÉM, KDYŽ:

- Hrajete, odkud nepřijdete o všechny své peníze.
- Půjčujete si nebo kradete peníze, abyste mohli pokračovat v hraní. Hrajete, abyste své ztráty proměnili na výhry.
- Zanedbáváte jiné zájmy jako rodina a přátelé, abyste mohli hrát.

KDYKOLIV HRAJETE HAZARDNÍ HRY, VŽDY JE DOBRÉ MÍT NA PAMĚTI,

- Že jde o koupi zábavy a ne peněžní investici.
- Neměli byste utrácet peníze, o které si nemůžete dovolit přijít.
- Před hraním byste si měli stanovit přísný limit, kolik utratíte.
- Pokud se hraní na automatech stane nejdůležitější součástí vašeho života, vzniknou problémy.
- Hraní by mělo zabírat jen relativně malou část vašeho života a zájmů.
- Hraní v rámci vašich finančních možností bude pravděpodobně zábavné a vzrušující.
- Utracení nad rámec vašich finančních možností pravděpodobně vytvoří problémy vám i ostatním.
- Hraní by nemělo představovat únik před obavami nebo tlakem.

POKUD SI NĚKDO MYSLÍ, ŽE BY MOHL MÍT PROBLÉM S HAZARDEM, MĚL BY SE ZEPTAT SAMI SEBE ZDA:

- Kvůli hazardu přichází o čas na vzdělávání nebo pracovní či jiné závazky.
- Hrají, aby získal peníze na splacení dluhů nebo vyřešení finančních potíží.
- Po prohře mají pocit, že se musí co nejdříve vrátit do hry a získat zpět své peníze.
- Hrají, odkud nepřijdou o poslední korunu. Půjčují si
- na financování hazardních her.
- Zdráhají se použít „peníze na hazard“ na běžné výdaje.
- Někdy se dopustili nebo uvažovali, že se dopustí nezákonného činu, aby mohli financovat hazardní hry.
- Už někdy zvažoval sebezníčající chování jako důsledek svého hraní.



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POKUD MÁTE KVŮLI HAZARDNÍM HRÁM POTÍŽE NEBO
ZNÁTE NĚKoho, KDO JE MÁ A CHCETE POMOCI, VOLEJTE
LINKU POMOCI ORGANIZACE GAMCARE NA:

0808 8020 133

GamCare je národní centrum pro informace, poradenství a praktickou pomoc týkající se společenského dopadu hazardu. Národní telefonní linku pomocí obsluhuje vyškolený personál. Problémovým hráčům, členům rodiny a přátelům hráče mohou nabídnout poradenství, informace a rady. Informace týkající se poradenství pro problémové hráče jsou k dispozici na požádání.



ÎN FAȚA ORICĂRUI APARAT PENTRU JOCURI DE NOROC, E BINE SĂ VĂ AMINTIȚI ÎN TOTDEAUNA:

- Jocurile de noroc sunt o formă distractivă și captivantă de divertisment, care oferă o experiență plăcută.
- Aparatele de joc de tip slot sunt o modalitate atractivă de asumare a unui risc, câtă vreme riscul este menținut sub control.
- Marea majoritate a persoanelor care joacă la aparate de tip slot sau care joacă alte tipuri de jocuri de noroc au parte de o experiență lipsită de orice fel de probleme, însă un mic număr pierd controlul asupra acțiunilor lor.
- Pentru acei jucători, jocurile de noroc încetează să mai fie distractive. Viața lor poate ajunge să fie dominată de jocurile de noroc.
- Jucătorii dependenți vor continua să joace, indiferent dacă pierd sau câștigă. Ei vor folosi banii lor sau ai altor persoane, pentru a continua să joace. Jocurile de noroc pun stăpânire pe viața lor. Multe alte lucruri sunt afectate: viața de familie, serviciul și alte activități de interes.

JOCURILE DE NOROC DEVIN O PROBLEMĂ CÂND:

- Jucăți până vă terminați toți banii.
- Împrumutați sau furați bani ca să continuați să jucați.
- Jucăți ca să vă recuperați pierderile.
- Neglijăți alte activități de interes, cum ar fi familia sau prietenii, pentru

ÎN FAȚA ORICĂRUI APARAT PENTRU JOCURI DE NOROC, E BINE SĂ VĂ AMINTIȚI ÎN TOTDEAUNA:

- Dați bani ca să vă distrați, nu ca să investiți.
- Nu cheltuiți mai mult decât vă permiteți să pierdeți.
- Înainte de a juca, stabiliți-vă limite stricte pentru cât veți cheltui.
- Problemele apar când jocurile de noroc la aparate devin cea mai importantă parte din viața dumneavoastră.
- Jocurile ar trebui să vă ocupe doar o mică parte din viața dvs. și dintre activitățile care vă interesează.
- Dacă jucați atât cât vă permiteți, probabil că va fi distractiv și incitant.
- Dacă veți cheltui mai mult decât vă permiteți, probabil că aceasta va cauza probleme pentru dumneavoastră și pentru alte persoane.
- Nu apelați la jocurile de noroc pentru a scăpa de griji sau de presiuni.

CINEVA CARE CREDE CĂ AR PUTEA AVEA O DEPENDENȚĂ DE JOCURILE DE NOROC AR TREBUI SĂ SE ÎNTREBE DACA:

- Pierde din timpul destinat studiilor, serviciului sau alor angajamente, din cauza jocurilor de noroc.
- Joacă jocuri de noroc pentru a-și achita datorii sau a scăpa de dificultăți financiare.
- După ce pierde, simte că trebuie să revină cât mai curând posibil, pentru a câștiga sumele pierdute.
- Joacă până nu mai are niciun ban. Se împrumută ca să aibă cu ce să joace jocuri de noroc.
- Are rezerve în a folosi pentru cheltuieli obișnuite „banii de jocuri de noroc”.
- A comis sau a luat în considerare la un moment dat comiterea unui act ilegal, pentru a-și finanța participarea la jocurile de noroc.
- A juca jocuri de noroc
- A luat vreodată în considerare un comportament distructiv pentru propria persoană, ca rezultat al participării sale la jocuri de noroc.

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DACĂ AVEȚI DIFICULTĂȚI DIN CAUZA PARTICIPĂRII DVS.
LA JOCURI DE NOROC SAU DACĂ AVEȚI CUNOSTINȚĂ DE
CINEVA ÎN ACEASTĂ SITUAȚIE ȘI VREȚI SĂ AJUTAȚI, SUNAȚI
LA NUMĂRUL DE ASISTENȚĂ GAMCARE:

0808 8020 133

GamCare este centrul național de informare, consiliere și asistență practică privind impactul social al jocurilor de noroc. La numărul național de asistență răspund persoane instruite în acest sens. Ele pot oferi consiliere, informații și sfaturi persoanelor dependente de jocuri de noroc, familiilor acestora și prietenilor lor. Informațiile despre serviciile de consiliere pentru persoanele dependente de jocuri de noroc sunt disponibile la cerere.

SPĒLĒJOT SPĒĻU AUTOMĀTUS, IR PRĀTĪGI ATCERĒTIES, KA

- Azartspēles ir jautrs un aizraujošs izklaides veids, kas nodrošina patīkami pavadītu laiku
- Spēļu automātu spēlēšana ir pievilcīgs riska veids, kamēr vien tas tiek kontrolēts.
- Vairums cilvēku, kas spēlē spēļu automātus vai nodarbojas ar azartspēlēm, izbauda šo nodarbi bez jebkādiem problēmām, bet daži zaudē kontroli pār savu rīcību.
- Šiem azartspēlmanjiem tā vairs nav izklaide. Azartspēles var pārņemt viņu dzīvi.
- No azartspēlēm atkarīgas personas turpinās spēlēt neatkarīgi no tā, vai ir laimējis vai zaudējis.
- Tās izmanto savu un citu personu naudu, lai turpinātu spēlēt. Azartspēlēm pārņemot personas dzīvi, var ciest daudzas citas jomas, ģimenes dzīve, darbs un citas intereses.

AZARTSPĒLES KĻŪST PAR ATKARĪBU, JA JŪS:

- Spēlējat, kamēr nav zaudēta visa nauda.
- Aizmematies vai zogat naudu, lai turpinātu spēlēt azartspēles. Spēlējat
- azartspēles, lai atgūtu zaudēto.
- Lai spēlētu, atstājat novārtā citas intereses, piemēram, ģimeni un

SPĒLĒJOT SPĒĻU AUTOMĀTUS, IR PRĀTĪGI ATCERĒTIES, KA

- Jūs maksājat par izklaidi, nevis ieguldāt naudu.
- Tērējat tikai to naudu, ko varat atļauties zaudēt.
- Pirms spēlēšanas vajadzētu noteikt stingrus ierobežojumus tam, cik grāšāties iztērēt.
- Problēmas rodas tad, ja spēļu automātu spēlēšana kļūst par svarīgāko dzīves daļu.
- Spēlēšanai vajadzētu aizņemt tikai salīdzinoši nelielu jūsu dzīves un interešu daļu.
- Spēlēšana, nepārsniedzot savu līdzekļu robežas, var būt ļauna un aizraujoša.
- Līdzekļu pārtērēšana visdrīzāk radīs problēmas gan jums, gan citiem
- Nevajadzētu spēlēt ar nolūku izbēgt no raizēm vai grūtībām.

Vai azartspēļu dāļi tiek mazāk laika atvēlēti izglītībai, darbam vai citām saistībām?

- Vai azartspēles tiek spēlētas, lai iegūtu naudu parādu atmaksai vai lai izklūtu no finansiālām grūtībām?
- Vai pēc zaudēšanas rodas sajūta, ka pēc iespējas ātrāk jāatgriežas pie spēlēšanas, lai atgūtu zaudēto?
- Vai tiek spēlēts līdz pēdējai kapeikai?
- Vai tiek veikti naudas aizņēmumi, lai finansētu azartspēļu spēlēšanu?
- Vai „azartspēlēm paredzētā nauda” negribīgi tiek izmantota parastiem izdevumiem?
- Vai jebkad ir veikta neilikumīga darbība vai apsvēta tādas veiktšana, lai finansētu azartspēļu spēlēšanu?
- Azartspēļu spēlēšanas rezultātā esat apsvēruši pasīzinošu rīcību.



GAMCARE.ORG.UK

JA JŪMS VAI KĀDAM, KO PAZĪSTAT, IR ATKARĪBA NO AZARTSPĒLĒM UN JŪS VĒLATIES PALĪDZĒT.

ZVANIET UZ GAMCARE PALĪDZĪBAS LĪNIJU PĀ TALRUNI:

0808 8020 133

GamCare ir valsts informācijas, ieteikumu un praktiskas palīdzības

SilverTime

SilverTime



AMIKOR JÁTEKGÉPEKEN JÁTSZIK, ÉRDEMES ÉSZBEN TARTANI, HOGY:

- A szerencsejáték a szórakozás érdekes és izgalmas formája, amely egyszerű élményt nyújthat.
- A nyerőgépeken való játék a kockázatvállalás vonzó formája, amennyiben Ön irányítja ezt a tevékenységet.
- A legtöbbben, akik nyerőgépeken vagy más módon szerencsejátékokat játszanak, problémák nélkül élvezik az élményt. Azonban az emberek egy kis része elveszíti az irányítást tevékenysége felett.
- Ezen játékosok számára a szerencsejáték már nem szórakozás. Az életük felett átvetheti az irányítást a szerencsejáték.
- A szerencsejáték-függőségben szenvedők tovább akarnak játszani, akár nyernek, akár veszítenek. Saját pénzüket és mások pénzét is felhasználják arra, hogy folytathassák a játékot, és a szerencsejáték átveszi az uralmat az életük felett. Ezt számos más dolog megsínyli: családi életük, munkájuk és más érdeklődési területeik is.

A SZERENCSEJÁTÉK AKKOR VÁLIK PROBLÉMÁVÁ, AMIKOR:

- Ön addig játszik, amíg el nem fogy minden pénze.
- A szerencsejáték folytatásához kölcsönkér vagy pénzt lop.
- Azért játszik, hogy visszaszeresse elvesztett pénzét.
- A szerencsejáték miatt elhanyagolja más érdeklődési területeit, így a családját és a barátait is.

AMIKOR JÁTEKGÉPEKEN JÁTSZIK, ÉRDEMES ÉSZBEN TARTANI, HOGY:

- Ilyenkor a szórakozásért fizet, nem pedig befekteti a pénzét.
- Csak annyit pénzt költsön rá, amennyit megengedhet magának, és amennyit nem sajnál elveszíteni.
- A játék megkezdése előtt szigorúan határozza meg magának, hogy mennyit fog rákölteni.
- Problémát fog okozni, ha a játékgépeken való játék az élete legfontosabb része lesz.
- Az az egészséges, ha a játék az idejének és érdeklődésének viszonylag kis részét veszi igénybe.
- Ha annyit pénzzel játszik, amennyit megengedhet magának, akkor a játék valószínűleg szórakoztató és érdekes lesz.
- Ha többet költ rá, mint lehetne, akkor ez nagy valószínűséggel problémákat okoz majd Önnek és másoknak.
- Ne játsszon azért, hogy elmeneküljön a gondjaitól vagy az Önre nehezedő nyomástól.

AKI ÚGY GONDOLJA, HOGY ESETLEG PROBLÉMÁT OKOZ NEKI A SZERENCSEJÁTÉK, TEGYE FEL MAGANAK A KÖVETKEZŐ KÉRDESEKET:

- Veszít-e időt az oktatásból, munkából, vagy más feladataiból a szerencsejáték miatt?
- Azért játszik-e, hogy nyertjen, és ebből fizesse ki adóságait vagy oldja meg pénzügyi nehézségeit?
- Ha veszít, úgy érzi-e, hogy minél hamarabb vissza kell térnie a játékhoz, hogy visszanyerje az elvesztett összeget?
- Addig játszik-e, amíg el nem fogy minden pénze? Kölcsönkér-e pénzt szerencsejátékra?
- Nehezen szánja-e rá magát, hogy a "szerencsejáték-pénzt" normál célokra felhasználja?
- Követelt-e már el illegális tevékenységet, hogy pénzt szerezzen szerencsejátékra, vagy eszébe jutott-e ilyesmí?
- A szerencsejátékkal összefüggésben gondolkozott-e azon, hogy kárt okoz magában?



GAMCARE.ORG.UK

HA NEHÉZSÉGEKET OKOZ ÖNNEK VAGY ISMERŐSÉNEK A
SZERENCSEJÁTÉK, ÉS SZERETNE SEGÍTSÉGET KÉRNI,
HÍVJA A GAMCARE SEGÉLYVONALAT A KÖVETKEZŐ SZÁMON:

0808 8020 133

A GamCare a szerencsejáték társadalmi hatásaival kapcsolatos információkat, tanácsot és gyakorlati segítséget nyújtó országos központ.

Az országos segélyvonal dolgozói képzett segítségnyújtók.

Tanácsadást, információt és segítséget nyújtanak a

szerencsejáték-függőségben szenvedőknek, családjagialknak és barátaiknak.

ВИНАГИ, КОГАТО ИГРАЕТЕ НА ИГРАЛНИ АВТОМАТИ, НЕ ТРЯБВА ДА ЗАБРАВЯТЕ, ЧЕ:

- Хазартът е забавна и вълнуваща форма на развлечение, която осигурява приятно изживяване.
- Играта на игрални автомати е привлекателен начин да рискувате, стига да контролирате риска, който поемате.
- Повечето хора, които играят на игрални автомати или играят други видове хазарт, се наслаждават на изживяването, без да срещат проблеми, но много малък брой губят контрол върху това, което правят.
- За тях хазартът престава да е забавен.
- Хазартът може да контролира живота им.
- Хората, които имат проблем с хазарта, продължават да играят, независимо дали печелят или губят. Те ще използват собствените си пари, както и тези на други хора, за да продължат да играят. И хазартът ще завладее живота им. Могат да пострадат много други неща – семейният живот, работата и другите им интереси.

ХАЗАРТЪТ СЕ ПРЕВЪРЩА В ПРОБЛЕМ, КОГАТО:

- Играете, докато останете без пари.
- Взимате заем или крадете пари, за да продължите да играете хазарт.
- Играете хазарт, за да си върнете изгубеното.
- Пренебрегвате другите си интереси, като семейството и приятелите си, за да играете хазарт.

ВИНАГИ, КОГАТО ИГРАЕТЕ НА ИГРАЛНИ АВТОМАТИ, НЕ ТРЯБВА ДА ЗАБРАВЯТЕ, ЧЕ:

- Купувате развлечение, а не инвестирате парите си.
- Трябва да харчите само пари, които може да си позволите да изгубите.
- Преди да играете, трябва да определите строги ограничения колко ще похарчите.
- Ще възникнат проблеми, ако играта на игрални автомати се превърне в най-важната част от живота ви.
- Това трябва да е само сравнително малка част от живота и интересите ви.
- Играта в границите на възможностите ви вероятно ще е забавна и вълнуваща.
- Ако харчите повече, отколкото можете да си позволите, вероятно ще навлечете проблеми и на себе си, и на другите.
- Не трябва да играете, за да избягате от проблемите си или да освободите напрежението.

ЧОВЕК, КОЙТО МИСЛИ, ЧЕ МОЖЕ ДА ИМА ПРОБЛЕМ С ХАЗАРТА, ТРЯБВА ДА СЕ ЗАПИТА ДАЛИ:

- Изостава с образованието, работата или други задължения заради хазарта.
- Играе хазарт, за да печели пари, за да плаща дългове или да разрешава финансови затруднения.
- Когато губи, чувства, че трябва да се върне възможно най-скоро, за да си върне изгубеното.
- Играе хазарт, докато изгуби и последните си пари. Взима пари назаем, за да играе хазарт.
- Колебае се да използва „парите за хазарт“ за обичайните си разходи.
- Извършил е или е обмислял да извърши незаконно действие, за да финансира игрите си на хазарт.
- Обмислял е поведение, с което ще навреди на себе си, заради хазарта.



GAMCARE.ORG.UK

АКО ИМАТЕ ЗАТРУДНЕНИЯ С ХАЗАРТА ИЛИ ПОЗНАВАТЕ ЧОВЕК, КОЙТО ИМА, И ИСКАТЕ ДА МУ ПОМОГНЕТЕ, ОБАДЕТЕ СЕ НА ГОРЕЩАТА ЛИНИЯ НА GAMCARE.

0808 8020 133

GamCare е националният център за информация, съвети и практическа помощ относно социалното влияние на хазарта. В националната гореща линия работят обучени служители. Те могат да предложат консултации, информация и съвети на хората, които имат проблеми с хазарта, както и на роднини и приятели на такива хора. Информацията за консултации за хора, които имат проблеми с хазарта, е налична при заявка.

SilverTime

SilverTime

SilverTime



GAMCARE.ORG.UK

National Gambling Helpline

0808 8020 133

TAB 19


Remember we are obliged to ask for proof of age - it's a legal requirement

Think 25



If you are lucky enough to look under 25 you will be asked to prove that you are over 18 when you enter this area

Responsible ID



bacta *Direct Play*

www.bacta.org.uk

保持控制

玩水果机的黄金法则



玩机就是买彩票，不投闲钱
只玩你能承受损失的钱
设置你将花费多少的限制
重人为出是有趣和令人兴奋的
超出您的能力范围的支出可以制造自己和他人的问题

彩票局和博彩委员会负责监管英国境内的博彩业
博彩牌照：英国 Gambling Commission 注册编号为 39390 0000 133
网址：www.gambling.org.uk 或 0800 0 133 33

彩票局和博彩委员会负责监管英国境内的博彩业
博彩牌照：英国 Gambling Commission 注册编号为 39390 0000 133
网址：www.gambling.org.uk 或 0800 0 133 33

bacta

TAB 20

SilverTime

Customers
consuming
alcohol outside
these premises
will be banned
from entering

SilverTime

顾客
消费

外面的酒精
这些处所
将被禁止
从进入

TAB 21



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

18th August 2022

Dear

By way of introduction we are Silvertime Amusements, a family run business in the Adult Gaming (AGC) industry and have been operating for over thirty years.

You may be aware that we are soon to be opening our new centre in Gerrard Street, Chinatown. We are immensely proud and extremely excited to be in such an iconic and world famous location as this, being part of Londons' entertainment and night life.

Of course we are very conscious of some peoples resistance towards our industry and so wanted to contact you as neighbours to reassure you of our intentions and inform you of some of the key methods in our trading operation.

Our staff are very experienced and trained to the highest level to lookout for and protect the most vulnerable and indeed we are expanding our training programme with particular view to this. If you consider this of benefit to you we will invite you to a training session.

Enclosed with this letter for your reference is our Gamcare booklet. Produced in twelve languages it's designed to assist anyone who suspects they may need some help from problem gambling. It provides the necessary communication to Gamcare, a leading support group in this sector. Additionally please be advised of the 'Self Exclusion' program, an industry promoted facility to enable people to exclude themselves from gambling. Our policy & procedure information sheet also enclosed.

Furthermore should you have any concerns about our business operation we look to hold meetings of which you are invited. These meetings will take place every six months and we will notify you in advance to advise the location and date. If you choose we will also contact you on a quarterly basis to discuss points that you may like to discuss.

In the near future if convenient to you I would like to introduce you to our Managers, Eden and Tanya working at the venue. They are equally passionate to deliver an outstanding service to our clients and also protect the vulnerable people in our society.

May I thank you for your attention.

Kind Regards,

Edward Reed - Managing Director



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

5th December 2022

Dear Sir/Madam,

Further to my introductory letter 18th August 2022, I am following up with further communication as per our license condition requirements;

6. The licensee will liaise with any residents and local associations who would like to be contacted quarterly to discuss the operation of the AGC and any issues.

Should you have a need to contact us please be advised of our telephone number and email address as detailed above. Our Managers, Tanya and Meto will be available to discuss any issues or concerns you may have.

We will continue to contact you as we are required to do, however should you not require future correspondence please advise us and we will remove you from our mailing list. This will not affect any future communication you may wish to have with us.

Yours sincerely,

Edward Reed

Managing Director

Silvertime Amusements Limited.



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

3rd January 2023

Dear Sir/Madam,

Further to our previous correspondence we would like to invite you to our venue on Gerrard Street to witness a staff training session. This invitation is extended as per our license condition requirements.

The date of the event is Thursday 19th January 2022 and will be held from 8:00am until 10:00am.

The meeting also offers you an opportunity to discuss any issues or concerns you may have with the operation of our business.

If you would like to attend kindly RSVP by email to our above address.

Thank you for your attention.

Yours faithfully,

Ed

Edward Reed

Managing Director



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

10th March 2023

Dear Sir/Madam,

Following on from my letter in December 2022, I write further to update you as per our Licence condition requirements as follows;

6. The licensee will liaise with any residents and local associations who would like to be contacted quarterly to discuss the operation of the AGC and any issues.

It is now six months since we first opened our doors on Gerrard Street and that time has flown by.

We have had the pleasure of hearing from or meeting some of you and we'd like to thank you for taking the time to communicate with us. Hopefully the things you've seen or heard in those communications will help to reassure you of the way we operate as a business. We do pride ourselves on our professionalism and strive to improve all the time.

A highlight for us was to be involved in the wonderful Chinese New Year celebrations, a truly spectacular event. We were delighted to be given the opportunity to help promote the event using our venue window screens displaying messages of support and also to donate funds to some of the chosen charities.

During the first six months of trading I'm pleased to report we have seen no issues arising from the operation of the premises. This is due in the main to our method of operating together with our highly trained staff. We are therefore now looking to extend our operating hours.

Should you have any concerns about the extension and need to contact us please be advised of our telephone number and email address as detailed above.

Our Managers, Tanya and Meto will be available to discuss any issues or concerns you may have.

We will continue to contact you as we are required to do, however should you not require future correspondence please advise us and we will remove you from our mailing list. This will not affect any future communication you may wish to have with us.

Yours sincerely,

Edward Reed

Managing Director
Silvertime Amusements Limited



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

28th June 2023

Dear Sir/Madam,

Following on from my letter in December 2022, I write further to update you as per our Licence condition requirements as follows;

6. The licensee will liaise with any residents and local associations who would like to be contacted quarterly to discuss the operation of the AGC and any issues.

As you are aware we are applying to extend the hours of operation at our premises on 32 Gerard Street, London, W1D 6JA. The council have kindly passed on your representation to us, in relation to your concerns about this application.

We would like to discuss the concerns you have raised in person and so would like to meet with you to discuss them.

If this is something you are interested in doing, if you could please confirm a date and time that is suitable for you. We would be more than happy to host you at the premises itself. However, if you prefer not to meet there, then please do suggest an alternative location.

Please do call or email me on meto@silvertime.com - 07826 960673.

We look forward to hearing from you.

Many thanks

Meto

Meto Parmacki
Business Operations Manager



Silvertime Amusements Ltd
32, Gerrard Street
London
W1D 6JA
020 3714 2477
chinatown@silvertime.com

28th September 2023

Dear Sir/Madam,

Following on from previous communications I write further to update you on our operation as per our Licence condition requirements as follows;

6. The licensee will liaise with any residents and local associations who would like to be contacted quarterly to discuss the operation of the AGC and any issues.

We recently celebrated our first year of trading in Gerrard Street and during that first year I'm delighted to report we have seen no problematic incidents that might affect our extensive licence conditions. Indeed we have gone onto make good friends with our neighbours and helped promote various local activities and sponsor some of the very special celebrations that take place in the vicinity.

We constantly strive to improve our staff quality through training and careful selection. However should you ever have any need to contact us to express any concerns you may have regarding our operation our Managers, Tanya and Meto will be available to discuss those issues you may wish to bring to attention.

Further to our condition 7;

The licensee shall organise a meeting and invite local residents, residents' associations and local associations to discuss the operation of the premises at least once every six months. The licensee shall directly notify local residents, residents' associations and local associations of the meeting date and venue at least two weeks before the meeting.

Please be advised our next training session and meeting is scheduled for Friday 27th October from 8:00 until 10:00 at our Gerrard Street venue to which you are invited. RSVP by email or telephone as detailed above.

We will continue to contact you as we are required to do, however should you not require future correspondence please advise us and we will remove you from our mailing list. This will not affect any future communication you may wish to have with us.

Yours sincerely,

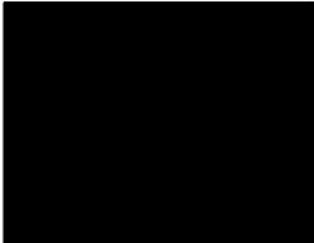
Ed

Edward Reed
Managing Director

TAB 22



Silvertime Amusements Ltd
116, Burnt Oak Broadway
Edgware, Middlesex.
HA8 0BB
020 8838 2424
07826960673
10 July 2023



Dear [REDACTED]

As you are aware we are applying to extend the hours of operation at our premises on 32 Gerard Street, London, W1D 6JA. The council have kindly passed on your representation to us, in relation to your concerns about this application.

We would like to discuss the concerns you have raised in person and wonder whether it might be convenient to meet you in person.

If this is something you are interested in doing, if you could please confirm a date and time that is suitable for you. We would be more than happy to host you at the premises itself. However, if you prefer not to meet there, then please do suggest an alternative location.

Please do call or email me on [REDACTED] - [REDACTED]

We look forward to hearing from you.

Many thanks

Meto

Registered in England No 3075830 VAT No 673 1445 36



Silvertime Amusements Ltd
116, Burnt Oak Broadway
Edgware, Middlesex.
HA8 0BB
020 8838 2424
07826960673
10 July 2023



Dear [REDACTED]

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Please do call or email me on [REDACTED] - [REDACTED]

We look forward to hearing from you.

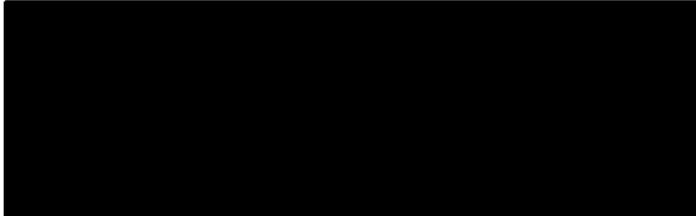
Many thanks

Meto

Registered in England No 3075830 VAT No 673 1445 36



Silvertime Amusements Ltd
116, Burnt Oak Broadway
Edgware, Middlesex.
HA8 0BB
020 8838 2424
07826960673
10 July 2023



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We look forward to hearing from you.

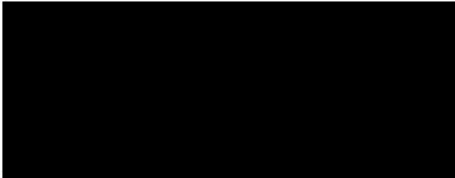
Many thanks

Meto

Registered in England No 3075830 VAT No 673 1445 36



Silvertime Amusements Ltd
116, Burnt Oak Broadway
Edgware, Middlesex.
HA8 0BB
020 8838 2424
07826960673
10 July 2023



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Please do call or email me on [REDACTED] - [REDACTED]

We look forward to hearing from you.

Many thanks

Meto

Registered in England No 3075830 VAT No 673 1445 36

TAB 23

SilverTime
116-118, BURNT OAK BROADWAY
BURNT OAK, EDGWARE. HA8 0BB

SilverTime
527 HIGH ROAD
WEMBLEY HA0 2DH

SilverTime
53 HIGH STREET
HARLESDEN NW10 4NJ

SilverTime
426 EDGWARE ROAD
LONDON W2 1EG

SilverTime
10 PEMBRIDGE ROAD
LONDON W11 3HL

SilverTime
10 BANK BUILDINGS
HARLESDEN NW10 4LT

SilverTime
446 HIGH ROAD (CORNER PARK
LANE)
WEMBLEY HA9 6AH

SilverTime
169 EARLS COURT ROAD
LONDON SW5 9RF

SilverTime
509 HIGH ROAD
WEMBLEY HA0 20H

SilverTime
32 GERRARD STREET
LONDON W1D 6JA

SilverTime
48-50 HIGH STREET
WATDORD WD17 2BS

TAB 24



City of Westminster

64 Victoria Street, London, SW1E 6QP

No: 17/07823/LIGT

Original Ref: 07/07337/WCCGAP

PROVIDING FACILITIES FOR OTHER BETTING PREMISES LICENCE

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Done Brothers (Cash Betting) Limited T/A Betfred

of the following address:

Spectrum
56-58 Benson Road
Birchwood
Warrington
WA3 7PQ

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

000-001058-N-102469-001

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Betfred
39 Wardour Street
London
W1D 6PX

Part 3 – Premises licence details

This licence came into effect on:

01.09.2007

This licence is of unlimited duration.

This licence has been re-issued following the grant of an application to transfer the licence.

The transfer of the licence takes effect on:

24.07.2017

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

No facilities for gambling shall be provided on the premises between the hours of midnight on one day and 7am on the next day.

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

No facilities for gambling shall be provided on the premises between the hours of 10pm on one day and 7am on the next day.

A scale plan is attached as an annex to this licence.

Date: 7 February 2018

Signed: pp



Director – Public Protection & Licensing

TAB 25



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 19/02391/LIGT

Original Ref: 07/06210/LIGCF

**PROVIDING FACILITIES FOR OTHER BETTING PREMISES
LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Ladbrokes Betting And Gaming Limited

of the following address:

One Stratford Place
Montfichet Road
London
E20 1EJ

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

000-001611-N-102408-018

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Coral
1-3 Newport Place
London
WC2H 7JR

Part 3 – Premises licence details

This licence came into effect on:

31.08.2007

This licence is of unlimited duration.

This licence has been re-issued following the grant of an application to transfer the licence.

The transfer of the licence takes effect on: 22.03.19

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

No facilities for gambling shall be provided on the premises between the hours of midnight on one day and 7am on the next day.

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

No facilities for gambling shall be provided on the premises between the hours of 10pm on one day and 7am on the next day.

A scale plan is attached as an annex to this licence.

Date: _____

Signed: pp



Operational Director - Premises Management

TAB 26



City of Westminster

64 Victoria Street, London, SW1E 6QP

No: 20/11829/LIGV

Original Ref: 09/02742/LIGN

PROVIDING FACILITIES FOR OTHER BETTING PREMISES LICENCE

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Power Leisure Bookmakers Limited

of the following address:

Waterfront Hammersmith Embankment
Chancellors Road
London
W6 9HP

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

000-001034-N-103643-001

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Paddy Power
Ground Floor 40 Gerrard Street
London
W1D 5QE

Part 3 – Premises licence details

This licence came into effect on:

16.06.2009

This licence has been re-issued following the grant of an application to vary the licence. The variations to the licence take effect on 14th January 2021

This licence is of unlimited duration.

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

No facilities for gambling shall be provided on the premises between the hours of midnight and 7am.

The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and will include the external area immediately outside the premises entrance. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to arrange to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

No facilities for gambling shall be provided on the premises between the hours of 10pm on one day and 7am on the next day.

Date: 27 April 2021

This licence has been authorised by Kevin Jackaman on behalf of the Director - Public Protection and Licensing.

TAB 27



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 16/06711/LIGCH

Original Ref: 07/07589/LIGCF

**OPERATION OF AN ADULT GAMING CENTRE PREMISES
LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Family Leisure Holdings Limited

of the following address:

89 - 91 Wardour Street
London
W1F 0UB

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

000-001875-N-102630-001

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Las Vegas
89-91 Wardour Street
London
W1F 0UB

Part 3 – Premises licence details

This licence came into effect on:

01.09.2007

This licence is of unlimited duration.

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

N/A

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

N/A

A scale plan is attached as an annex to this licence.

Date:

20 September 2016

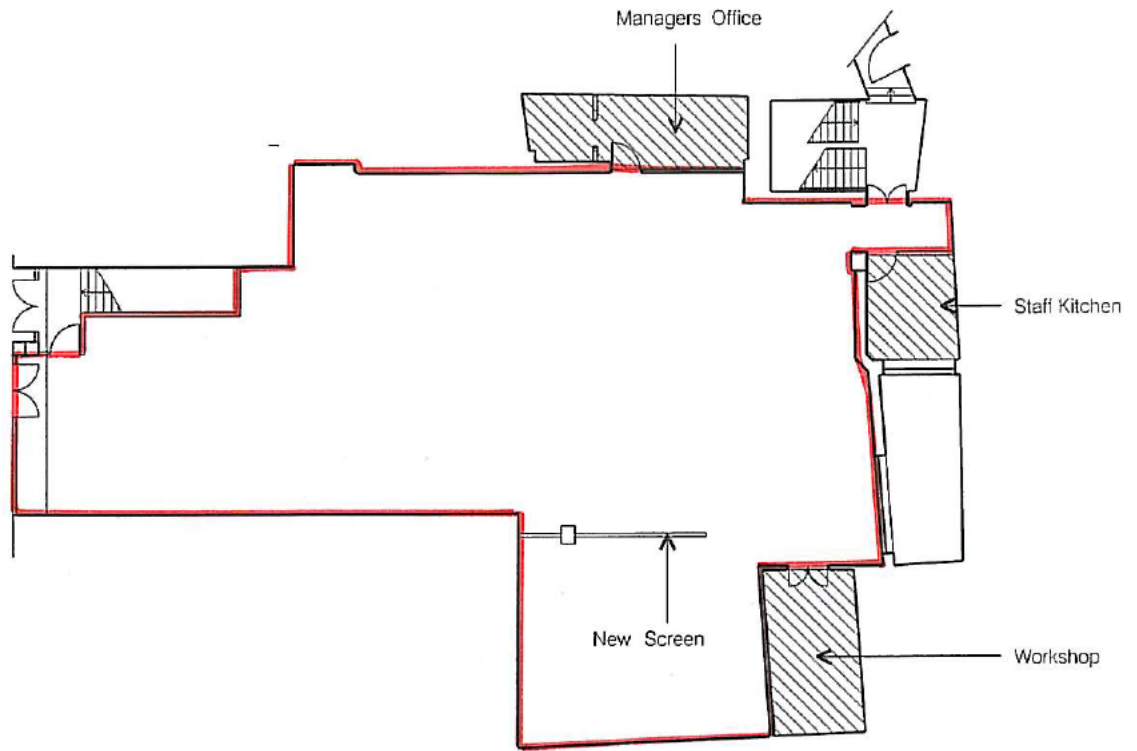
Signed:

pp

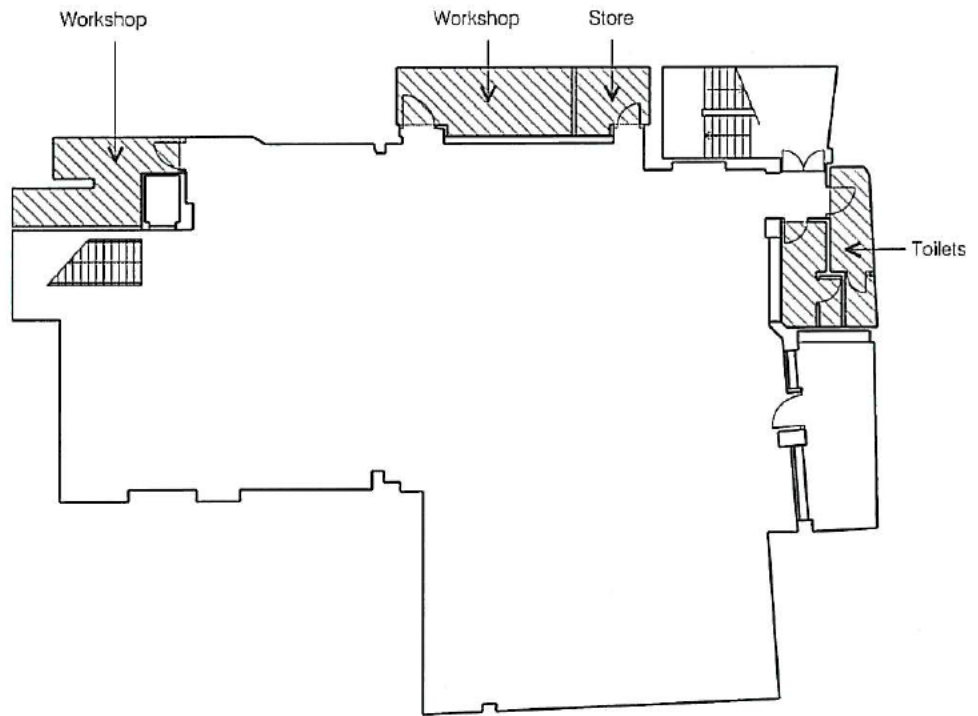


Director – Public Protection and Licensing

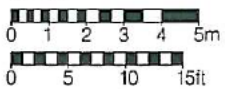
Ground Floor Level



Basement Level



SCALE



PROJECT LAS VEGAS 80-91 WARDOUR STREET LONDON, W1V 3HE		90 BOROUGH HIGH STREET LONDON SE1 1LL Tel: 020 7407 3200 - Fax: 020 7407 3500 email - enquiries@proun.co.uk		PROUN ARCHITECTS • DESIGNERS • PLANNERS
DRAWING TITLE EXISTING GROUND AND BASEMENT PLANS		<p>This drawing is the Copyright of Proun Architects. Any copying in part or whole must be with the approval in writing of Proun Architects. All dimensions to be checked on site prior to commencement of work. This drawing should not be used. This drawing is to be read in conjunction with associated written specifications.</p>		
SCALE 1:200 @ A4	DATE : NOVEMBER 2011	DRAWING No 2371 / E / 01	REV. A - Front doors shown, 10.01.12	

TAB 28



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 16/06710/LIGCH

Original Ref: 07/08107/WCCGAP

**OPERATION OF AN ADULT GAMING CENTRE PREMISES
LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Family Leisure Holdings Limited

of the following address:

89 - 91 Wardour Street
London
W1F 0UB

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

000-001875-N-102630-001

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Play 2 Win
32 Wardour Street
London
W1D 6QP

Part 3 – Premises licence details

This licence came into effect on:

01.09.2007

This licence is of unlimited duration.

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

N/A

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

N/A

A scale plan is attached as an annex to this licence.

Date: 24 February 2017

Signed: pp



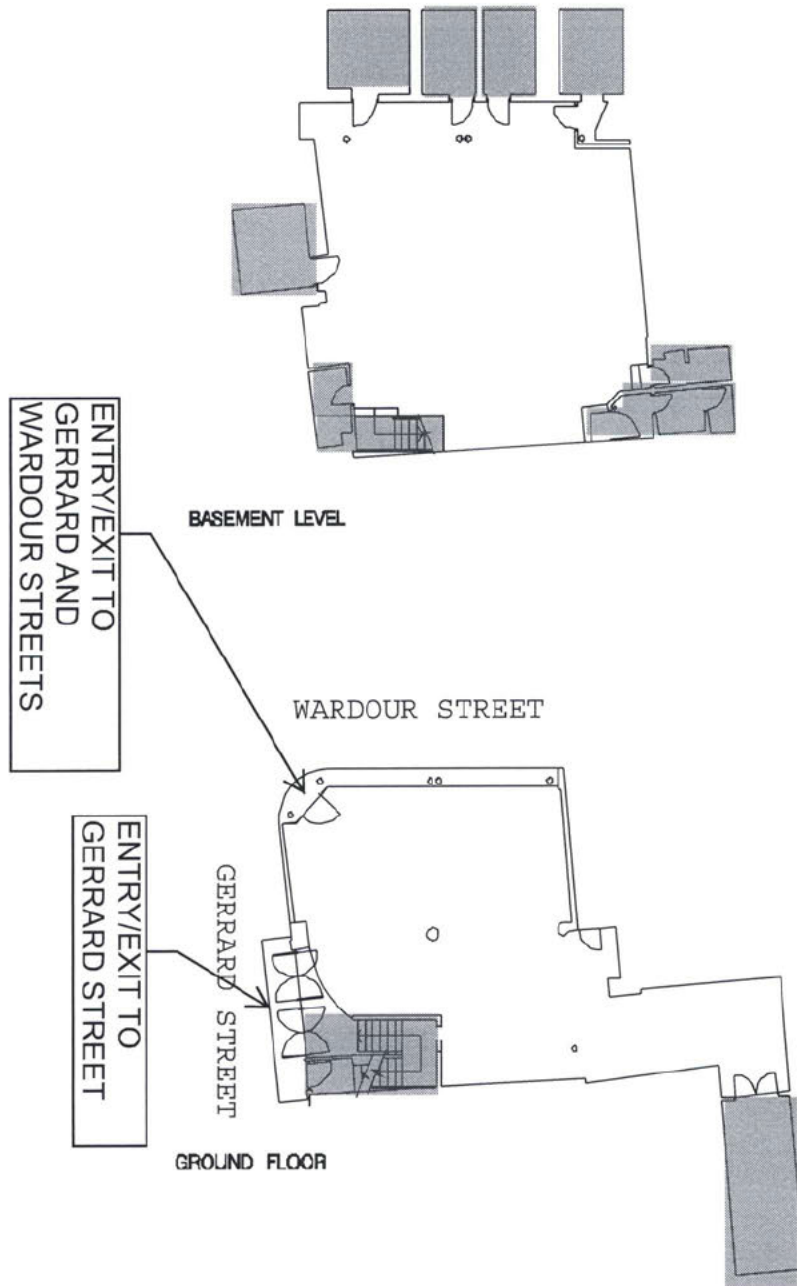
Director – Public Protection and Licensing



CITY OF WESTMINSTER
27 JUL 2007

W.C.C-LICENSING SERVICE

Gaming machine to be made available throughout the premises
except shaded areas



PROJECT 25 GERRARD STREET, LONDON, W1		80 BOROUGH HIGH STREET LONDON SE1 1LL Tel: 020 3457 8888 - Fax: 020 7497 8800 www.prounplanning.co.uk		PROUN ARCHITECTS • DESIGNERS • PLANNERS <small>This drawing is the property of Proun Architects. Any copies or use of this drawing without the approval of Proun Architects, is deemed to be illegal and will be prosecuted. The drawing shall not be used in conjunction with any other drawings unless specified.</small>
DRAWING TITLE BASEMENT AND GROUND FLOOR PLAN		<input type="radio"/>		
SCALE 1:200 @ A4	DATE: JUNE 2007	DRAWING No. 2108/GS/01	REV.	

TAB 29

WESTMINSTER CITY COUNCIL LICENSING SUB-COMMITTEE NO. 3
("The Committee")

Thursday 12 August 2021

Membership: Councillor Jim Glen (Chairman), Councillor Susie Burbridge and Councillor Aziz Toki

Application for a New Premises Licence – Little Vegas 3-5 Wardour Street London W1D 6PB - 21/02686/LIGN

Summary Decision

Case Summary

The Sub-Committee has determined an application for a new Gambling Premises Licence under the Gambling Act 2005 ("The Act"). The Premises have had the benefit of a Gambling Act Premises Licence from April 2015 to August 2020. The Premises were previously a Betting Shop (Joe Jennings Bookmakers). The Applicant seeks to operate as an adult gaming centre (AGC) effectively allowing for gaming machines available for use on the premises.

The Premises are situated in the St James's Ward and are within the West End Cumulative Impact Area.

The Sub-Committee carefully considered the objections received from the Licensing Authority and the Metropolitan Police Service.

The Sub-Committee in its determination of the matter considered the agenda papers and the additional information submitted by the Applicant in the Additional Information Pack which included a Case Outline submitted prior to the hearing by the Applicant's legal representative, Mr Paddy Whur.

The Applicant also offered a raft of conditions, including the conditions agreed with the Metropolitan Police Service as set out on pages 147-149 of the Agenda Pack. The Sub-Committee placed particular reliance on the fact that the Applicant had agreed to a number of additional conditions and informatives during the hearing.

Applicant

Chongie Entertainment Limited

Summary Decision

The Sub-Committee considered the evidence before it and whether the three licensing objectives are reasonably consistent with the application so as to permit the use of the Premises for Gambling. Section 1 of the Act sets out the three objectives as follows:

- (a) Preventing gambling from being a source of crime and disorder, being associated with crime and disorder or being used to support crime.
- (b) Ensuring that gambling is conducted in a fair and open way.
- (c) Protecting children and other vulnerable persons from being harmed or exploited by gambling.

The Sub-Committee decided that the Applicant had provided valid reasons as to why the application should be granted given the extra conditions to the licence agreed by the Applicant with the relevant authorities and the Licensing Sub-Committee. The Sub-Committee was satisfied that the test as set out in the provisions of the Act had been met.

The Sub-Committee applied the principles it should follow under section 153 of the Act and the Gambling Commission's Licence Conditions and Codes of Practices as well as the City Council's Statement of Principles for Gambling Policy when considering the application. The application was duly considered on its individual merits.

Having carefully considered the committee papers and the submissions made by the parties, both orally and in writing, **the Sub-Committee decided**, after taking into account all the individual circumstances of this case and the requirements of section 153 of the Act which includes consideration of the three licensing objectives:

1. To grant permission for **an Adult Gaming Centre Premises Licence for the following hours: Monday to Sunday 06:00 to 06:00 hours**
2. To grant permission for **the Hours the Premises are open to the Public: Monday to Sunday 06:00 to 06:00 hours**
3. The Licence is subject to any relevant mandatory conditions.
4. The Licence is also subject to the following additional conditions and **Informatives** imposed by the Sub-Committee which are considered appropriate and proportionate to comply with Section 153 of the Act. It was the Sub-Committee's view that the Conditions imposed on the Licence together with the various established policies and procedures to be implemented by the Applicant, as set out in the application, and supporting documentation, provided to the Sub-Committee in advance of the hearing, which included the promotion of responsible gambling and its day to day management of the running of the Premises would mitigate the concerns raised by the Licensing Authority and the Metropolitan Police Service, in addition to the high level of regulation the Premises are already subjected to by the Gambling Commission.

Conditions imposed by the Committee after a hearing (with the agreement of the Applicant)

5. There shall be a minimum of one SIA licensed door supervisor from 18:00 to 06:00 hours daily, and the licence holder shall risk assess the requirement for a SIA door supervisor at all other times as required. The licensed door supervisors shall predominantly manage the door to the premises so as to

monitor customers entering and exiting the premises and display their licence at all times in a yellow hi viz arm band.

6. The licence holder will contact the local police and local councillors quarterly to discuss the operation of the premises and any issues.
7. A direct telephone number for the manager at the premises shall be publicly available at all times the premises are open. This telephone number is to be made available to residents and businesses in the vicinity.
8. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises and will include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
9. A member of senior management from the company who is conversant with the operation of the CCTV system shall be available to provide the police or authorised council officers with copies of recent CCTV images or data within 24 hours of a request.
10. The entry and egress doors at the front of the premises shall be kept closed at all times except for the immediate entry and exit of patrons and staff.
11. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.
12. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.
13. A CCTV monitor shall be placed inside the staff room so that staff can view live CCTV images of customers within the premises as well as those entering and exiting.
14. The Licence holder shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the Police or Licensing Authority forthwith on request.
15. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.
16. Third party testing on age restricted sales systems purchasing shall take place at least twice a year and the results shall be provided to the Licensing Authority upon request.

17. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
18. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable by staff.
19. Staff will receive a notification when the front door opens.
20. There shall be no less than 2 staff members, excluding the SIA door supervisor present at all times the premises are open to the public.
21. The Licence holder shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
22. The licence holder will refuse entry to customers who appear to be under the influence of alcohol or drugs.
23. At least one member of staff working at the premises shall have a minimum of 6 months experience working in licensed gambling premises.
24. The licence holder shall ensure that all seating within the premises is either secured to the floor or are weighted to prevent lifting.
25. The licence holder shall install and maintain an intruder alarm on the premises.
26. The premises shall install and maintain fixed panic buttons and in addition portable panic buttons will be worn by staff.
27. Gaming machines shall not be emptied whilst customers are present on the premises and the doors are unlocked.
28. The licence holder will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks. Toilets will remain locked at all times with access being provided by staff.
29. All public signage/documentation relating to age restrictions, gambling advice and gambling support information (e.g., GamCare or similar support service) is displayed or provided on the premises in written English and Chinese (Simplified and Traditional).
30. All notices regarding gambling advice or support information must be translated into both simplified and traditional Chinese.
31. The licence holder shall: provide training on the specific local risks to the licensing objectives that have been identified for these premises as part of the staff induction training programme, periodically provide refresher training to all of its staff working at these premises on the specific local risks to the licensing objectives. Participation in this training shall be formally recorded

on each member of staffs training records which, if requested will be presented to the Licensing Authority as soon as practicable.

32. All front of house staff will receive Conflict Management Training, provided by instructors qualified to a formerly recognised national standard on dealing with conflict.
33. New and seasonal staff must attend induction training and receive refresher training every six months.
34. Staff will also undergo drug and alcohol awareness training to include Homeless and Street Drinking.
35. The licence holder shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
36. Customers shall not be permitted to leave bags or other belongings at the premises.
37. The licence holder shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises will not be permitted to enter the premises and those who attempt do so will be banned from the premises.
38. An incident log shall be kept at the premises and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:
 - (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received concerning crime and disorder
 - (d) any incidents of disorder
 - (e) all seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system
 - (g) any visit by a relevant authority or emergency service.
39. There shall be no cash point or ATM facilities on the premises.
40. The licence holder will contact the local homeless hostels/shelters and offer to provide information on problem gambling support services and how their residents can self-exclude from the Little Vegas premises.

INFORMATIVES:

41. The Applicant is reminded that they should comply with the Council's Byelaws, namely, the operation of the premises as an Adult Gaming Centre and the making of gaming machines available for use will be subject to Westminster City Council's Pleasure Fairs (Amusement Premises) Byelaws made in pursuance of Section 75 of the Public Health Act 1961, as amended by Section 22 of the Local Government (Miscellaneous Provisions) Act 1976, which will have the effect of reducing the opening hours of the business from those permitted under the Gambling Act 2005 and so granted by this licence.

42. The Applicant's representative gave an Undertaking to submit an amended plan of the premises to the Licensing Authority within 21 days of the grant of the Licence. The said plan must show the following:

- That the screen is removed from the front of the premises.
- That the ATM is removed.
- CCTV cameras except covert cameras.
- Location of any cashing out machine.
- A room (private area) where the Police can have access to CCTV recordings that have been made by the premises CCTV system.

This is a summary of the decision reached by the Licensing Sub-Committee. The fully reasoned decision will be sent out to all parties as soon as possible.

**Licensing Sub-Committee
12 August 2021**



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 21/02686/LIGN

Original Ref: 21/02686/LIGN

**OPERATION OF AN ADULT GAMING CENTRE PREMISES
LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Chongie Entertainment Limited

of the following address:

3-5 Wardour Street
London
W1D 6PB

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

057549-N-333196-001

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Little Vegas
3-5 Wardour Street
London
W1D 6PB

Part 3 – Premises licence details

This licence came into effect on:

18 August 2021

This licence is of unlimited duration.

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

1. A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years will be admitted to the premises.
2. There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although licensing authorities may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than gambling, for there to be no direct access.
3. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.
4. The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. Additionally in Scotland the sale of alcohol on the premises is specifically prohibited. A notice stating this should be displayed in a prominent place at every entrance to the premises.
5. There shall be a minimum of one SIA licensed door supervisor from 18:00 to 06:00 hours daily, and the licence holder shall risk assess the requirement for a SIA door supervisor at all other times as required. The licensed door supervisors shall predominantly manage the door to the premises so as to monitor customers entering and exiting the premises and display their licence at all times in a yellow high viz arm band.
6. The licence holder will contact the local police and local councillors quarterly to discuss the operation of the premises and any issues.

7. A direct telephone number for the manager at the premises shall be publicly available at all times the premises are open. This telephone number is to be made available to residents and businesses in the vicinity.
8. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises and will include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
9. A member of senior management from the company who is conversant with the operation of the CCTV system shall be available to provide the police or authorised council officers with copies of recent CCTV images or data within 24 hours of a request.
10. The entry and egress doors at the front of the premises shall be kept closed at all times except for the immediate entry and exit of patrons and staff.
11. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.
12. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.
13. A CCTV monitor shall be placed inside the staff room so that staff can view live CCTV images of customers within the premises as well as those entering and exiting.
14. The Licence holder shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the Police or Licensing Authority forthwith on request.
15. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.

16. Third party testing on age restricted sales systems purchasing shall take place at least twice a year and the results shall be provided to the Licensing Authority upon request.
17. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
18. A magnetic locking device, commonly referred to as a Maglock will be installed and maintained on the main entrance/exit to the premises which will be operable by staff.
19. Staff will receive a notification when the front door opens.
20. There shall be no less than 2 staff members, excluding the SIA door supervisor present at all times the premises are open to the public.
21. The Licence holder shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
22. The licence holder will refuse entry to customers who appear to be under the influence of alcohol or drugs.
23. At least one member of staff working at the premises shall have a minimum of 6 months experience working in licensed gambling premises.
24. The licence holder shall ensure that all seating within the premises is either secured to the floor or are weighted to prevent lifting.
25. The licence holder shall install and maintain an intruder alarm on the premises.
26. The premises shall install and maintain fixed panic buttons and in addition portable panic buttons will be worn by staff.
27. Gaming machines shall not be emptied whilst customers are present on the premises and the doors are unlocked.
28. The licence holder will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks. Toilets will remain locked at all times with access being provided by staff.

29. All public signage/documentation relating to age restrictions, gambling advice and gambling support information (e.g., GamCare or similar support service) is displayed or provided on the premises in written English and Chinese (Simplified and Traditional).
30. All notices regarding gambling advice or support information must be translated into both simplified and traditional Chinese.
31. The licence holder shall: provide training on the specific local risks to the licensing objectives that have been identified for these premises as part of the staff induction training programme, periodically provide refresher training to all of its staff working at these premises on the specific local risks to the licensing objectives. Participation in this training shall be formally recorded on each member of staffs training records which, if requested will be presented to the Licensing Authority as soon as practicable.
32. All front of house staff will receive Conflict Management Training, provided by instructors qualified to a formerly recognised national standard on dealing with conflict.
33. New and seasonal staff must attend induction training and receive refresher training every six months.
34. Staff will also undergo drug and alcohol awareness training to include Homeless and Street Drinking.
35. The licence holder shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
36. Customers shall not be permitted to leave bags or other belongings at the premises.
37. The licence holder shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises will not be permitted to enter the premises and those who attempt do so will be banned from the premises.

38. An incident log shall be kept at the premises and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:
- (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received concerning crime and disorder
 - (d) any incidents of disorder
 - (e) all seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system
 - (g) any visit by a relevant authority or emergency service.

39. There shall be no cash point or ATM facilities on the premises.

40. The licence holder will contact the local homeless hostels/shelters and offer to provide information on problem gambling support services and how their residents can self-exclude from the Little Vegas premises.

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

None

A scale plan is attached as annex D to this licence.

Date: 15 March 2022

This licence has been authorised by Jessica Donovan on behalf of the Director - Public Protection and Licensing.



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 21/02686/LIGN

Original Ref: 21/02686/LIGN

**SUMMARY OF THE TERMS AND CONDITIONS OF
A PREMISES LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

The summary is issued to:

Chongie Entertainment Limited

of the following address:

3-5 Wardour Street
London
W1D 6PB

A premises licence of the following type:

Operation of an adult gaming centre

has been issued in respect of the following premises:

Little Vegas
3-5 Wardour Street
London
W1D 6PB

Summary of the Terms and Conditions of the Premises Licence

1. The premises licence will run in perpetuity unless:

The Secretary of State prescribes a period after which the licence will expire under section 191 of the Gambling Act 2005;
The licence holder surrenders the licence under section 192 of the

Gambling Act 2005;

The licence lapses under section 194 of the Gambling Act 2005;

The licence is revoked under section 193 or 202(1) of the Gambling Act 2005.

2. The premises licence applies only in relation to the premises specified in Part 2 of the licence and may not be varied so that it applies to any other premises (except in the case of a converted casino premises licence).
3. The premises licence authorises the premises to be used for gaming.
4. The premises licence is subject to:

Any conditions specified on the face of the licence as being attached under section 169(1) of the Gambling Act 2005;

Any other conditions attached to the licence by virtue of regulations made under sections 167 and 168 of the Gambling Act 2005 (other than any conditions under section 168 which have been excluded by the licensing authority); and

Any conditions attached to the licence by virtue of specific provisions of the Gambling Act 2005.

5. In particular, it is a condition of the premises licence under section 185 of the Gambling Act 2005 that the holder keeps the licence on the premises and arranges for it to be made available on request to a constable, enforcement officer or local authority officer. The holder of the licence commits an offence if he fails to comply with this condition.

TAB 30

IN THE WESTMINSTER MAGISTRATES' COURT
IN THE MATTER OF THE LICENSING ACT 2003

BETWEEN

LUXURY LEISURE LIMITED

Appellant

-v-

WESTMINSTER CITY COUNCIL

Respondent

CONSENT ORDER

Luxury Leisure, the Appellant, appealed against a Decision of Westminster City Council's Licensing Sub-Committee, made on the 4th November 2021 and such Decision having been notified in writing to the Appellant on 23 December 2021.

The Decision was to refuse an application under the Gambling Act 2005 for a New Premises Licence for a premises at 1A Bedford Street, London WC2E 9HH to operate as an Adult Gaming Centre.

The Parties have agreed that the appeal should be allowed on the terms set out in the schedule to this consent order and that each party shall bear their own costs and, therefore, there shall be no order for costs.

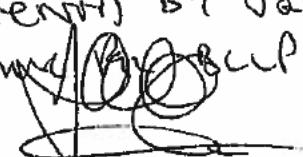
We, the undersigned, consent to an order being made in the above terms and on the basis of the attached schedule.

Dated this 29 day of September 2022

Signed.....

Bryan Cave Leighton Paisner LLP
Governors House
5 Laurence Pountney Hill
London
EC4R 0BR

For and on behalf of the Appellant

(Signed) BY JAMES
BRYAN CAVE LLP.


Signed.....

Legal Services
Westminster City Council
64 Victoria Street
London SW1E 6QP

For the Director of Law, on behalf of
the Respondent

SCHEDULE

Upon this agreement having been agreed by the Parties and produced in evidence to the Court in this appeal

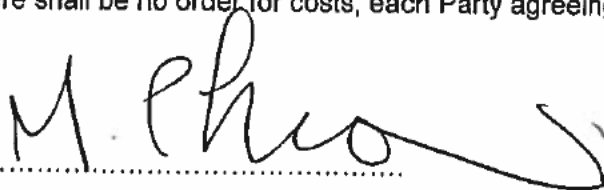
IT IS HEREBY ORDERED

1. That the appeal be allowed, and a premises licence be granted immediately on the basis that:
 - i. There be no restriction under the Gambling Act 2005 on the hours of operation of the premises licence; and
 - ii. The premises licence is subject to the agreed conditions specified in the Annex attached to this schedule.

AND IT IS FURTHER ORDERED: -

2. That there shall be no order for costs, each Party agreeing to bear their own costs.

Signed.....



District Judge/~~Justice of the Peace~~
City of Westminster Magistrates Court

Dated 12 October 2022

Annex specifying the Conditions agreed to be imposed on the Premises Licence

Admiral, 1A Bedford Street, London WC2E 9HH

Mandatory Conditions

1. The summary of the terms and conditions of the premises licence issued under section 164(1)(c) of the 2005 act shall be displayed in a prominent place within the premises.
2. The layout of the premises shall be maintained in accordance with the plan.
3. The premises shall not be used for:
 - (a) the sale of tickets in a private lottery or customer lottery, or
 - (b) the sale of tickets in any other lottery in respect of which the sale of tickets on the premises is otherwise prohibited
4. A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years shall be admitted to the premises.
5. There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although the licensing authority may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than gambling, for there to be no direct access.
6. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.
7. The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. A notice stating this should be displayed in a prominent place at every entrance to the premises.

Conditions offered by the Appellant as part of the Operating Schedule and agreed by the Parties:

8. When the premises is open to the public, there shall be a minimum of 1 SIA licensed door supervisor employed at the front entrance to the premises from 18:00 to 06:00 hours daily. The need for an SIA door supervisor at all other times shall be risk assessed. Door supervisors shall display their licence at all times in a yellow high visibility arm band.
9. The licence holder shall contact the licensing authority and local police quarterly to discuss the operation of the premises and any issues.
10. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.
11. The premises shall install and maintain a comprehensive CCTV system as per the

minimum requirements of the Westminster Police Licensing Team where:

- (a) All entry and exit points shall be covered enabling frontal identification of every person entering in any light condition.
 - (b) The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and shall include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance.
 - (c) All recordings shall be stored for a minimum period of 31 days with date and time stamping.
 - (d) Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
12. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
 13. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.
 14. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.
 15. Prominent signage and notices advertising the Challenge 25 shall be displayed showing the operation of such policy.
 16. Third party testing on age restricted sales systems purchasing shall take place at least twice a year and the results shall be provided to the licensing authority upon request.
 17. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, or proof of age card with the PASS Hologram.
 18. The Licence holder shall maintain a bound and paginated (or digital and paginated) 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.
 19. A magnetic locking device, commonly referred to as a Maglock shall be installed and maintained on the main entrance/exit to the premises which shall be operable by staff.
 20. Staff shall receive a notification whenever the front door opens which shall require an appropriate response from staff.
 21. The total number of staff (not including door staff) at the premises shall at all times be a minimum of two when the premises is open to the public.
 22. The licence holder shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
 23. The licence holder shall refuse entry to customers who appear to be under the influence of alcohol or drugs.

24. At least one member of staff working at the premises shall have a minimum of 6 months experience working in a licensed Adult Gaming Centre.
25. The licence holder shall install and maintain an intruder alarm on the premises.
26. The premises shall install and maintain fixed panic buttons and in addition portable panic buttons shall be worn by staff.
27. The licence holder shall ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks. Toilets shall remain locked at all times with access being provided by staff.
28. Prominent GamCare documentation shall be displayed at the premises and other notices promoting responsible gambling.
29. The licence holder shall ensure that staff are trained to identify and interact with any customers who are identified as playing more than one gaming machine, including tablet machines at the same time.
30. The licence holder shall:
 - (a) provide induction training to all new staff working at the premises.
 - (b) provide refresher training to every member of staff at least every six months.
 - (c) The training shall include, but is not limited to, the following.
 - (i) the specific local risks to the licensing objectives that have been identified for these premises.
 - (ii) drug and alcohol awareness training to include the Homeless and Street Drinking and shall have appropriate input from a suitable organisation, such as Streetlink
 - (iii) conflict management training. At least one of these training sessions each calendar year shall be provided by instructors qualified to a formally recognised national or equivalent standard on dealing with conflict.
31. Participation in the said training shall be formally recorded on each member of staff's training records which shall be available for presentation to the licensing authority immediately upon request.
32. The licence holder shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
33. The licence holder shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises are not permitted and those who do so shall be banned from the premises.
34. An incident log shall be kept at the premises and made available on request to an authorised officer of the licensing authority or the Police. It must be completed within 24 hours of the incident and shall record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received concerning crime and disorder
- (d) any incidents of disorder
- (e) all seizures of drugs or offensive weapons
- (f) any faults in the CCTV system
- (g) any visit by a relevant authority or emergency service.

35. There shall be no cash point or ATM facilities on the premises.

36. Any tea/coffee/drinks facilities shall be provided for playing customers and staff only.

37. Customers shall not be permitted to leave bags or other belongings at the premises.

38. Subject to condition 40, the licence holder shall contact the local homeless hostels/shelters, offering to provide information on problem gambling support services and how their residents and members can self-exclude from their premises.

39. Subject to condition 40, the licence holder shall at least once a year organise a meeting and invite a representative of residents' associations, and local associations to discuss any issues arising from the operation of the premises on the local community. Such meetings shall then take place unless those invited believe it to be necessary. The license holder shall directly notify residents' associations and local associations of the meeting date and venue at least two weeks before the meeting.

40. For the purposes of conditions 38 and 39 on this licence, the term local associations shall include local homeless/rough sleeping hostels/shelters, drug, alcohol and gambling treatment/support services and will include, as a minimum, the local ward Councillors for St James's Ward, Covent Garden Community Association, NishkamSWAT, The Connection at St Martin-in-the-Fields and Turning Point on Wardour Street.



City of Westminster
64 Victoria Street, London, SW1E 6QP

No: 21/01830/LIGN

Original Ref: 21/01830/LIGN

**SUMMARY OF THE TERMS AND CONDITIONS OF
A PREMISES LICENCE**

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

The summary is issued to:

Luxury Leisure

of the following address:

**Fifth Avenue Plaza
Queensway
Team Valley Trading Estate
Gateshead
Tyne And Wear
NE11 0BL**

A premises licence of the following type:

Operation of an adult gaming centre

has been issued in respect of the following premises:

**Admiral
Basement North
1A Bedford Street
London
WC2E 9HH**

Summary of the Terms and Conditions of the Premises Licence

1. The premises licence will run in perpetuity unless:

The Secretary of State prescribes a period after which the licence will expire under section 191 of the Gambling Act 2005;
The licence holder surrenders the licence under section 192 of the Gambling Act 2005;
The licence lapses under section 194 of the Gambling Act 2005;
The licence is revoked under section 193 or 202(1) of the Gambling Act 2005.

2. The premises licence applies only in relation to the premises specified in Part 2 of the licence and may not be varied so that it applies to any other premises (except in the case of a converted casino premises licence).

3. The premises licence authorises the premises to be used for gaming.

4. The premises licence is subject to:

Any conditions specified on the face of the licence as being attached under section 169(1) of the Gambling Act 2005;
Any other conditions attached to the licence by virtue of regulations made under sections 167 and 168 of the Gambling Act 2005 (other than any conditions under section 168 which have been excluded by the licensing authority); and
Any conditions attached to the licence by virtue of specific provisions of the Gambling Act 2005.

5. In particular, it is a condition of the premises licence under section 185 of the Gambling Act 2005 that the holder keeps the licence on the premises and arranges for it to be made available on request to a constable, enforcement officer or local authority officer. The holder of the licence commits an offence if he fails to comply with this condition.

Print Version

Close Window

Print

Summary

Reference	21/01830/LIGN
Type	New
Category	Gambling Act - New
Applicant	Luxury Leisure
Trading Name	Admiral
Address	Basement North 1A Bedford Street London WC2E 9HH
Issue Date	Tue 25 Oct 2022
Expiry Date	Not Available
Case Officer	Miss Jessica Donovan

Important Dates

Date Application Received	Wed 10 Mar 2021
Date Application Validated	Wed 10 Mar 2021
Expiry Date for Consultations	Tue 06 Apr 2021
Hearing Date	Thu 04 Nov 2021
Date Issued	Tue 25 Oct 2022
Renewal Date	Not Available
Representation Expiry Date	Tue 06 Apr 2021

Committee	Meeting Date
Licence Sub-Committee	04 Nov 2021
Decision Rec'd from Committee Services	01 Jan 0001

Opening Hours

Time Period	From	To
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Not Available

Not Available

Not Available

Activities

Activity	Location	Indoors/Outdoors	Alcohol Consumed	Capacity	Time Period	From	To
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Conditions

Condition

Description

None

1. The summary of the terms and conditions of the premises licence issued under section 164(1) (c) of the 2005 act shall be displayed in a prominent place within the premises.

2. The layout of the premises shall be maintained in accordance with the plan.

3. The premises shall not be used for:

(a) the sale of tickets in a private lottery or customer lottery, or

(b) the sale of tickets in any other lottery in respect of which the sale of tickets on the premises is otherwise prohibited

4. A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years shall be admitted to the premises.

5. There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although the licensing authority may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than

gambling, for there to be no direct access.

6. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.

7. The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. A notice stating this should be displayed in a prominent place at every entrance to the premises.

Conditions offered by the Appellant as part of the Operating Schedule and agreed by the Parties:

8. When the premises is open to the public, there shall be a minimum of 1 SIA licensed door supervisor employed at the front entrance to the premises from 18:00 to 06:00 hours daily. The need for an SIA door supervisor at all other times shall be risk assessed. Door supervisors shall display their licence at all times in a yellow high visibility arm band.

9. The licence holder shall contact the licensing authority and local police quarterly to discuss the operation of the premises and any issues.

10. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.

11. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team where:

(a) All entry and exit points shall be covered enabling frontal identification of every person entering in any light condition.

(b) The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and shall include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance.

(c) All recordings shall be stored for a minimum period of 31 days with date and time stamping.

(d) Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

12. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

13. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.

14. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.

15. Prominent signage and notices advertising the Challenge 25 shall be displayed showing the operation of such policy.

16. Third party testing on age restricte

Contacts

Contact Type

Licensing Agents

Name

Elizabeth Speed

Address

Fifth Avenue Plaza Queensway Team Valley Trading Estate
Gateshead Tyne And Wear NE11 0BL

Contact Type

Licensing Applicants

Name

Luxury Leisure

Address

Fifth Avenue Plaza Queensway Team Valley Trading Estate
Gateshead Tyne And Wear NE11 0BL

Related Information

There are 10 documents associated with this licence.

There are 0 cases associated with this licence.

There are 2 properties associated with this licence.

TAB 31

Licence Conditions and Codes of Practice

Version effective from 12 September 2022

1. Operating licence conditions

1. Qualified persons and personal licences

1.1. Qualified persons

1.1.1 - Qualified persons – qualifying position

Applies to:

All operating licences, except ancillary remote licences, issued to small-scale operators

1. In this condition the terms 'small-scale operator', 'qualifying position' and 'qualified person' have the meanings respectively ascribed to them by the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006.
2. Schedule X¹ lists those individuals notified to the Commission as qualified persons.
3. If, whilst the licensee remains a small-scale operator, an individual begins or ceases to occupy a qualifying position in relation to the licensee, the licensee must within 28 days apply to the Commission under section 104(1)(b) of the Act for amendment of the details of the licence set out in Schedule X¹.
4. An application for amendment under section 104(1)(b) of the Act may be made in advance of an individual beginning or ceasing to occupy a qualifying position provided it specifies the date from which the change to which it relates is to be effective.
5. In this condition 'qualified person' has the same meaning as in the Gambling Act 2005(Definition of Small-scale Operator) Regulations 2006.

¹ The schedules mentioned here will be attached to individual licences.

4.2.1 - Disclosure to customers

Applies to:

All operating licences, except gaming machine technical, gambling software, host, ancillary, remote bingo, and ancillary remote casino licences

1. Licensees who hold customer funds must set out clearly in the terms and conditions under which they provide facilities for gambling information about whether customer funds are protected in the event of insolvency, the level of such protection and the method by which this is achieved.
2. Such information must be according to such rating system and in such form the Commission may from time to time specify. It must be provided in writing to each customer, in a manner which requires the customer to acknowledge receipt of the information and does not permit the customer to utilise the funds for gambling until they have done so, both on the first occasion on which the customer deposits funds and on the occasion of any subsequent deposit which is the first since a change in the licensee's terms in relation to protection of such funds.
3. In this condition 'customer funds' means the aggregate value of funds held to the credit of customers including, without limitation:
 - a. cleared funds deposited with the licensee by customers to provide stakes in, or to meet participation fees in respect of, future gambling;
 - b. winnings or prizes which the customer has chosen to leave on deposit with the licensee or for which the licensee has yet to account to the customer; and
 - c. any crystallised but as yet unpaid loyalty or other bonuses, in each case irrespective of whether the licensee is a party to the gambling contract.

5. Payment

5.1. Cash and cash equivalents, payment methods and services

5.1.1 - Cash and cash equivalents

Applies to:

All operating licences except gaming machine technical, gambling software and host licences

1. Licensees, as part of their internal controls and financial accounting systems, must implement appropriate policies and procedures concerning the usage of cash and cash equivalents (eg bankers drafts, cheques and debit cards and digital currencies) by customers, designed to minimise the risk of crimes such as money laundering, to avoid the giving of illicit credit to customers and to provide assurance that gambling activities are being conducted in a manner which promotes the licensing objectives.
2. Licensees must ensure that such policies and procedures are implemented effectively, kept under review, and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

6.1 . Provision of credit by licensees and the use of credit cards

6.1.1 - Provision of credit

Applies to:

All gaming machine general operating licences for adult gaming centres and family entertainment centres

1. Licensees must neither:
 - a. provide credit themselves in connection with gambling; nor
 - b. participate in, arrange, permit or knowingly facilitate the giving of credit in connection with gambling.

7.1.1 - Fair and transparent terms and practices

Applies to:

All operating licences except gaming machine technical and gambling software licences

1. Licensees must ensure that the terms on which gambling is offered, and any consumer notices relating to gambling activity, are not unfair within the meaning of the Consumer Rights Act 2015. Licensees must comply with those terms.
2. The contractual terms on which gambling is offered and any consumer notices relating to gambling activity must be transparent within the meaning of the Consumer Rights Act 2015. The contractual terms on which gambling is offered must be made available to customers in an easily accessible way.
3. Licensees must ensure that changes to customer contract terms comply with the fairness and transparency requirements under the Consumer Rights Act 2015. Customers must be notified of material changes to terms before they come into effect.
4. Licensees must ensure that they do not commit any unfair commercial practices within the meaning of the Consumer Protection from Unfair Trading Regulations 2008, at any stage of their interactions with consumers.

12.1.1 - Anti-money laundering - Prevention of money laundering and terrorist financing

Applies to:

All operating licences except gaming machine technical and gambling software licences

1. Licensees must conduct an assessment of the risks of their business being used for money laundering and terrorist financing. Such risk assessment must be appropriate and must be reviewed as necessary in the light of any changes of circumstances, including the introduction of new products or technology, new methods of payment by customers, changes in the customer demographic or any other material changes, and in any event reviewed at least annually.
2. Following completion of and having regard to the risk assessment, and any review of the assessment, licensees must ensure they have appropriate policies, procedures and controls to prevent money laundering and terrorist financing.
3. Licensees must ensure that such policies, procedures and controls are implemented effectively, kept under review, revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidelines published by the Gambling Commission from time to time.

14.1.1 - Access to premises

Applies to:

All operating licences

1. Licensees must have and put into effect policies and procedures (including staff training programmes) designed to ensure that their staff co-operate with the Commission's enforcement officers in the proper performance of their compliance functions and are made aware of those officers' rights of entry to premises contained in Part 15 of the Act.

15. Information requirements

15.1 . Reporting suspicion of offences

15.1.1 - Reporting suspicion of offences etc – non-betting licences

Applies to:

All operating licences except betting, betting intermediary, ancillary remote betting, betting host and remote betting intermediary (trading rooms only) licences

1. Licensees must as soon as reasonably practicable, in such a form or manner as the Commission may from time to time specify, provide the Commission with any information that they know relates to or suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition.¹

Read additional [guidance on the information requirements](#) contained within this section.

¹ These matters are to be reported to us online via our ['eServices'](#) digital service on our website

15.1.3 - Reporting of systematic or organised money lending

Applies to:

All non-remote casino, non-remote bingo, general betting, adult gaming centre, family entertainment centre and remote betting intermediary (trading rooms only) licences

1. Licensees must as soon as reasonably practicable, in such form or manner as the Commission may from time to time specify, provide the Commission with any information relating to cases where they encounter systematic, organised or substantial money lending between customers on their premises, in accordance with the ordinary code provisions on money lending between customers.¹

Read additional [guidance on the information requirements](#) contained within this section.

¹ These matters are to be reported to us online via our [‘eServices’](#) digital service on our website

15.2 . Reporting key events and other reportable events

15.2.1 - Reporting key events

Applies to:

All operating licences

A key event is an event that could have a significant impact on the nature or structure of a licensee's business. Licensees must notify the Commission, in such form or manner as the Commission may from time to time specify, of the occurrence of any of the following key events as soon as reasonably practicable and in any event within five working days of the licensee becoming aware of the event's occurrence¹.

Operator status

1. Any of the following applying to a licensee, any person holding a key position for a licensee, a group company or a shareholder or member (holding 3% or more of the issued share capital of the licensee or its holding company): • presenting of a petition for winding up • making of a winding up order • entering into administration or receivership • bankruptcy (applying to individuals only) • sequestration (applicable in Scotland), or • an individual voluntary arrangement.

Relevant persons and positions

2. In the case of licensees who are companies or other bodies corporate having a share capital, the name and address of any person who (whether or not already a shareholder or member) becomes a shareholder or member holding 3% or more of the issued share capital of the licensee or its holding company.
3. The taking of any loan by the licensee, or by a group company who then makes an equivalent loan to the licensee, from any person not authorised by the Financial Conduct Authority: a copy of the loan agreement must be supplied.
4. The appointment of a person to, or a person ceasing to occupy, a 'key position' (including leaving one position to take up another). A 'key position' in relation to a licensee is:
 - a. in the case of a small-scale operator, a 'qualifying position' as defined in the Gambling Act 2005 (Definition of Small-scale Operator) Regulations 2006
 - b. in the case of an operator which is not a small-scale operator, a 'specified management office' as set out in (current) LCCP licence condition 1.2
 - c. a position where the holder of which has overall responsibility for the licensee's anti-money laundering and/or terrorist financing compliance, and/or for the reporting of known or suspected money laundering or terrorist financing activity.

- d. any other position for the time being designated by the Commission as a 'key position'. (Notification is required whether or not the person concerned is required to hold a personal management licence and whether or not the event notified requires the licensee to apply for a variation to amend a detail of their licence.)

Financial events

5. Any material change in the licensee's banking arrangements, in particular the termination of such arrangements or a particular facility and whether by the licensee or the provider of the arrangements.
6. Any breach of a covenant given to a bank or other lender.
7. Any default by the licensee or, where the licensee is a body corporate, by a group company in making repayment of the whole or any part of a loan on its due date.
8. Any change in the licensee's arrangements as to the methods by which, and/or the payment processors through which, the licensee accepts payment from customers using their gambling facilities (this key event applies to remote casino, bingo and betting operating licences, except ancillary and remote betting intermediary (trading room only) licences).

Legal or regulatory proceedings or reports

9. The grant, withdrawal or refusal of any application for a licence or other permission made by the licensee, or in the case of a licensee which is a body corporate, any group company of theirs, to a gambling regulator in another jurisdiction. In the case of a withdrawal or refusal of the application, the licensee must also notify the reasons for such withdrawal or refusal. (This condition does not apply to applications for licences or other permissions to carry on activities which would fall outside the scope of a Gambling Commission operating licence if carried out in Britain or with customers in Great Britain.)
10. Any investigation by a professional, statutory, regulatory or government body (in whatever jurisdiction) into the licensee's activities, or the activities of a person in a 'key position', where such an investigation could result in the imposition of a sanction or penalty which could reasonably be expected to raise doubts about the licensee's continued suitability to hold a Gambling Commission licence.
11. Any criminal investigation by a law enforcement agency in any jurisdiction in which the licensee, or a person in a 'key position' related to the licensee, is involved and where the Commission might have cause to question whether the licensee's measures to keep crime out of gambling had failed.
12. The referral to the licensee's Board, or persons performing the function of an audit or risk committee, of material concerns raised by a third party (such as an auditor, or a professional, statutory or other regulatory or government body (in whatever jurisdiction)) about the provision of facilities for gambling: a summary of the nature of the concerns must be provided.

13. The imposition by the licensee of a disciplinary sanction, including dismissal, against the holder of a personal licence or a person occupying a qualifying position for gross misconduct; or the resignation of a personal licence holder or person occupying a qualifying position following commencement of disciplinary proceedings in respect of gross misconduct against that person.
14. The commencement (in whatever jurisdiction) of any material litigation against the licensee or, where the licensee is a body corporate, a group company: the licensee must also notify the outcome of such litigation.
15. The making of a disclosure pursuant to section 330, 331, 332 or 338 of the Proceeds of Crime Act 2002 or section 19, 20, 21, 21ZA, 21ZB or 21A of the Terrorism Act 2000 (a suspicious activity report): the licensee should inform the Commission of the unique reference number issued by the United Kingdom Financial Intelligence Unit of the National Crime Agency in respect of each disclosure and for the purposes of this key event the five working day period referred to above runs from the licensee's receipt of the unique reference number. The licensee should also indicate whether the customer relationship has been discontinued at the time of the submission.

Gambling facilities

16. Any security breach to the licensee's environment that adversely affects the confidentiality of customer data; or prevents the licensee's customers, staff, or legitimate users from accessing their accounts for longer than 12 hours.
17. Where a gaming system fault has resulted in under or overpayments to a player (this includes instances where a fault causes an incorrect prize/win value to be displayed).
18. In the case of remote gambling, the commencement or cessation of trading on website domains (including mobile sites or mobile device applications) or broadcast media through which the licensee provides gambling facilities (including domains covered by 'white label' arrangements). In this condition: 'body corporate' has the meaning ascribed to that term by section 1173 of the Companies Act 2006 or any statutory modification or re-enactment thereof
 - a. in respect of a company, 'holding company' and 'subsidiary' have the meaning ascribed to that term by section 1159 of the Companies Act 2006 or any statutory modification or re-enactment thereof
 - b. a 'group company' is any subsidiary or holding company of the licensee and any subsidiary of such holding company.

Read additional [guidance on the information requirements](#) contained within this section.

¹Key events are to be reported to us online via the ['eServices'](#) digital service on our website.

15.2.2 - Other reportable events

Applies to:

All operating licences

1. Licensees must also notify the Commission in such form or manner as the Commission may from time to time specify, as soon as reasonably practicable of the occurrence of any of the following events¹:
 - a. any material change in the licensee's arrangements for the protection of customer funds in accordance with licence condition 4 (protection of customer funds) (where applicable)
 - b. any change in the identity of the ADR entity or entities for the handling of customer disputes, as required by the social responsibility code provision on complaints and disputes.
 - c. their becoming aware that a group company which is not a Commission licensee is advertising remote gambling facilities to those residing in a jurisdiction in or to which it has not previously advertised, or their becoming aware of a sustained or meaningful generation of 3% or 10% of group Gross Gambling Yield being exceeded by the group in that jurisdiction.
 - d. any actual or potential breaches by the licensee of the requirements imposed by or under Parts 7 or 8 of the Proceeds of Crime Act 2002, or Part III of the Terrorism Act 2000, or any UK law by which those statutes are amended or superseded.

In this condition:

- a. 'group company' has the same meaning as in condition 15.2.1; and
- b. without prejudice to section 327 of the Gambling Act 2005, 'advertising' includes: having a home page directed towards a jurisdiction and written in, or in one of, that jurisdiction's official language(s), having arrangements enabling that jurisdiction's currency to be selected for gambling or the use of payment methods available only in that jurisdiction, and providing a specific customer service facility referable to that jurisdiction.

Read additional [guidance on the information requirements](#) contained within this section.

¹ Other reportable events are to be reported to us online via the ['eServices'](#) digital service on our website.

15.3.1 - General and regulatory returns

Applies to:

All operating licences

1. On request, licensees must provide the Commission with such information as the Commission may require, in such a form or manner as the Commission may from time-to-time specify, about the use made of facilities provided in accordance with this licence and the manner in which gambling authorised by this licence and the licensee's business in relation to that gambling are carried on.
2. In particular within 28 days of the end of each quarterly period or, for those only submitting annual returns, within 42 days of the end of each annual period, licensees must submit an accurate Regulatory Return to the Commission containing such information as the Commission may from time to time specify.¹

Read additional [guidance on the information requirements](#) contained within this section.

¹Regulatory returns are to be submitted to us online via the ['eServices'](#) digital service on our website.

16. Responsible placement of digital adverts

16.1. Responsible placement of digital adverts

1.1.1 - Cooperation with the Commission

Ordinary code

Applies to:

All licences

1. As made plain in its Statement of principles for licensing and regulation, the Commission expects licensees to conduct their gambling operations in a way that does not put the licensing objectives at risk, to work with the Commission in an open and cooperative way and to disclose anything which the Commission would reasonably need to be aware of in exercising its regulatory functions. This includes, in particular, anything that is likely to have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly. Licensees should have this principle in mind in their approach to, and when considering their compliance with, their obligations under the conditions attached to their licence and in relation to the following provisions of this code.

1.1.2 - Responsibility for third parties – all licences

Social responsibility code

Applies to:

All licences

1. Licensees are responsible for the actions of third parties with whom they contract for the provision of any aspect of the licensee's business related to the licensed activities.
2. Licensees must ensure that the terms on which they contract with such third parties:
 - a. require the third party to conduct themselves in so far as they carry out activities on behalf of the licensee as if they were bound by the same licence conditions and subject to the same codes of practice as the licensee
 - b. oblige the third party to provide such information to the licensee as they may reasonably require in order to enable the licensee to comply with their information reporting and other obligations to the Commission
 - c. enable the licensee, subject to compliance with any dispute resolution provisions of such contract, to terminate the third party's contract promptly if, in the licensee's reasonable opinion, the third party is in breach of contract (including in particular terms included pursuant to this code provision) or has otherwise acted in a manner which is inconsistent with the licensing objectives, including for affiliates where they have breached a relevant advertising code of practice.

1.1.3 - Responsibility for third parties – remote

Social responsibility code

Applies to:

All remote licences

1. Remote licensees must ensure in particular:
 - a. that third parties who provide user interfaces enabling customers to access their remote gambling facilities:
 - i. include a term that any such user interface complies with the Commission's technical standards for remote gambling systems; and
 - ii. enable them, subject to compliance with any dispute resolution provisions of such contract, to terminate the third party's contract promptly if, in the licensee's reasonable opinion, the third party is in breach of that term.

2.1.2 - Anti-money laundering – other than casino

Ordinary code

Applies to:

All licences except casino licences

1. As part of their procedures for compliance with the requirements in respect to the prevention and detection of money laundering in the Proceeds of Crime Act 2002 and the Terrorism Act 2000, licensees should take into account the Commission's advice on the Proceeds of Crime Act 2002, *Duties and responsibilities under the Proceeds of Crime Act 2002 – Advice for operators (excluding casino operators). *

3.1.1 - Combating problem gambling

Social responsibility code

Applies to:

All licences

1. Licensees must have and put into effect policies and procedures intended to promote socially responsible gambling including the specific policies and procedures required by the provisions of section 3 of this code.
2. Licensees must make an annual financial contribution to one or more organisation(s) which are approved by the Gambling Commission, and which between them deliver or support research into the prevention and treatment of gambling-related harms, harm prevention approaches and treatment for those harmed by gambling.

3.2 . Access to gambling by children and young persons

3.2.3 - AGC SR code

Social responsibility code

Applies to:

All adult gaming centre licences

1. Licensees must have and put into effect policies and procedures designed to prevent underage gambling, and monitor the effectiveness of these.
2. This must include procedures for:
 - a. checking the age of apparently underage customers
 - b. removing anyone who appears to be under age and cannot produce an acceptable form of identification
 - c. taking action when there are attempts by under-18s to enter the premises.
3. Licensees must ensure that their policies and procedures take account of the structure and layout of their gambling premises.
4. Licensees must not deliberately provide facilities for gambling in such a way as to appeal particularly to children or young people, for example by reflecting or being associated with youth culture.
5. In premises restricted to adults, service must be refused in any circumstances where any adult is accompanied by a child or young person.
6. Licensees must take all reasonable steps to ensure that all staff understand their responsibilities for preventing underage gambling. This must include appropriate training which must cover all relevant prohibitions against inviting children or young persons to gamble or to enter gambling premises, and the legal requirements on returning stakes and not paying prizes to underage customers.
7. Licensees must only accept identification which:
 - a. contains a photograph from which the individual can be identified
 - b. states the individual's date of birth
 - c. is valid
 - d. is legible and has no visible signs of tampering or reproduction.
8. Licensees in fee category C or higher must conduct test purchasing or take part in collective test purchasing programmes, as a means of providing reasonable assurance that they have

effective policies and procedures to prevent underage gambling, and must provide their test purchase results to the Commission, in such a form or manner as the Commission may from time to time specify.

Read additional [guidance on the information requirements](#) contained within this section.

3.2.4 - AGC ordinary code

Ordinary code

Applies to:

All adult gaming centre licences

1. The Commission considers acceptable forms of identification to include any identification carrying the PASS logo (for example Citizencard or Validate); a military identification card; a driving licence (including a provisional licence) with photocard; or a passport.
2. Licensees should put into effect procedures that require their staff to check the age of any customer who appears to them to be under 21.
3. Licensees should consider permanent exclusion from premises for any adult accompanied by a child or young person on more than one occasion to premises restricted to adults, or if there is reason to believe the offence was committed knowingly or recklessly.
4. Procedures should be put into effect for dealing with cases where a child or young person repeatedly attempts to gamble on premises restricted to adults, including oral warnings, reporting the offence to the Gambling Commission¹ and the police, and making available information on problem gambling.
5. Licensees in fee categories A or B should consider how they monitor the effectiveness of their policies and procedures for preventing underage gambling (for example by taking part in a collective test purchasing programme) and should be able to explain to the Commission or licensing authority what approach they have adopted.
6. In providing training to staff on their responsibilities for preventing underage gambling, licensees should have, as a minimum, policies for induction training and refresher training.

Read additional [guidance on the information requirements](#) contained within this section.

¹ These matters are to be reported to us online via our ['eServices'](#) digital service on our website.

3.3.1 - Responsible gambling information

Social responsibility code

Applies to:

All licences, except gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting (remote platform) licences

1. Licensees must make information readily available to their customers on how to gamble responsibly and how to access information about, and help in respect of, problem gambling.
2. The information must cover:
 - a. any measures provided by the licensee to help individuals monitor or control their gambling, such as restricting the duration of a gambling session or the amount of money they can spend
 - b. timers or other forms of reminders or 'reality checks' where available
 - c. self-exclusion options
 - d. information about the availability of further help or advice.
3. The information must be directed to all customers whether or not licensees also make available material which is directed specifically at customers who may be 'problem gamblers'.
4. For gambling premises, information must be available in all areas where gambling facilities are provided and adjacent to ATMs. Information must be displayed prominently using methods appropriate to the size and layout of the premises. These methods may include the use of posters, the provision of information on gambling products, or the use of screens or other facilities in the gambling premises. Information must also be available in a form that may be taken away and may also be made available through the use of links to be accessed online or using smart technology. Licensees must take all reasonable steps to ensure that this information is also readily accessible in locations which enable the customer to obtain it discreetly.

3.3.2 - Foreign languages

Ordinary code

Applies to:

All licences, except gaming machine technical, gambling software, host, ancillary remote bingo and ancillary remote casino licences

1. Licensees who market their services in one or more foreign languages should make available in that, or those, foreign languages:
 - a. the information on how to gamble responsibly and access to help referred to above
 - b. the players' guides to any game, bet or lottery required to be made available to customers under provisions in this code
 - c. the summary of the contractual terms on which gambling is offered, which is required to be provided to customers as a condition of the licensee's operating licence.

3.3.4 - Remote time-out facility

Social responsibility code

Applies to:

All remote licences except: any remote lottery licence the holder of which does not provide facilities for participation in instant win lotteries, ancillary remote betting licences, remote betting (remote platform), gaming machine technical, gambling software, host, ancillary remote bingo, ancillary remote casino and remote betting intermediary (trading room only) licences

1 Licensees must offer a 'time out' facility for customers for the following durations:

- a. 24 hours
- b. one week
- c. one month or
- d. such other period as the customer may reasonably request, up to a maximum of 6 weeks.

3.4. Customer interaction

3.4.1 - Premises-based customer interaction

Social responsibility code

Applies to:

All non-remote licences (except non-remote lottery, gaming machine technical, gambling software and host licences); only the following remote licences – ancillary remote bingo, ancillary remote casino, ancillary remote betting, remote general betting limited, and remote betting intermediary (trading rooms only).

1. Licensees must interact with customers in a way which minimises the risk of customers experiencing harms associated with gambling. This must include:
 - a. identifying customers who may be at risk of or experiencing harms associated with gambling.
 - b. interacting with customers who may be at risk of or experiencing harms associated with gambling.
 - c. understanding the impact of the interaction on the customer, and the effectiveness of the Licensee's actions and approach.
2. Licensees must take into account the Commission's guidance on customer interaction.

3.5.1 - Self exclusion – Non-remote and trading rooms SR code

Social responsibility code

Applies to:

All non-remote licences (except lottery, gaming machine technical and gambling software licences) and remote betting intermediary (trading rooms only) licences

1. Licensees must have and put into effect procedures for self-exclusion and take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.
2. Licensees must, as soon as practicable, take all reasonable steps to prevent any marketing material being sent to a self-excluded customer.
3. Licensees must take steps to remove the name and details of a self-excluded individual from any marketing databases used by the company or group (or otherwise flag that person as an individual to whom marketing material must not be sent), within two days of receiving the completed self-exclusion notification.
4. This covers any marketing material relating to gambling, or other activities that take place on the premises where gambling may take place. However, it would not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.
5. Licensees must close any customer accounts of an individual who has entered a self-exclusion agreement and return any funds held in the customer account. It is not sufficient merely to prevent an individual from withdrawing funds from their customer account whilst still accepting wagers from them. Where the giving of credit is permitted, the licensee may retain details of the amount owed to them by the individual, although the account must not be active.
6. Licensees must put into effect procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling. These procedures must include:
 - a. a register of those excluded with appropriate records (name, address, other details, and any membership or account details that may be held by the operator);
 - b. photo identification (except where the Licensee can reasonably satisfy themselves that in the circumstances in which they provide facilities for gambling an alternative means of identification is at least as effective) and a signature;
 - c. staff training to ensure that staff are able to administer effectively the systems; and
 - d. the removal of those persons found in the gambling area or attempting to gamble from the premises.

7. Licensees must ensure that their procedures for preventing access to gambling by self-excluded individuals take account of the structure and layout of the gambling premises.
8. Licensees must, when administering the self-exclusion agreement, signpost the individual to counselling and support services.

3.5.2 - Self-exclusion – non-remote ordinary code

Ordinary code

Applies to:

All non-remote licences and remote betting intermediary (trading rooms only) licences, but not gaming machine technical and gambling software licences

1. Self-exclusion procedures should require individuals to take positive action in order to self-exclude. This can be a signature on a self-exclusion form.
2. Individuals should be able to self-exclude without having to enter gambling premises.
3. Before an individual self-excludes, licensees should provide or make available sufficient information about what the consequences of self-exclusion are.
4. Licensees should take all reasonable steps to extend the self-exclusion to premises of the same type owned by the operator in the customer's local area. In setting the bounds of that area licensees may take into account the customer's address (if known to them), anything else known to them about the distance the customer ordinarily travels to gamble and any specific request the customer may make.
5. Licensees should encourage the customer to consider extending their self-exclusion to other licensees' gambling premises in the customer's local area.
6. Customers should be given the opportunity to discuss self-exclusion in private, where possible.
7. Licensees should take steps to ensure that:
 - a. the minimum self-exclusion period offered is of a duration of not less than 6 nor more than 12 months
 - b. any self-exclusion may, on request, be extended for one or more further periods of at least 6 months each
 - c. a customer who has decided to enter a self-exclusion agreement is given the opportunity to do so immediately without any cooling-off period. However, if the customer wishes to consider the self-exclusion further (for example to discuss with problem gambling groups), the customer may return at a later date to enter into self-exclusion
 - d. at the end of the period chosen by the customer, the self-exclusion remains in place for a further 6 months, unless the customer takes positive action in order to gamble again
 - e. where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again during the 6 month period following the end of their initial self-

exclusion, the customer is given one day to cool off before being allowed access to gambling facilities. The contact must be made via telephone or in person

- f. notwithstanding the expiry of the period of self-exclusion chosen by a customer, no marketing material should be sent to them unless and until they have asked for or agreed to accept such material.
8. The licensee should retain the records relating to a self-exclusion agreement at least for the length of the self-exclusion agreement plus a further 6 months.
 9. Please note that the Commission does not require the licensee to carry out any particular assessment or make any judgement as to whether the previously self-excluded individual should again be permitted access to gambling. The requirement to take positive action in person or over the phone is purely to a) check that the customer has considered the decision to access gambling again and allow them to consider the implications; and b) implement the one day cooling-off period and explain why this has been put in place.
 10. Licensees should have, and put into effect, policies and procedures which recognise, seek to guard against and otherwise address, the fact that some individuals who have self-excluded might attempt to breach their exclusion without entering a gambling premises, for example, by getting another to gamble on their behalf.
 11. Licensees should have effective systems in place to inform all venue staff of self-excluded individuals who have recently attempted to breach a self-exclusion in that venue, and the licensees neighbouring venues.
 12. In providing training to staff on their responsibilities for self-exclusion, licensees should have, as a minimum, policies for induction training and refresher training.

3.5.6 - Multi-operator non-remote SR code

Social responsibility code

Applies to:

All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1. Licensees must offer customers with whom they enter into a self-exclusion agreement in respect of facilities for any kind of gambling offered by them at licensed gambling premises the ability to self-exclude from facilities for the same kind of gambling offered in their locality by any other holder of an operating licence to whom this provision applies, by participating in one or more available multi-operator self-exclusion schemes.

3.5.7 - Multi-operator non-remote ordinary code

Ordinary code

Applies to:

All non-remote casino, bingo and betting licences (except in respect of the provision of facilities for betting in reliance on a track premises licence) and holders of gaming machine general operating licences for adult gaming centres

1. Licensees should contribute to and participate in the development and effective implementation of multi-operator self-exclusions schemes with the aim of making available to customers the ability to self-exclude from facilities for gambling provided by other licensed operators within their local area(s).

3.6.5 - AGCs

Ordinary code

Applies to:

All adult gaming centre licences

1. Licensees who employ children (under-16-year-olds) and young persons (those aged 16 and 17) should be aware that it is an offence:
 - a. to employ them to provide facilities for gambling;
 - b. if gaming machines are sited on the premises, for their contracts of employment to require them, or for them to be permitted, to perform a function in connection with a gaming machine at any time; and
 - c. to employ them to carry out any other function on adult gaming centre licensed premises while any gambling activity is being carried on in reliance on the premises licence.
2. As to 1b, it should be noted that in the Commission's view the relevant provision of the Act applies to any function performed in connection with a gaming machine. This includes servicing or cleaning such a machine.
3. Accordingly, licensees should have and put into effect policies and procedures designed to ensure that:
 - a. children and young persons are never asked to perform tasks within 1a or 1b, above
 - b. all staff, including those who are children or young persons themselves, are instructed about the laws relating to access to gambling by children and young persons.
4. Licensees should consider adopting a policy that:
 - a. children and young persons are not employed to work on adult gaming centre licensed premises at any time when the premises are open for business
 - b. gaming machines are turned off if children and young persons are working on the premises outside the hours when the premises are open for business.

3.8.2 - Money-lending – other than casinos

Ordinary code

Applies to:

All non-remote bingo, general betting, adult gaming centre, family entertainment centre and remote betting intermediary (trading rooms only) licences

1. Licensees should seek to prevent systematic or organised money lending between customers on their premises. As a minimum, they should have arrangements in place to ensure staff are requested to report any instances of substantial money lending when they become aware of them.

3.9. Identification of individual customers

4.1.1 - Fair terms

Social responsibility code

Applies to:

All licences, except gaming machine technical and gambling software licences

1. Licensees must be able to provide evidence to the Commission, if required, showing how they satisfied themselves that their terms are not unfair.

5.1.1 - Rewards and bonuses – SR code

Social responsibility code

Applies to:

All licences (including ancillary remote licences), except gaming machine technical and gambling software licences

1. If a licensee makes available to any customer or potential customer any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or any other advantage (including the discharge in whole or in part of any liability of his) ('the benefit') the scheme must be designed to operate, and be operated, in such a way that:
 - a. the circumstances in which, and conditions subject to which, the benefit is available are clearly set out and readily accessible to the customers to whom it is offered;
 - b. neither the receipt nor the value or amount of the benefit is:
 - i. dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency; or
 - ii. altered or increased if the qualifying activity or spend is reached within a shorter time than the whole period over which the benefit is offered.
 - c. if the value of the benefit increases with the amount the customer spends it does so at a rate no greater than that at which the amount spent increases; and further that:
 - d. if the benefit comprises free or subsidised travel or accommodation which facilitates the customer's attendance at particular licensed premises the terms on which it is offered are not directly related to the level of the customer's prospective gambling.
2. If a licensee makes available incentives or reward schemes for customers, designated by the licensee as 'high value, 'VIP' or equivalent, they must be offered in a manner which is consistent with the licensing objectives.

Licensees must take into account the Commission's guidance on high value customer incentives.

5.1.2 - Proportionate rewards

Ordinary code

Applies to:

All licences (including ancillary remote licences), except gaming machine technical and gambling software licences

1. Licensees should only offer incentive or reward schemes in which the benefit available is proportionate to the type and level of customers' gambling.

5.1.6 - Compliance with advertising codes

Social responsibility code

Applies to:

All licences, except lottery licences

1. All marketing of gambling products and services must be undertaken in a socially responsible manner.
2. In particular, Licensees must comply with the advertising codes of practice issued by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP) as applicable. For media not explicitly covered, licensees should have regard to the principles included in these codes of practice as if they were explicitly covered.
3. The restriction on allowing people who are, or seem to be, under 25 years old (ie: those in the 18-24 age bracket) to appear in marketing communications need not be applied in the case of non-remote point of sale advertising material, provided that the images used depict the sporting or other activity that may be gambled on and not the activity of gambling itself and do not breach any other aspect of the advertising codes.

5.1.8 - Compliance with industry advertising codes

Ordinary code

Applies to:

All licences

1. Licensees should follow any relevant industry code on advertising, notably the Gambling Industry Code for Socially Responsible Advertising.

5.1.9 - Other marketing requirements

Social responsibility code

Applies to:

All licences

1. Licensees must ensure that their marketing communications, advertisement, and invitations to purchase (within the meaning of the Consumer Protection from Unfair Trading Regulations 2008) do not amount to or involve misleading actions or misleading omissions within the meaning of those Regulations.
2. Licensees must ensure that all significant conditions which apply to marketing incentives are provided transparently and prominently to consumers. Licensees must present the significant conditions at the point of sale for any promotion, and on any advertising in any medium for that marketing incentive except where, in relation to the latter, limitations of space make this impossible. In such a case, information about the significant conditions must be included to the extent that it is possible to do so, the advertising must clearly indicate that significant conditions apply and where the advertisement is online, the significant conditions must be displayed in full no further than one click away.
3. The terms and conditions of each marketing incentive must be made available for the full duration of the promotion.

5.1.10 - Online marketing in proximity to information on responsible gambling

Ordinary code

Applies to:

All licences

1. Licensees should ensure that no advertising or other marketing information, whether relating to specific offers or to gambling generally, appears on any primary web page/screen, or micro site that provides advice or information on responsible gambling

5.1.11 - Direct electronic marketing consent

Social responsibility code

Applies to:

All licences

1. Unless expressly permitted by law consumers must not be contacted with direct electronic marketing without their informed and specific consent. Whenever a consumer is contacted the consumer must be provided with an opportunity to withdraw consent. If consent is withdrawn the licensee must, as soon as practicable, ensure the consumer is not contacted with electronic marketing thereafter unless the consumer consents again. Licensees must be able to provide evidence which establishes that consent.

6. Complaints and disputes

6.1. Complaints and disputes

6.1.1 - Complaints and disputes

Social responsibility code

Applies to:

All licences (including ancillary remote licensees) except gaming machine technical and gambling software licences

1. Licensees must put into effect appropriate policies and procedures for accepting and handling customer complaints and disputes in a timely, fair, open and transparent manner.
2. Licensees must ensure that they have arrangements in place for customers to be able to refer any dispute to an ADR entity in a timely manner if not resolved to the customer's satisfaction by use of their complaints procedure within eight weeks of receiving the complaint, and where the customer cooperates with the complaints process in a timely manner.
3. The services of any such ADR entity must be free of charge to the customer.
4. Licensees must not use or introduce terms which restrict, or purport to restrict, the customer's right to bring proceedings against the licensee in any court of competent jurisdiction. Such terms may, however, provide for a resolution of a dispute agreed by the customer (arrived at with the assistance of the ADR entity) to be binding on both parties.
5. Licensees' complaints handling policies and procedures must include procedures to provide customers with clear and accessible information on how to make a complaint, the complaint procedures, timescales for responding, and escalation procedures.
6. Licensees must ensure that complaints policies and procedures are implemented effectively, kept under review and revised appropriately to ensure that they remain effective, and take into account any applicable learning or guidance published by the Gambling Commission from time to time.
7. Licensees should keep records of customer complaints and disputes and make them available to the Commission on request.

In this Code, 'ADR entity' means

- a. a person offering alternative dispute resolution services whose name appears on the list maintained by the Gambling Commission in accordance with The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and,

7.1.2 - Responsible gambling information for staff

Social responsibility code

Applies to:

All licences, including betting ancillary remote licences, but not other ancillary remote licences

1. Licensees must take all reasonable steps to ensure that staff involved in the provision of facilities for gambling are made aware of advice on socially responsible gambling and of where to get confidential advice should their gambling become hard to control.

7.1.3 - Gambling staff and irregular betting

Ordinary code

Applies to:

All betting operating licences

1. Licensees should have employment policies that:
 - require employees to report any indicators of irregular and/or suspicious betting to their employer; and
 - prohibit their employees from using information related to irregular and/or suspicious betting for the purpose of placing their own wagers, either with their employer or with other operators.

8. Information requirements

8.1 . Information requirements

8.1.1 - Ordinary code

Ordinary code

Applies to:

All licences

1. As stated earlier in this code, the Commission expects licensees to work with the Commission in an open and cooperative way and to inform the Commission of any matters that the Commission would reasonably need to be aware of in exercising its regulatory functions. These include in particular matters that will have a material impact on the licensee's business or on the licensee's ability to conduct licensed activities compliantly and consistently with the licensing objectives.
2. Thus, licensees should notify the Commission, or ensure that the Commission is notified, as soon as reasonably practicable and in such form and manner as the Commission may from time to time specify¹, of any matters which in their view could have a material impact on their business or affect compliance. The Commission would, in particular, expect to be notified of the occurrence of any of the following events in so far as not already notified in accordance with the conditions attached to the licensee's licence² :
 - a. any material change in the licensee's structure or the operation of its business
 - b. any material change in managerial responsibilities or governance arrangements
 - c. any report from an internal or external auditor expressing, or giving rise to, concerns about material shortcomings in the management control or oversight of any aspect of the licensee's business related to the provision of gambling facilities.

Read additional [guidance on the information requirements](#) contained within this section.

¹ These matters are to be reported to us online via our '[eServices](#)' digital service on our website.

² Events which must be reported, because the Commission considers them likely to have a material impact on the nature or structure of a licensee's business, are set out in general licence condition 15.2.1

10.1.1 - Assessing local risk

Social responsibility code

Applies to:

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences.

1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy¹.
2. Licensees must review (and update as necessary) their local risk assessments:
 - a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
 - b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
 - c. when applying for a variation of a premises licence; and
 - d. in any case, undertake a local risk assessment when applying for a new premises licence.

¹This is the statement of licensing policy under the Gambling Act 2005.

10.1.2 - Sharing local risk assessments

Ordinary code

Applies to:

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

3. Personal licence conditions

1. Personal licence conditions

1. Suite of general conditions to be attached to personal licences under Section 75 of the Gambling Act 2005

TAB 32

Part 5: Principles to be applied by licensing authorities

1 Licensing objectives

5.1. In exercising their functions under the Act, particularly in relation to premises licences, temporary use notices and some permits, licensing authorities must have regard to the licensing objectives set out in s.1 of the Act, namely:

- preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
- ensuring that gambling is conducted in a fair and open way
- protecting children and other vulnerable persons from being harmed or exploited by gambling.

5.2. It is expected that the licensing authority will have set out their approach to regulation in their policy statement, having taken into account local circumstances. This is dealt with in more detail at [Part 6 of this guidance](#).

Objective 1 : Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime

5.3. Among other matters, licensing authorities may need to consider the location of premises in the context of this licensing objective. For example, in considering an application for a premises licence or permit that is in an area noted for particular problems with disorder, organised criminal activity

etc, the licensing authority should think about what, if any, controls might be appropriate to prevent those premises being associated with or used to support crime. That might include conditions on the premises licence, such as a requirement for door supervisors. The requirement for conditions might be determined by the operator's own risk assessment or the local area profile carried out by the licensing authority, as detailed in [Part 6 of this guidance](#). A non-exhaustive list of licence conditions is provided at [Part 9 of this guidance](#).

5.4. A licensing authority will need to consider questions raised by the location of gambling premises when:

- formulating its statement of licensing policy
- receiving relevant representations to an application
- dealing with applications as a responsible authority in its own right considering applications before it.

5.5. In the context of gambling premises licences, licensing authorities should generally consider disorder as activity that is more serious and disruptive than mere nuisance. Factors to consider in determining whether a disturbance was serious enough to constitute disorder would include whether police assistance was required and how threatening the behaviour was to those who could see or hear it. There is not a clear line between nuisance and disorder and the licensing authority should take the views of its lawyers before determining what action to take in circumstances in which disorder may be a factor.

5.6. Regulatory issues arising from the prevention of disorder are likely to focus almost exclusively on premises licensing, rather than on operating licences. However, if there are persistent or serious disorder problems that an operator could or should do more to prevent, the licensing authority should bring this to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence.

5.7. Of course, licensing authorities are experienced in making judgements in relation to the suitability of premises, particularly those for which they have responsibilities under the [Licensing Act 2003 \(opens in new tab\)](#) and the [Licensing \(Scotland\) Act 2005 \(opens in new tab\)](#), in which context they have wider powers to also take into account measures to prevent nuisance.

5.8. In relation to preventing disorder, licensing authorities have the ability under s.169 of the Act to attach additional conditions to premises licences, and are entitled to include a requirement for door supervision, as provided for in s.178 of the Act. If a person employed on door supervision would be required to hold a licence issued by the [Security Industry Authority \(opens](#)

[in new tab](#)) (SIA), that requirement will have force as though it were a condition on the premises licence. Further information on conditions on premises licences can be found in [Part 9 of this guidance](#).

5.9. There are a number of voluntary initiatives that the gambling industry participates in to address issues such as underage access, staff safety and security. These change from time to time and licensing authorities are advised to check with local operators, for example when conducting inspections, as to which (if any) scheme the operator is a part of. For example, The Safe Bet Alliance's Voluntary Code of Safety and Security National Standards for Bookmakers. Further information can often be found on the websites of industry trade associations.

5.10. Licensing authorities do not need to investigate the suitability of an applicant for a premises licence, including in relation to crime. The issue of suitability will already have been considered by the Commission, because any applicant (except occupiers of tracks who do not propose to offer gambling themselves) will have to hold an operating licence from the Commission before the premises licence can be issued. However, if the licensing authority receives information during the course of considering a premises licence application or at any other time, that causes it to question the suitability of the applicant to hold an operating licence, these concerns should be brought to the attention of the Commission without delay.

Objective 2 : Ensuring that gambling is conducted in a fair and open way

5.11. Generally, the Commission would not expect licensing authorities to find themselves dealing with issues of fairness and openness frequently. Fairness and openness are likely to be a matter for either the way specific gambling products are provided and therefore subject to the operating licence or will be in relation to the suitability and actions of an individual and therefore subject to the personal licence. However, if licensing authorities suspect that gambling is not being conducted in a fair and open way this should be brought to the attention of the Commission so that it can consider the continuing suitability of the operator to hold an operating licence or of an individual to hold a personal licence.

5.12. In relation to the licensing of tracks, the licensing authority's role will be different from other premises in that track owners will not necessarily have an operating licence. In those circumstances the premises licence

may need to contain conditions to ensure that the environment in which betting takes place is suitable. Further information can be found in [Part 20 of this guidance](#).

Objective 3 : Protecting children and other vulnerable persons from being harmed or exploited by gambling

5.13. In exercising their powers under s.153, licensing authorities should consider whether staff will be able to adequately supervise the gambling premises, as adequate staffing levels is a factor to consider regarding the prevention of underage gambling. The Commission would expect the operator and the licensing authority to work together to consider how any impediments to the supervision of premises might be most appropriately remedied. Supervision also applies to premises that are themselves not age-restricted (for example, bingo and family entertainment centre (FEC) premises) but which make gambling products and facilities available.

5.14. Where a licensing authority considers the structure or layout of premises to be an inhibition or potential inhibition to satisfying this licensing objective, the licensee should consider what changes are required to ensure the risk is mitigated. Such changes might include the positioning of staff or CCTV, the use of floorwalkers and the relocation of the staff counter to enable direct line of sight. Licensing authorities will need to consider the proportionality of changes to the physical layout in relation to other measures that could be put in place.

5.15. If the operator fails to satisfy the licensing authority that the risks are sufficiently mitigated, it may be appropriate to conduct a review of the premises licence.

5.16. In relation to casinos, the Commission has issued a code of practice on access to casino premises by children and young persons, as provided for by s.176 of the Act. The code of practice is available as part of the [Licence conditions and codes of practice \(LCCP\)](#) or as [Gambling codes of practice](#). In accordance with s.176 of the Act, adherence to the code will be a condition of the premises licence. Further information can be found in [Part 9 of this guidance](#) and [Part 17 of this guidance](#).

5.17. The Act does not seek to prohibit particular groups of adults from gambling in the same way that it prohibits children. The Commission does not seek to define ‘vulnerable persons’ but it does, for regulatory purposes, assume that this group includes people who gamble more than they want to, people who gamble beyond their means and people who may not be able to make informed or balanced decisions about gambling due to, for example, mental health, a learning disability or substance misuse relating to alcohol or drugs.

5.18. Licensing authorities need to consider, in relation to particular premises, whether any special considerations apply in relation to the protection of vulnerable persons. This could be a local risk that is reflected in the licensing authority’s policy statement. Any such considerations need to be balanced against the authority’s objective to aim to permit the use of premises for gambling.

2 Section 153 principles

5.19. S.153 of the Act provides that, in exercising its functions under Part 8 of the Act, a licensing authority shall aim to permit the use of premises for gambling in so far as it thinks it is:

- a. in accordance with any relevant code of practice under s.24 (the [LCCP](#))
- b. in accordance with any relevant guidance issued by the Commission under s.25 (this guidance)
- c. reasonably consistent with the licensing objectives (subject to a and b above)
- d. in accordance with the licensing authority’s statement of licensing policy (policy statement) (subject to a to c above).

5.20. Whilst there is a presumption in favour of permitting the relevant premises to be used for gambling, the licensing authority may not do so unless satisfied that such use would be in accordance with this guidance, any relevant Commission code of practice, its own statement of licensing policy, and the licensing objectives.

5.21. In the unlikely event that a licensing authority perceives a conflict between a provision of a Commission code of practice or this guidance, and its own policy statement or view as to the application of the licensing

objectives, the structure of s.153 makes it clear that the Commission's codes and this guidance take precedence.

5.22. In determining applications for premises licences, the Act explicitly sets out two principles that licensing authorities should **not** have regard to:

- s.153 makes it clear that in deciding whether or not to grant a licence, a licensing authority must not have regard to the expected demand for gambling premises that are the subject of the application
- s.210 (1) of the Act states that 'in making a decision in respect of an application...a licensing authority should not have regard to whether or not a proposal by the applicant is likely to be permitted in accordance with law relating to planning or building'.

5.23. A licensing authority is therefore afforded significant scope to exercise its powers under s.153 on the grounds that it does not encroach on the two principles set out above.

5.24. The requirements in s.153 are subject to the licensing authority's power under s.166 to resolve not to issue casino premises licences. This means that a resolution not to issue a casino premises licence applies regardless of the matters set out in s.153.

3 Codes of practice

5.25. The [LCCP](#) sets out the Commission's general licence conditions and associated codes of practice provisions under the Act. The codes of practice are set out within the second part of the LCCP.

5.26. To assist licensing authorities in determining premises applications and inspecting premises, all the [codes of practice](#) are also available as a single document. The codes specify a number of requirements, many of which relate to social responsibility issues, and these may be of particular interest where a licensing authority has concern about matters such as protection of the young and vulnerable. It should be noted that the codes also apply to situations in which the gambling being offered is not normally the responsibility of an operating licence holder. Examples include the code of practice for equal chance gaming and the code for gaming machines in clubs and premises with an alcohol licence.

4 Good practice in regulation

5.27. Under the [Legislative and Regulatory Reform Act 2006 \(opens in new tab\)](#), any person exercising a specified regulatory function has a legal duty to have regard to the statutory principles of good regulation in the exercise of the function ([Legislative and Regulatory Reform Act 2006 \(opens in new tab\)](#), section 21). These provide that regulatory activities should be carried out in a way which is transparent, accountable, proportionate, and consistent and should be targeted only at cases in which action is needed. The Commission has regard to these principles in relation to its responsibilities and also has regard to the requirements of the Regulators' Code (previously the Regulators' Compliance Code), Department of Business, Innovation and Skills⁵, 2014, issued under section 23 of the Legislative and Regulatory Reform Act 2006 (opens in new tab). The purpose of the Code is to promote efficient and effective approaches to regulatory inspection and enforcement which improve regulatory outcomes without imposing unnecessary burdens on business.

5.28. The statutory principles of good regulation and the Code also apply to local authorities, who are under a statutory duty to have regard to them when fulfilling their regulatory functions under the Act. The [Legislative and Regulatory Reform \(Regulatory Functions\) Order 2007 \(opens in new tab\)](#), was amended by the [Legislative and Regulatory Reform \(Regulatory Functions\) \(Amendment\) Order 2009 \(opens in new tab\)](#), which, amongst other things, extended the application of the 2007 Order to local authorities in Wales and Scotland exercising regulatory functions under the [Gambling Act 2005 \(opens in new tab\)](#) - see [Part 3 of this guidance](#) and [Part 7 of this guidance](#).

5.29. Guidance produced by Regulatory Delivery now replaced by the Office of Product Safety and Standards seeks to assist local authorities in interpreting the requirements of the Regulator's Code for example in delivering risk-based regulation in relation to age restrictions.

Age-restricted products and services framework⁶ sets out an agreed set of shared responsibilities and reasonable expectations for young people, their parents and carers, businesses, employees and regulators with regards to access to age restricted products and services. The document forms the foundations of the Age-restricted products and services: a code of practice for regulatory delivery⁷.

⁵ Now the Department for Business, Energy and Industrial Strategy

⁶ [Age-restricted products and services framework \(opens in new tab\)](#)

⁷ [Age-restricted products and services: a code of practice for regulatory delivery \(opens in new tab\)](#)

5 Human Rights Act 1998

5.30. The Secretary of State has certified that the Act is compatible with the European Convention on Human Rights. In considering applications, and taking enforcement action under the Act, licensing authorities should bear in mind that they are subject to the [Human Rights Act 1998 \(opens in new tab\)](#) and in particular:

- Article 1, Protocol 1 – peaceful enjoyment of possessions. A licence is considered a possession in law and people should not be deprived of their possessions except in the public interest
 - Article 6 – right to a fair hearing
 - Article 8 – respect for private and family life. In particular, removal or restriction of a licence may affect a person's private life
 - Article 10 – right to freedom of expression.
-

6 Other considerations

5.31. Licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through the use of conditions. In determining applications for premises licences and permits, a licensing authority may request as much information as it requires to satisfy itself that all the requirements set out at s.153 of the Act are met.

5.32. Licensing authorities must ensure that the application is in accordance with the relevant codes of practice, this guidance, the licensing

objectives and the licensing authority's own policy statement. There is, therefore, significant scope for licensing authorities to request additional information from the applicant where they have concerns about both new applications and variations.

5.33. Where concerns remain, licensing authorities may choose to attach conditions to the premises licence. Further details are provided in [Part 9 of this guidance](#) and a non-exhaustive list of licence conditions is included at [Part 9 of this guidance](#) of this guidance.

5.34. Licensing authorities should be aware that other considerations such as moral or ethical objections to gambling are not a valid reason to reject applications for premises licences. In deciding to reject an application, a licensing authority should rely on reasons that demonstrate that the licensing objectives are not being, or are unlikely to be, met, and such objections do not relate to the licensing objectives. An authority's decision cannot be based on dislike of gambling, or a general notion that it is undesirable to allow gambling premises in an area (with the exception of the casino resolution powers).

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GUIDANCE

Guidance to licensing authorities

The Gambling Commission's guidance for licensing authorities.

Published

1 April 2021

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Last updated

14 September 2023 - [Changes](#)

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6 - Application for premises variation (s.187): 'material change'

7.51. Previous guidance from [the Department for Culture, Media and Sport \(opens in new tab\)](https://www.gov.uk/government/organisations/department-for-culture-media-and-sport) (<https://www.gov.uk/government/organisations/department-for-culture-media-and-sport>) and the Commission has been that an application for a variation will only be required where there are material changes to the layout of the premises. What constitutes a material change will be a matter for local determination, but it is expected that a common sense approach will be adopted. When considering an application for variations, the licensing authority will have regard to the principles to be applied as set out in s.153 of the Act.

Representations

7.52. In dealing with an application, licensing authorities are obliged to consider representations from two categories of person, referred to in the Act as 'responsible authorities' and 'interested parties'. Representations from other parties are inadmissible. Further information on these categories can be found in [Part 8 of this guidance](#) ([/guidance/guidance-to-licensing-authorities/gla-part-8-responsible-authorities-and-interested-parties-definitions](#)).

7.53. Having determined that the representation is admissible, the licensing authority must consider its relevance. Only representations that relate to the licensing objectives, or that raise issues under the licensing authority's policy statement, or the Commission's guidance or codes of practice, are likely to be relevant.

7.54. The licensing authority will also need to consider if representations are 'frivolous' or 'vexatious'. This is a question of fact and licensing authorities are advised to seek help from their legal advisers in interpreting these phrases although relevant considerations may include:

- who is making the representation, and whether there is a history of making representations that are not relevant
- whether it raises a 'relevant' issue
- whether it raises issues specifically to do with the premises that are the subject of the application.

7.55. The Commission does not routinely make representations on premises licence applications. However, the fact that the Commission has not made a representation on a particular premises licence application should not be taken as indicating the Commission's approval of that application. Exceptionally, where an application for a premises licence, or the operation of a current premises licence, raises matters of wider or national significance, the Commission will consider making representations or requesting a review.

Making a decision

7.56. As explained earlier, the licensing authority's primary obligation under s.153(1) is to permit the use of premises in so far as it thinks that to do so is:

- a. in accordance with any relevant code of practice issued by the Commission
- b. in accordance with any relevant guidance issued by the Commission
- c. reasonably consistent with the licensing objectives (subject to a and b above)
- d. in accordance with the licensing authority's statement of licensing policy (policy statement) (subject to a to c above).

7.57. Further information and guidance as to the meaning and effect of s.153 is set out at paragraph 5.19 above.

Default conditions

9.27 S.169 of the Act gives licensing authorities:

- the ability to exclude from premises licences any default conditions that have been imposed under s.168
- the power to impose conditions on premises licences that they issue.

9.28 Licensing authorities should make decisions on conditions on a case-by-case basis, and in the context of the principles of s.153. They must aim to permit the use of premises for gambling and so should not attach conditions that limit their use except where it is necessary in accordance with the licensing objectives, the Commission's codes of practice and this guidance, or their own statement of policy. Conversely, licensing authorities should not turn down applications for premises licences where relevant objections can be dealt with through the use of conditions.

9.29 Licensing authority statements of policy will need to consider the local circumstances which might give rise to the need for conditions. Where there are specific risks associated with a particular locality, the licensing authority might decide to attach conditions to the premises licence to mitigate those risks. For example, local issues associated with a high crime rate may put a premises at risk of not being consistent with the licensing objectives, and specific conditions may be necessary to address the risk.

9.30 Where there are risks associated with a specific premises or class or premises, the licensing authority may consider it necessary to attach conditions to the licence to address those risks, taking account of the local circumstances.

9.31 Conditions imposed by the licensing authority must be proportionate to the circumstances which they are seeking to address. In particular, licensing authorities should ensure that the premises licence conditions are:

- relevant to the need to make the proposed building suitable as a gambling facility
- directly related to the premises (including the locality and any identified local risks) and the type of licence applied for
- fairly and reasonably related to the scale and type of premises
- reasonable in all other respects.

4 - Conditions that may not be attached to premises licences by licensing authorities

9.32. The Act sets out certain matters that may not be the subject of conditions:

- s.169(4) prohibits a licensing authority from imposing a condition on a premises licence which makes it impossible to comply with an operating licence condition
- s.172(10) provides that conditions may not relate to gaming machine categories, numbers, or method of operation
- s.170 provides that membership of a club or body cannot be required by attaching a condition to a premises licence (the Act specifically removed the membership requirement for casino and bingo clubs and this provision prevents it being reinstated)
- s.171 prevents a licensing authority imposing conditions in relation to stakes, fees, winnings or prizes.

TAB 33

UK Parliament SIs 2000-2009/2007/1401-1450/Gambling Act 2005 (Mandatory and Default Conditions) (England and Wales) Regulations 2007 (SI 2007/1409)/SCHEDULE 3 Mandatory Conditions Attaching to Adult Gaming Centre Premises Licences

SCHEDULE 3 MANDATORY CONDITIONS ATTACHING TO ADULT GAMING CENTRE PREMISES LICENCES

Regulation 12

1

A notice stating that no person under the age of 18 years is permitted to enter the premises shall be displayed in a prominent place at every entrance to the premises.

2

No customer shall be able to access the premises directly from any other premises in respect of which a licence issued under Part 8 of the Act, or a permit issued under Schedule 10, 12 or 13 to the Act, has effect.

3

Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.

4

(1) No alcohol shall be permitted to be consumed on the premises at any time during which facilities for gambling are being provided on the premises.

(2) A notice stating the condition in sub-paragraph (1) shall be displayed in a prominent place at every entrance to the premises.

NOTES

Initial Commencement

Specified date

Specified date: 21 May 2007: see reg 1(1).

Document information

Gambling Act 2005 (Mandatory and Default Conditions) (England and Wales)

Regulations 2007

Date made

05/05/2007

TAB 34

they will qualify as business interested parties under s 158. However, s 153(2) provides that in determining whether to grant a premises licence the licensing authority may not have regard to the expected demand for the facilities which it is proposed to provide. Accordingly the authority will not be entitled to take into account representations to the effect that there is no sufficient demand to warrant the grant of a further premises licence and they will be obliged to refuse to entertain representations from trade objectors on those grounds. However, provided (as has been suggested above) business interested parties are entitled to make representations relating to broader matters it will seem to be open to trade objectors to make representations relating to any other relevant considerations that arise in relation to the licensing objectives and under s 153.

¹ GA 2005, s 161.

² The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulations 2007, SI 2007/459, regs 13–15 and 17.

³ GA 2005, s 157. See SI 2007/459, regs 12–16.

⁴ GA 2005, s 158. See SI 2007/459, regs 12–16.

⁵ [2007] EWHC 2213 (Admin), [2007] All ER (D) 185 (Aug), Sullivan J.

⁶ Standing Committee B, Thursday, 2nd December 2004 (Afternoon) Col 359.

DETERMINATION OF APPLICATION

5.158 In determining an application the licensing authority must hold a hearing¹ if:

- representations have been made by an interested party or responsible authority and have not been withdrawn;
- the authority intend to use their discretion under s 169(1) to attach a condition to a licence; or
- the authority intend to use their discretion under s 169 to exclude a default condition (ie a condition automatically attached to the licence under s 168 unless excluded by the authority in its discretion)².

A hearing may, however, be dispensed with if the applicant and any interested party or responsible authority who have made representations consents to this course³, or the authority think that the representations are vexatious or frivolous or will certainly not influence their determination of the application⁴. If the authority do propose to dispense with a hearing on these latter grounds they must as soon as is reasonably practicable notify the person who made the representations⁵, presumably to enable him to seek a remedy by way of judicial review if so advised.

Where the applicant for the premises licence is an applicant for an operating licence⁶ the authority cannot determine the application until the relevant operating licence has been issued⁷.

On considering an application for a premises licence (whether at a hearing or not) the licensing authority must either grant it or reject it⁸. In making that determination the licensing authority will be subject to the provisions of s 153 which sets out the principles to be applied by the authority in exercising all their functions under Part 8 GA 2005 (ie including, but not limited to, the grant or refusal of an application for a premises licence). Section 153(1) provides as follows:

‘In exercising their functions under this Part a licensing authority shall aim to permit the use of premises for gambling in so far as the authority think it—

- (a) in accordance with any relevant code of practice under s 24,
- (b) in accordance with any relevant guidance issued by the Commission under s 25,
- (c) reasonably consistent with the licensing objectives (subject to paras (a) and (b)),

- and
- (d) in accordance with the statement published by the authority under s 349 (subject to paras (a) to (c)).'

The subsection starts by imposing a general duty on the authority to 'aim to permit the use of premises for gambling' and then sets out a series of four factors which may, in any individual case, qualify or override the general duty. The first point to note is that the provision imposes a duty on the licensing authority: it must, subject to the qualifying factors, aim to permit the use of premises for gambling. What is the scope of this duty? It is suggested that there are two elements: first, it creates a presumption in favour of granting the premises licence since it is only if the licence is granted that the premises may lawfully be used for gambling. But the duty seems to go further than that. The verb 'to aim' is defined by the *OED*⁹ as meaning: '5. To calculate one's course with a view to arriving (at a point); to direct one's course, to make it one's object to attain. Hence fig To have it as an object, to endeavour earnestly'. The *Shorter OED*¹⁰ defines it as: '3. Direct one's course, make it one's object to attain, intend, try'. A person who 'aims' to achieve a result will usually take active steps to bring it about. The provision appears to place a duty upon the licensing authority to exercise their powers so far as is lawfully possible to achieve a position in which they can grant the premises licence and thus permit the premises to be used for gambling. The most obvious way in which the authority will be able to exercise their powers in this way will be by an imaginative use of their power to frame and impose conditions (see para 5.159 below) so as to overcome objections to the application which might, in the absence of suitable conditions, lead to the application being rejected. No doubt the authority could also, in a case where a licence application gave rise to issues which could not be addressed by suitably drafted conditions, seek to consider with the applicant whether amendments to the application might overcome the objections and enable it to be granted. However, it is also necessary to recognise that the language of s 153(1) stops short of being mandatory; 'aim to permit' provides a strong steer to look favourably on an application, but no more.

As to the list of qualifying factors, these are set out in s 153(1)(a)–(d). Section 153(1)(a) qualifies the duty to aim to permit use of premises for gambling to the extent that such use must be in accordance with any relevant code of practice issued by the Gambling Commission under s 24. That section requires the Gambling Commission to issue codes of practice about the manner in which facilities for gambling are to be provided (whether by the holder of a licence or by another person). In issuing a code of practice the Gambling Commission will be subject to a duty under s 22 to promote the licensing objectives. Accordingly any code of practice should be consistent with those objectives. Section 153(1)(b) qualifies the licensing authority's duty to aim to permit the use of premises for gambling to the extent that such use must be in accordance with any relevant guidance issued by the Gambling Commission under s 25. This section requires the Gambling Commission to issue guidance to local authorities¹¹ as to the manner in which they are to exercise their functions under the Act and the principles that they should apply in exercising those functions. Again the effect of s 22 is that in issuing such guidance the Commission will be under a duty to promote the licensing objectives, so again such guidance should be consistent with those objectives. The effect of all this is that any code of practice and any guidance to local authorities ought to promote the licensing objectives and no inconsistencies between the two should arise. On that basis codes of practice and guidance are placed (by s 153(1)(a) and (b)) as enjoying equal importance at the top of the hierarchy of factors set out in s 153(1)(a)–(d).

Next comes s 153(1)(c): this provides that the duty of the licensing authority to aim to permit the use of premises for gambling is qualified to the extent that such use must be reasonably consistent with the licensing objectives, but it goes on to provide that this condition is 'subject to paras (a) and (b)'. In principle there should, of course, be no conflict between (a) and (b) (which will both reflect the Gambling Commission's duty to promote the licensing objectives) and (c) (which will reflect the licensing authority's view of what the licensing objectives require). However the effect of the legislation appears to be that should there be any conflict between the two then the guidance set out in codes of practice or guidance emanating from the Gambling Commission will 'trump' any factors which the licensing authority themselves would otherwise have taken into account as relevant to the licensing objectives under s 153(1)(c).

Finally, s 153(1)(d) provides that the duty of a licensing authority to aim to permit the use of premises for gambling is qualified to the extent that such use must be in accordance with the authority's own statement issued under s 349. In preparing that statement the authority are not themselves expressly required to have regard to the licensing objectives, but they are obliged to have regard to guidance issued by the Gambling Commission under s 25 and such guidance deals, amongst other things, with the formulation by the authority of their licensing policy. Since the s 25 guidance must itself promote the licensing objectives the effect should be that the authority's licensing policy will itself be consistent with those objectives so that it should not conflict with any code of practice or guidance issued by the Commission nor with the licensing objectives themselves. However, s 153(1)(d) provides that consideration of the licensing authority's own policy is 'subject to paras (a) to (c)' which appears to mean that in the case of an inconsistency a relevant Commission code of practice, relevant guidance or the licensing objectives themselves would 'trump' the authority's licensing policy.

In determining the application the authority may not have regard to the expected demand for the facilities which it is proposed to provide¹², nor may they have regard to the question whether or not the proposal is likely to be granted planning permission or building regulation approval¹³. Where the authority have resolved under s 166 not to issue casino premises licences an application for such a licence will, of course, necessarily fail and be rejected¹⁴.

Where the application is granted the authority must as soon as reasonably practicable give notice of the grant in the form prescribed to the applicant, the Commission, any person who made representations, the chief officer of police for any area in which the premises are wholly or partly situated and HMRC¹⁵ and must issue the licence to the applicant and must give him a summary of the terms and conditions in the prescribed form. If they have attached a condition to the licence under s 169(1)(a) or have excluded a default condition¹⁶ they must give their reasons¹⁷. If representations were made by an interested party or a responsible authority they must give their response to the representations¹⁸.

Where the application is rejected the authority must as soon as reasonably practicable give notice of the rejection in the form prescribed to the applicant and to the same parties as are entitled to be notified of a grant¹⁸. The notice must give the authority's reasons for rejecting the application¹⁹.

¹ As to procedure at hearings in relation to applications see SI 2007/173.

² GA 2005, s 162. See further para 5.159 below.

³ GA 2005, s 162.

⁴ GA 2005, s 162(3).

⁵ GA 2005, s 162(4).

- ⁶ le under GA 2005, s 159(3)(b).
⁷ GA 2005, s 163(2).
⁸ GA 2005, s 163(1).
⁹ *The Oxford English Dictionary* (2nd edn, 1989).
¹⁰ (5th Edn, OUP).
¹¹ See 'Guidance to Licensing Authorities'.
¹² GA 2005, s 153(2).
¹³ GA 2005, s 210.
¹⁴ GA 2005, s 153(3), 166.
¹⁵ GA 2005, s 164 and see SI 2007/459, regs 17 and 19.
¹⁶ le a condition under GA 2005, s 168.
¹⁷ GA 2005, s 164(2)(b).
¹⁸ GA 2005, s 164(2)(c).
¹⁹ GA 2005, s 165 and SI 2007/459, regs 18 and 19.

DIVISION OF PREMISES

5.158A Since the 2008 edition of *Paterson's Licensing Acts* the extent to which premises can be divided, with the consequence that each created set of premises is capable then of being licensed has become an important topic for debate. It has arisen chiefly in connection in the context of machines; some operators have concluded that instead of, for example, having a single AGC licence which authorises the holder to make up to four Category B gaming machines available for use, why not double that capacity by dividing the premises in two, each having its own licence? The topic was first addressed by the Commission in paras 7.11–7.20 and 21.6 of its *Guidance to Licensing Authorities* of June 2007. It further examined the point in respect of bingo premises in a document published on 17 April 2008.

This stated that licensing authorities must be satisfied that each area is a separate set of premises in order to grant more than a single premises licence.

The issue was further addressed by the Commission in a document published on 25 April 2008. The Commission concluded that paras 7.11–7.12 of its *Guidance* required strengthening and announced that it would publish a consultation document on the topic. This it did in June 2008; this was concerned with both split premises (para 2) and primary use of premises (see paras 5.158B–5.158C below). In respect of split premises the current views of the Commission are expressed in the *Guidance to Licensing Authorities, Part 7 'Meaning of premises'*. In particular at paras 7.5–7.8 the Commission states

- (1) a single building should in most cases be the subject of a single premises licence application;
- (2) however if different parts of a building can properly be regarded as separate premises then more than one such application can be made;
- (3) dividing a building in an artificial or temporary manner by, for example, using ropes or moveable partitions is an improper attempt to obtain more than a single premises licence.

In conclusion the Commission suggests (at 7.8) 'the crux of the matter is whether the proposed premises are genuinely separate premises that merit their own licence – with the machine entitlements that brings – and are not an artificially created part of what is readily identifiable as a single premises'.

THE USE OF PREMISES

5.158AA **The current position of the Commission** A recurring, important and vexed topic is whether or not a successful applicant for a betting or bingo or casino premises licence is actually required to provide betting/bingo/casino facilities in order to take advantage of the authorisation in s 172 (see also

TAB 35



City of Westminster

64 Victoria Street, London, SW1E 6QP

No: 21/07775/LIGN

Original Ref: 21/07775/LIGN

SUMMARY OF THE TERMS AND CONDITIONS OF A PREMISES LICENCE

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

The summary is issued to:

Silvertime

of the following address:

116 Burnt Oak Broadway
Edgware
HA8 0BB

A premises licence of the following type:

Operation of an adult gaming centre

has been issued in respect of the following premises:

Silvertime
32 Gerrard Street
London
W1D 6JA

Summary of the Terms and Conditions of the Premises Licence

1. The premises licence will run in perpetuity unless:

The Secretary of State prescribes a period after which the licence will expire under section 191 of the Gambling Act 2005;
The licence holder surrenders the licence under section 192 of the

Gambling Act 2005;

The licence lapses under section 194 of the Gambling Act 2005;

The licence is revoked under section 193 or 202(1) of the Gambling Act 2005.

2. The premises licence applies only in relation to the premises specified in Part 2 of the licence and may not be varied so that it applies to any other premises (except in the case of a converted casino premises licence).

3. The premises licence authorises the premises to be used for gaming.

4. The premises licence is subject to:

Any conditions specified on the face of the licence as being attached under section 169(1) of the Gambling Act 2005;

Any other conditions attached to the licence by virtue of regulations made under sections 167 and 168 of the Gambling Act 2005 (other than any conditions under section 168 which have been excluded by the licensing authority); and

Any conditions attached to the licence by virtue of specific provisions of the Gambling Act 2005.

5. In particular, it is a condition of the premises licence under section 185 of the Gambling Act 2005 that the holder keeps the licence on the premises and arranges for it to be made available on request to a constable, enforcement officer or local authority officer. The holder of the licence commits an offence if he fails to comply with this condition.



City of Westminster

64 Victoria Street, London, SW1E 6QP

No: 21/07775/LIGN

Original Ref: 21/07775/LIGN

OPERATION OF AN ADULT GAMING CENTRE PREMISES LICENCE

This licence is issued under section 164 of the Gambling Act 2005 by

City of Westminster

Part 1 – Details of person to whom licence is issued

The premises licence is issued to:

Silvertime

of the following address:

116 Burnt Oak Broadway
Edgware
HA8 0BB

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

002913-N-103141-014

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Silvertime
32 Gerrard Street
London
W1D 6JA

Part 3 – Premises licence details

This licence came into effect on: 16 February 2022

This licence is of unlimited duration.

The following conditions have been attached to the licence by the issuing authority under section 169(1) of the Gambling Act 2005:

1. A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years will be admitted to the premises.
2. There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although licensing authorities may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than gambling, for there to be no direct access.
3. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.
4. The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. Additionally in Scotland the sale of alcohol on the premises is specifically prohibited. A notice stating this should be displayed in a prominent place at every entrance to the premises.
5. A direct telephone number to the manager of the premises will be available at all times the premises is open. This number shall be made available to residents and businesses in the vicinity.
6. The licensee will liaise with any residents and local associations who would like to be contacted quarterly to discuss the operation of the AGC and any issues.
7. The licensee shall organise a meeting and invite local residents, residents' associations and local associations to discuss the operation of the premises at least once every six months. The licensee shall directly notify local residents, residents' associations and local associations of the meeting date and venue at least two weeks before the meeting.

8. For the purposes of conditions 2 and 3, local associations shall include local education facilities, homeless/rough sleeping hostels, drug, alcohol and gambling treatment/support services, places of worship, the Chinese Community Centre and the Chinese Information and Advice Centre.
9. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team.
 - a. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
 - b. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and will include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance.
 - c. All recordings shall be stored for a minimum period of 31 days with date and time stamping.
 - d. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
10. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
11. All notices regarding gambling advice or support information must be provided in English and simplified and traditional Chinese.
12. All public signage/documentation relating to age restrictions, gambling advice, gambling support information (e.g. GamCare or similar support service) is displayed or provided on the premises in written in English and simplified and traditional Chinese.
13. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.
14. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
15. The Licensee shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.

16. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.
17. Third party testing on age restricted sales systems purchasing shall take at least twice a year and the results shall be provided to the Licensing Authority upon request.
18. A magnetic locking device, commonly referred to as a Maglock, will be installed and maintained on the main entrance/exit to the premises which will be operable by staff.
19. Staff will receive an acoustic alert on the opening and closing of the entrance door which will require an appropriate response from staff.
20. Between 6pm and midnight there will be an SIA licensed door supervisor employed at the front entrance to the premises. The need for an SIA door supervisor at other times will be risk assessed. They shall display their licence at all times in a yellow high visibility arm band.
21. The total number of staff and licensed door supervisors shall at all times be a minimum of three.
22. One member of staff must be of Assistant Manager grade or above.
23. The licensee shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
24. The licensee will refuse entry to customers who appear to be under the influence of alcohol or drugs.
25. The licensee shall install and maintain an intruder alarm on the premises.
26. The licensee shall install and maintain fixed panic buttons and in addition portable panic buttons will be worn by staff.
27. The licensee will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks. Toilets will remain locked at all times with access being provided by staff.
28. Prominent GamCare documentation will be displayed at the premises together with other notices promoting responsible gambling. All such documentation and notices will be provided in English and simplified and traditional Chinese.

29. The licensee shall:
 - a. provide induction training to all staff working at the premises;
 - b. provide refresher training to every member of staff at least every six months. The training shall include the following:
 - (i) the specific local risks to the licensing objectives that have been identified for these premises;
 - (ii) drug and alcohol awareness training to include Homeless and Street Drinking.
 - (iii) Conflict Management Training. At least one of these training sessions each calendar year shall be provided by instructors qualified to a formally recognised national or equivalent standard on dealing with conflict.
 - (iv) Risks to the members of the Chinese Community.
 - c. invite a representative from the relevant local associations (namely: local education facilities, homeless/rough sleeping hostels, drug, alcohol and gambling treatment/support services, places of worship, the Chinese Community Centre and the Chinese Information and Advice Centre) to relevant induction training being provided.
30. Participation in the said training shall be formally recorded on each member of staff's training records which will be available for presentation to the Licensing Authority immediately upon request.
31. At least one member of staff on duty at the premises shall have a minimum of 6 months experience working in a licensed Adult Gaming Centre and all members of staff shall have a minimum of three months experience working for the Licensee.
32. The Licensee shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
33. The Licensee shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.
34. An incident log shall be kept for the premises and made available on request to an authorised officer of the City Council or the Police which will record the following;
 - a. All crimes reported to the venue;
 - b. Any complaints received regarding crime and disorder;
 - c. Any incidents of disorder;
 - d. Any faults in the CCTV system;

- e. Any visit by a relevant authority or emergency service, and
 - f. All ejections of patrons; g. All seizures of drugs or offensive weapons;
35. There shall be no cash point or ATM facilities on the premises.
36. Any tea/coffee/drinks facilities will be provided for playing customers only.
37. All seating within the premises shall be either secured to the floor or are weighted to prevent lifting.
38. Customers shall not be permitted to leave bags or other belongings at the premises.
39. The licensee will contact the local homeless hostels/shelters, Chinese Community Centre and Chinese Information and Advice Centre offering to provide information on problem gambling support services and how their residents and members can self-exclude from their premises.
40. The licensee shall ensure that staff are trained to identify and interact with any customers who are identified as playing more than one gaming machine, including tablet machines at the same time.
41. No facilities for gambling shall be provided on the premises between the hours of midnight and 9am the following day.

The following conditions, which would otherwise have been attached to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

None

A scale plan is attached as Annex D to this licence.

Date: 18 May 2022

This licence has been authorised by Mary Pring on behalf of the Director - Public Protection and Licensing.

Premises History**Appendix 3**

Licence Number	Application Type	Date Determined	Decision
09/08556/LIGPN	Gaming Machine Permit	02.11.2009	Granted under Delegated Authority
10/06211/LIGN	New Gambling premises licence	28.10.2010	Granted by Licensing Sub-Committee
11/12461/LIGV	Gambling Variation application	06.02.2012	Granted under Delegated Authority
15/10449/LIGD	Request for a duplicate licence	17.11.2015	Granted under Delegated Authority Surrendered November 2020
21/07775/LIGN	New gambling premises licence	16.02.2022	Granted by Licensing Sub-Committee

CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers appropriate for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as appropriate for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

Mandatory Conditions

1. A notice must be displayed at all entrances to AGCs stating that no person under the age of 18 years will be admitted to the premises.
2. There can be no direct access between an AGC and any other premises licensed under the Act or premises with a family entertainment centre (FEC), club gaming, club machine or alcohol licensed premises gaming machine permit. (England and Wales only). There is no definition of 'direct access' in the Act or regulations, although licensing authorities may consider that there should be an area separating the premises concerned, such as a street or cafe, which the public go to for purposes other than gambling, for there to be no direct access.
3. Any ATM made available for use on the premises shall be located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so.
4. The consumption of alcohol in AGCs is prohibited at any time during which facilities for gambling are being provided on the premises. Additionally in Scotland the sale of alcohol on the premises is specifically prohibited. A notice stating this should be displayed in a prominent place at every entrance to the premises.

Conditions consistent with the operating schedule

5. A direct telephone number to the manager of the premises will be available at all times the premises is open. This number shall be made available to residents and businesses in the vicinity.
6. The licensee will liaise with any residents who would like to be contacted quarterly to discuss the operation of the AGC and any issues.
7. The licensee shall organise and participate in a meeting for local residents and residents' associations to discuss the operation of the premises at least once every six months. The licensee shall directly notify local residents and residents' associations of the meeting date and venue at least two weeks before the meeting.

8. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team.
 - (a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
 - (b) The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and will include the gaming area, office, toilet entrance, any seating and external area immediately outside the premises entrance.
 - (c) All recordings shall be stored for a minimum period of 31 days with date and time stamping.
 - (d) Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
9. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
10. The premises shall display notices near the entrance of the venue stating that CCTV is in operation.
11. A 'spotter monitor' shall be placed inside the premises near the front door showing CCTV images of customers entering, exiting and whilst on the premises.
12. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
13. The Licensee shall maintain a bound and paginated 'Challenge 25 Refusals' register at the premises. The register shall be produced to the police or licensing authority forthwith on request.
14. Prominent signage and notices advertising the Challenge 25 will be displayed showing the operation of such policy.
15. Third party testing on age restricted sales systems purchasing shall take at least twice a year and the results shall be provided to the Licensing Authority upon request.
16. A magnetic locking device, commonly referred to as a Maglock, will be installed and maintained on the main entrance/exit to the premises which will be operable by staff.
17. Staff will receive a notification when the front door opens.
18. Between 6pm and 6am there will be an SIA registered door person employed at the front door of the premises. The need for an SIA door person at other times will be risk assessed. They shall display their licence at all times in a yellow high visibility arm band.
19. There shall be 2 members of staff present at all times the premises are open to the public.
20. The licensee shall implement a policy of banning any customers who engage in crime or disorder within or outside the premises.
21. The licensee will refuse entry to customers who appear to be under the influence of alcohol or drugs.
22. The licensee shall install and maintain an intruder alarm on the premises.

23. The licensee shall install and maintain fixed panic buttons and in addition portable panic buttons will be worn by staff.
24. The licensee will ensure that customer toilets are checked every hour for evidence of drug taking. Toilet checks are to be documented stating the time and member of staff who made the checks. Toilets will remain locked at all times with access being provided by staff.
25. Prominent GamCare documentation will be displayed at the premises together with other notices promoting responsible gambling. All such documentation and notices will be provided in English and Mandarin Chinese.
26. The licensee shall:
 - a. provide induction training to all staff working at the premises;
 - b. provide refresher training to every member of staff at least every six months. The training shall include the following:
 - i. the specific local risks to the licensing objectives that have been identified for these premises;
 - ii. drug and alcohol awareness training to include Homeless and Street Drinking.
 - iii. Conflict Management Training. At least one of these training sessions each calendar year shall be provided by instructors qualified to a formally recognised national or equivalent standard on dealing with conflict.
27. Participation in the said training shall be formally recorded on each member of staff's training records which will be available for presentation to the Licensing Authority immediately upon request.
28. At least one member of staff working at the premises shall have a minimum of 6 months experience working in a licensed Adult Gaming Centre.
29. The Licensee shall take all reasonable steps to prevent street drinking of alcohol directly outside the premises and to ban from the premises those who do so.
30. The Licensee shall place a notice visible from the exterior of the premises stating that customers drinking alcohol outside the premises is not permitted and those who do so will be banned from the premises.
31. An incident log shall be kept for the premises and made available on request to an authorised officer of the City Council or the Police which will record the following;
 - a. All crimes reported to the venue;
 - b. Any complaints received regarding crime and disorder;
 - c. Any incidents of disorder;
 - d. Any faults in the CCTV system; and
 - e. Any visit by a relevant authority or emergency service.
 - f. All ejections of patrons;
 - g. All seizures of drugs or offensive weapons;
32. There shall be no cash point or ATM facilities on the premises
33. Any tea/coffee/drinks facilities will be provided for playing customers only.

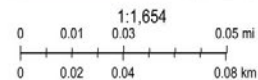
34. All seating within the premises shall be either secured to the floor or are weighted to prevent lifting.

32 Gerrard Street, London, W1



05/10/2023, 14:22:41

- Property Mailing List
- Hostels - Special Needs Schemes
- Ward Boundaries
- Faith Groups
- Ward Labels



Resident count: 146

Gambling premises within a 100m radius of 32 Gerrard Street, London, W1D 6JA					
Licence Number	Trading Name	UPRN	Address	Application Type	Premises Type
09/08556/LIGPN	Exchange Bar	1E+10	32 Gerrard Street London W1D 6JA	Gambling Permit - LPGM Notification	Not Recorded
12/01762/LILN	Chinese Community Centre	1E+11	Second Floor 28 - 29 Gerrard Street London W1D 6JW	New Lotteries Registration	Not Recorded
11/08754/LIGPN	Slug And Lettuce	1E+10	Ground 5 Lisle Street London WC2H 7BF	Gambling Permit - LPGM Notification	Not Recorded

20/11829/LIGV	Paddy Power	1E+10	Basement And Ground Floor 40 Gerrard Street London W1D 5QE	Gambling Act - Variation	Providing facilities for other betting
08/03570/LIGPN	De Hems Public House	1E+11	11 Macclesfield Street London W1D 5BW	Gambling Permit - LPGM Notification	Not Recorded
21/13101/LIGCH	Play 2 Win	1E+11	32 Wardour Street London W1D 6JJ	Gambling Act - Change Licensee Dets	Operation of an adult gaming centre
08/00690/LIGPN	The Imperial	1E+10	5 Leicester Street London WC2H 7BL	Gambling Permit - LPGM Notification	Not Recorded
09/10170/LIGPN	The Imperial	1E+10	5 Leicester Street London WC2H 7BL	Gambling Permit - LPGM Notification	Not Recorded
11/00378/LIGPPC	O'Neill's	1E+11	33 - 37 Wardour Street London W1D 6PT	Gambling Permit - LPGMP Conversion	Not Recorded
17/07823/LIGT	Betfred	1E+11	39 Wardour Street London W1D 6PX	Gambling Act - Transfer	Providing facilities for other betting
19/16970/LIGV	The Empire Poker Room	1E+10	Basement To Second Floor 5 - 6 Leicester Square London WC2H 7NA	Gambling Act - Variation	Converted Casino
20/01525/LIGT	Caesar's Mayfair	1E+10	Second Floor 5 - 6 Leicester Square London WC2H 7NA	Gambling Act - Transfer	Converted Casino
19/13579/LIGV	The Casino At The Empire	1E+10	Basement To Second Floor 5 - 6 Leicester Square London WC2H 7NA	Gambling Act - Variation	Converted Casino
11/00803/LIGPN	Not Recorded	1E+11	1 Leicester Place London	Gambling Permit - LPGM Notification	Not Recorded

			WC2H 7BP		
22/06258/LIGCH	Horizons	1E+11	Basement 1 Leicester Place London WC2H 7BP	Gambling Act - Change Licensee Dets	Converted Casino