

## **GAMING MACHINE PERMITS CODE OF PRACTICE**

The Code of practice was issued by the Gambling Commission under section 24 Gambling Act 2005 relating to the provision of facilities for gambling in accordance with club gaming, club machines and licensed premises gaming machine permits. This includes;

- Registrations under Parts II and III Gaming Act 1968 which, under transitional provisions, are treated as club gaming and club machine permits respectively and;
- Alcohol licensed premises gaming machine permits (formally Section 34 permits)

### **Location and Operation of Machines**

Compliance with these provisions is a condition of your permit, and failure to do so could result in revocation of the permit

All gaming machines situated on the premises must be located in a place within the premises so that their use can be supervised, either by staff whose duties include such supervision (including bar or floor staff) or by other means.

Permit Holders must have in place arrangements for such supervision.

All gaming machines situated on the premises shall be located in a place that requires a customer who wishes to use any ATM made available on the premises to cease gambling at the gaming machine in order to do so. 'ATM' means a machine located on the premises, which enables a person using it to obtain cash by use of a credit or debit card.

### **Access to Gambling by Children and Young Persons**

This section sets out best practice which the Gambling Commission considers should be implemented by permit-holders; compliance with this provision is **not** a condition of your permit.

Permit holders should put into effect procedures intended to prevent underage gambling. This should include procedures for:

- Checking the age of apparently underage customers; and
- Refusing access to anyone who appears to be underage, and who tries to use category B or C gaming machines and cannot produce an acceptable form of identification.

Permit holders should take all reasonable steps to ensure that all relevant employees understand their responsibilities for preventing underage gambling.

Permit holders should only accept identification which

- Contains a photograph from which the individual can be identified
- Is valid; and
- Is legible and has no visible signs of tampering or reproduction.

Procedures should be in place for dealing with cases where a child or young person repeatedly attempts to gambling on category B or C machines, including oral warnings, reporting the offence to the Gambling Commission and the Police, and making available information on problem gambling.

## **Club Gaming and Club Machine Permit Holders Only**

Permit holders should put in place 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.

Permit holders should implement procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling; this includes:

- 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);
- Photo identification, and a signature;
- Staff training to ensure that relevant staff are able to enforce the systems; and
- The removal of those self-excluded persons found in the gambling area or attempting to gamble from the premises.

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.

Before an individual self-excludes, permit holders should provide or make available sufficient information about what the consequences of self-exclusion are. Customers should be given the opportunity to discuss self-exclusion in private, where possible.

Permit holders should take all reasonable steps to ensure that:

- The self-exclusion period is a minimum six months and give customers the option of extending this to a total of at least five years;
- A customer who has decided to enter a self-exclusion agreement is given the opportunity to so do immediately without any cooling off period. However, if the customer wished to consider self-exclusion further (such as discuss with problem gambling groups) the customer may return at a later date to enter into self-exclusion.
- At the end of the period chosen by the customer (and at least six months later), maintain the self-exclusion in place, unless the customer takes positive action in order to gamble again. No marketing material may be sent to the individual unless that has taken positive action in order to gamble again, and has agreed such material; and
- Where a customer chooses not to renew, and makes a positive request to begin again, give the customer 1 day to cool off before being allowed access to the gambling facilities.

Please note that the Gambling commission does not require the permit-holder to carry out an assessment or make any judgement of whether the individual should have access to gambling. The requirement to take positive action in person or over the phone is purely to;

- Check that the customer has considered the decision to access gambling again and allow them to consider the implications; and
- Implement the 1 day cooling-off period and explain why this has been put in place.