

Gaming Machine Compliance in Pubs



Regal Gaming Technologies – August 2022

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Introduction

This guide is designed to explain your responsibilities in making sure your venue is compliant with the Gambling Act 2005 – with regards to the Gaming machines. Your manager has the responsibility of making sure that the machine can legally be on site, whilst you are responsible for supervising who is playing on it.

Gambling Act 2005

Just as with the Licensing Act 2003, which sets the rules for the provision of alcohol, who & where it can be served – then the Gambling Act does the same for gaming machines in your venue.

Local Authorities also have some responsibility for enforcement of the Gambling Act, as do the Police and the Gambling Commission.

The Gambling Act has three main objectives:

- Keep Crime Out of Gambling
- Protection of the Young & Vulnerable
- Ensure Gambling is Fair & Open

For the purpose of this exercise, we shall be concentrating on the second objective:



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Protection of the Young & Vulnerable

Whilst it is legal for a child or youth to be on licensed premises, it is illegal for anyone under the age of 18 to play a gaming machine. As with alcohol, if you think they are underage, you are legally required to ask to see valid ID, acceptable forms of ID include:

- Driving Licence
- Passport
- Citizen card (or similar with the PASS hologram logo)

You need to check for:

- Photograph – a good likeness of the person
- Date of Birth – are they 18
- ID document – is it valid? Has it been tampered with?
- Hologram – is the PASS logo visible.

At this point it should be noted that your Local Authority may at times alert you of fraudulent IDs circulating in your area, make sure you are aware of any such alerts.



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How?

Unlike alcohol sales, you may not get the opportunity for a face to face exchange with your gaming machine customer. The concept of 'Know your Customer' is extremely valuable –

- It is unlikely that you have a regular customer that is either under 18, or that you haven't previously asked for ID.
- It is unlikely that in a high volume venue (e.g. City Centres) that customers will not have to provide ID at the door.
- It is unlikely that someone under 18 will enter a venue to simply play the Gaming Machine, it is far more likely that they will buy a drink – thus giving you the face to face intervention.
- It is therefore likely that a stranger that walks in to the venue and straight to the Gaming machine is either a gambling addict or an underage test purchaser.....either way they need your urgent attention.



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Vulnerable People

As well as 'Knowing your Customer' it is important to know their patterns of behaviour and being able to spot when something changes. A vulnerable person could be anyone that suffers from a mental health disorder which affects their behaviour and their ability to make sensible decisions; this includes addiction. An addict is someone for whom the focus of their addiction, whether that is alcohol or Gambling, has become their whole reason for getting out of bed in the morning and they will do anything to feed their addiction.

These are some examples of behaviour you might see:

- Plays the machine for a long time – comes in alone or ignores the people they are with.
- Goes to the cash machine more frequently for money
- Looks agitated
- Behaves aggressively
- Is visibly upset



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Age Verification

Local Authorities and the Gambling Commission, are likely to be the ones carrying out Age verification tests on Gaming machines, sometimes accompanied by the police. Gambling age verification tests are carried out in 'unusual scenarios' i.e:

- An underage individual will be sent into the venue and go directly to the gaming machine & put money in, sometimes without interacting with any staff member.
- They must be overt and not hide behind anyone or anything to prevent staff seeing them.

If this was to happen and you didn't get to the individual before they put money in the machine, you must stop them playing as soon as you can. You then need to inform your manager, who will refund the young person's stake; they are not entitled to any winnings they may have accumulated.

If however the test and the young person goes totally unrecognised, the Company will receive a letter of concern from the Gambling Commission or the Local Authority – and as with any failed alcohol age verification test, this will remain on file and improvement will be expected.

1. Stop

2. Inform Manager

3. Refund

4. Record



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Gaming Machine Training Record

Pub Company: _____

Venue Address: _____

Staff Name: _____

Signed: _____

Date: _____
