



STANDARD TERMS AND CONDITIONS OF SUPPLY AGREEMENT



**This agreement is between Leisure Play Limited who is registered at Unit 13,,
Hornchurch Close Industrial Estate, Coventry, CV1 2QZ**

And

**The Customer, who has completed our onboarding process of registration for
supply of machines and associated services**

**A registered customer named and detailed in our supply sign up paperwork and is
subject to the standard terms and conditions of supply as set out in this agreement**

For: The Sole Supply of Gaming and ancillary Machines

1. The following list of terms represent the Agreement reached between the Parties in relation to the exclusive supply and hire of Gaming Machines such as but not limited to AWP, SWP, JUKEBOX, POOL TABLES and AXP EQUIPMENT. All Appendices to this Agreement shall be incorporated into and form part of this Agreement.

2. Definitions

- 2.1.1 In this Agreement and in **Appendix 1,2 and 3** the following expressions shall have the following meanings:

Accounting Period	a four and five weekly accounting period operated by the customer.
Affiliate	in relation to any company, any subsidiary of that company or any holding company of that company or any other subsidiary of such a holding company and the terms "subsidiary" and "holding company" shall have the meanings attributed thereto in Section 1159 of the Companies Act 2006 as amended.
Coinage	coins and paper currency in Great British Pounds only.
Change Over	the replacement of Gaming Machines with new or used Gaming Machines on supply.
Gaming Machine (AWP)	an amusement machine classified as a category B, C, or D amusement with prizes Machine within Part III of the Gambling Act 2005.
AXP Machine	all amusement Machines excluding Gaming Machines including but not limited to pin tables, pool tables, change Machines, juke boxes, video Machines, football tables, novelty Machines, kid rides and any machines commonly known as skill with prizes machines.
Day	a calendar day commencing at 00:00:01 hours and ending at 24:00:00 hours.
Machines	Gaming Machines and AXP Machines.
Machine Day	a day commencing at 9.00am and ending at 10.00pm on which the customer has made available to the supplier to site in a property for the supply of a Gaming Machine.



Money	all Money contained within the Machines less any amount of Money which must be retained in the Machine to satisfy the Machine prize fund which has been agreed by the Parties from time to time.
Net Balance	the gross income of a Machine in respect of any collection less sundries reimbursed machine Coinage refills redeemed and adjusted where necessary for all Money and prize floats.
Notifications	any notification to an appropriate authority as required under section 282 of the Gambling Act 2005 by virtue of the Customers Premises Licence.
Parties	Leisure Play and the Customer
Supplier	Leisure Play
Permit	Licensed Premises Gaming Machine Permit under section 283 of the Gambling Act 2005.
Property	any property occupied or controlled by the Customer or its Affiliates where the Parties agree to site Suppliers Machines. The Properties may be varied from time to time.
Services	the services listed in Appendix 2 .
Working Day	Every calendar day (except Christmas Day) between the hours of 9am and 9pm.
Customer Responsibilities	The responsibilities & Rules of Play listed in Appendix 3 .

3. Term of the Agreement

This Agreement shall remain in and be enforceable for a period of not less than 12 calendar months from the Commencement Date. On each successive anniversary the Commencement Date shall change and shall thereafter be the date 12 months and 1 day from the previous Commencement Date.

On each successive anniversary the Agreement shall be deemed to be extended for a further 12 calendar months UNLESS not less than 4 weeks prior to the anniversary of the Commencement Date either party gives to the other in writing notice that the Agreement is to be determined at the end of that current annual 12-month period.

4. Supply & Performance

Year on year and service performance information will be made available by both parties for discussion at any time it is requested.

5. Collection and Payment

- 5.1 The supplier will ensure that the Money contained in all Gaming Machines will be collected weekly or fortnightly dependent upon income levels and in agreement with the customer.
- 5.2 The supplier shall collect all Money from the Machines and shall ensure that the total Money collected shall be checked by customers designated representative against a signed receipt.
- 5.3 All cash is to be collected and where it is agreed removed from site by the supplier and banked.
- 5.4 The supplier will provide receipt data to the customer on which payments will be made in accordance with their agreement.
- 5.5 The supplier will pay the customer their share of the revenue and the total Machine Gaming Duty (MGD) for the machines supplied. The customer accepts and warrant to the Supplier that they are responsible for the payment of MGD to HMRC for each machine positions sited.

6. Machine Changeover

- 6.1 The supplier will assess when Machines should be changed based on income levels, and any additional requests made by the Customer or its Agents and such changeovers will be completed within 10 working days of the request.

7. Pricing

Machines hired to the customer under this Agreement are reflected in Appendix 1.

8. Security

The supplier will replace all stolen or damaged Machines within 48 hours of the supplier being notified or becoming aware of any Machine being stolen or damaged. Where needed, the supplier will fit additional security devices.

9. The supplier shall be responsible for ensuring the relevant Permits are in place before the installation of Machines at any customers premises, this includes changes in Legislation that affect the use of the machines.
10. The customer will notify the supplier immediately of any action or event that might invalidate any Permit, Licence or other approval required in relation to the Machines.
11. Every machine will be provided with note recyclers and note pay-out facility if available for that specific model of AWP.
12. Machines always remain the property of the supplier, and the Customer shall not in any way sell, offer for sale, transfer, let, Licence, mortgage, charge or otherwise deal in any way with the same parts or parts thereof. Should any distraint be threatened or levied in respect of any Machines in any property then the Customer consent to be in possession of that Machine will cease forthwith and the customer will give immediate notice of such distraint to the Supplier.
13. The Customer shall allow the Supplier reasonable access to the Property or multiple properties and the Machines at times arranged in advance to enable the supplier to perform its obligations in accordance with this Agreement.
14. The supplier, where nominated or the customer normally will obtain and maintain all necessary Licences required of a supplier of Machines and will comply with all appropriate codes of practice, regulations and legislation pertaining to a business supplying Machines.
15. Any reference in this Agreement to any statute, statutory provision or subordinate legislation, code of practice or other regulation imposed by a competent body (together known as "Legislation") shall (except where the context otherwise requires) be construed as referring to such statute, statutory provision or subordinate legislation, code of practice or other regulation which replaces or supersedes the Legislation.

16. CONFIDENTIALITY

Each party shall always use its best endeavours to keep confidential (and to ensure that its employees and agents keep confidential) the terms of this Agreement and any information which is imparted to it in confidence, or which is of a confidential nature in relation to the business of the other party. No announcement or statement to the press, suppliers or any other persons regarding this Agreement shall be made by either party without the prior consent of the other.

21 ASSIGNMENT/DISCHARGE OF OBLIGATIONS BY ASSOCIATES

- 21.1 Neither party shall assign the whole or any part of its interest in this Agreement without the prior written consent of the other party (such consent not to be unreasonably withheld or delayed).
- 21.2 Neither party shall delegate or sub-contract any of its obligations under this Agreement without the prior written consent of the other party (such consent not to be unreasonably withheld or delayed).



22 FORCE MAJEURE

- 22.1 Neither party shall be liable to the other if it is prevented from performing any of its obligations under this Agreement, either wholly or in part, by reason of circumstances outside its reasonable control including without prejudice to the generality of the foregoing governmental actions, war, riots, civil commotion, fire, flood, epidemic, labour disputes involving all or any part of the workforce of the party in question, restraints or delays affecting shipping or carriers, inability or delay in obtaining supplies of adequate or suitable materials, currency restrictions and Acts of God.

23 NO PARTNERSHIP

- 23.1 Nothing in this Agreement shall be construed as creating a partnership between the parties.

24 ENTIRE AGREEMENT

24.1 This Agreement constitutes the entire agreement and understanding between the parties with respect to the subject matter of this Agreement and, except as expressly incorporated in this Agreement, all conditions, warranties, guarantees, representations and understanding with respect to the subject matter of this Agreement are excluded.

25 TERMINATION

- 25.1 Should the Customer be acquired by a third party and that party has an existing machine supply agreement with Leisure Play then the existing terms prevail until the anniversary of the agreement or termination is served.
- 25.2 Either party shall be entitled to terminate this Agreement with immediate effect by giving notice to the other party in any of the following events: -
- 25.2.1 if the other fails to pay any undisputed amount due under this Agreement on the due date for payment which is not in dispute and remains in default not less than 28 days after being notified in writing to make such payment.
 - 25.2.2 if the other party commits a material breach of this Agreement and fails to remedy such breach within 30 days from the service on the other of a notice specifying the breach and requiring it to be remedied.
 - 25.2.3 if the other party enters liquidation (not being a solvent voluntary liquidation for the purposes only of reconstruction or amalgamation) or has an administrator, receiver or manager or like person appointed over its assets or any material part of its assets.
 - 25.2.4 the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986.
 - 25.2.5 the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts or makes a proposal for or enters any compromise or arrangement with its creditors.
 - 25.2.6 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or on connection with the winding up of that other party.
 - 25.2.7 a creditor or encumbrance of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days.



- 25.2.8 an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the other party.
- 25.2.9 a floating charge holder over the assets of that other party has become entitled to appoint or has appointed an administrative receiver.
- 25.3.0 a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party.
- 25.3.1 any Force Majeure Event prevents the other party from performing its obligations under this agreement for any continuous period of three months.
- 25.3.2 Any termination of this Agreement shall be without prejudice to any rights accrued in favour of either party in respect of any breach committed prior to the date of such termination or any obligations which are stated to be performed under this Agreement following termination.
- 25.3.3 This Agreement may be terminated by either party giving the other notice in writing not less than 4 weeks prior to the next anniversary of the Commencement Date.

26 NOTICES

- 26.1 Any notice to be given under the provisions of this Agreement shall be given in writing and shall be delivered by hand or sent by registered post, or email to the registered office of the intended recipient provided that in the case of notice given by facsimile a copy of the notice shall also be sent by registered post to the registered office of the intended recipient.
- 26.2 A notice served in accordance with the provisions of clause 26.1 shall be deemed served as follows: -
 - 26.2.1 in the case of a notice delivered by hand or sent by email on the first business day after the delivery or transmission of the notice;
 - 26.2.2 the case of a notice delivered by registered post, on the third business day after the delivery or transmission of the notice.
 - 26.2.3 For the purposes of the above provisions of this clause, the expression "business days" shall mean any day (other than a Saturday or Sunday) on which clearing banks in England are generally open for business.

27 NO WAIVER

- 27.1 Any waiver by either party of a breach of any provision of this Agreement or any indulgence given or shown by one party to the other shall not be considered as a waiver of that party's rights under this Agreement in respect of any subsequent breach of the same or any other provision of this Agreement.

28 LAW OF THE AGREEMENT

- 28.1 This Agreement constitutes the entire Agreement and understanding between the parties in respect of the matters referred to herein. This Agreement cannot be changed except by written agreement between the parties. The interpretation construction and effect of this Agreement shall be governed and construed in all respects in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

- 29 The supplier will comply with the service levels set out in Appendix 2 (which shall be incorporated into this Agreement). And, the Customer will comply with all their responsibilities as set out in Appendix 3

30 VAT / Machine Gaming Duty



The customer and / or it's Tenants are responsible for the obtaining and maintaining in force (including all obtaining all renewals) of the MGD Registration(s) throughout the Term and shall remit all applicable MGD and VAT to HMRC as and when payable (i.e. in respect of each collection).

31 General Data Protection Regulations

The Supplier and the customer will comply with all applicable requirements of the Data Protection Act 1998 and after 25 May 2018, the GDPR together with any national implementing laws, regulations and secondary legislation and any successor legislation from time to time (including the Data Protection Act 2018) ("Data Protection Legislation").

32 Insurance

The Customer shall at its own expense insure all the equipment supplied on site for any loss regarding Fire, Theft, Vandalism and any other damage not associated with normal operation of the equipment

33 Dispute Resolution

Both parties agree to enter good faith discussions, in the event there is a dispute over any sum or obligation within this contract, with the intention of finding a remedy within 14 days following a formal notification to the other party. If the parties are unable to agree a suitable remedy, then the matter will be presented to a qualified adjudicator.

Appendix Documents Below;



Appendix 1 – Equipment & Pricing

Name Of Equipment	Asset Number	Category	Share Terms	Fixed Rent	Collection Frequency 7,14,21,28

Machine Gaming Duty

I authorise Leisure Play to act as an agent to register and pay the MGD duty direct to the inland revenue.

Signed Customer

ADR Entity

I authorise Leisure Play to appoint BACTA to the ADR service provider at a cost of £200 which will be deducted from the customers share at £20 per month for the first 12 months.

Signed Customer

By signing this agreement both parties are bound by the standard terms and conditions of supply by Leisure Play Limited which are on its website, which form the basis of the understanding of this supply agreement.

Accepted & agreed by:

Accepted & Agreed by:

[Print Name of Signatory]

[Print Name of Signatory]

Position: _____

Position: _____

For and on behalf of:
Leisure Play Limited

For and on behalf of:
The Customer



Date:

Date:

Appendix 2 - Supplier Services

1. Money Collections

- 1.1 The suppliers' hours of working will be 7am until 6pm, 7 days per week or as per arrangement with local pub managers, excluding Christmas Day.
- 1.2 All of the supplier's staff will display appropriate company identification to Customers
- 1.3 Collection frequency of 7, 14 or 21 days will be adhered to unless specific to agreed operational change between the parties and if Individual sites are informed by telephone at least 24 hours before, if the usual and programmed collection is altered for any reason.
- 1.4 All refills will be paid back on the day of collection and, where there is insufficient cash available on an individual machine, the balance will be transferred to another machine(s). If there is still insufficient cash available, the balance will be paid on the next collection.

2. Account Management

- 2.1 The supplier will appoint at least one suitably qualified and experienced member of its staff to act as an account manager for each the customer sites. This account manager will act as the supplier's liaison with the customers site manager and will use their reasonable endeavours to remedy any problems which may arise from time to time, in an expeditious manner.
- 2.3 The supplier will visit customer sites 2 times per year and provide full site reports following pub reviews, detailing responsibilities, timing and plans if required.
- 2.4 The supplier will meet with the customer as required to discuss performance and provide recommendations for improvement.

3. Technology

The supplier will implement updates to technology on the Machines, e.g. note recyclers, game firmware and manufacturers recommendations, within 28 days of the updates becoming available.

5. Service / Call Outs

- 5.1 Should a Machine breakdown be reported to the supplier then the supplier will attend site and fix the fault(s) within 48 hours of the breakdown being reported as an average across all machines.
- 5.3 If the supplier is unable to repair any Machine during the suppliers first visit to the customer after the call out has been placed or within 48 hours of that call-out, the supplier will replace the faulty or damaged Machine with an equivalent, properly functioning Machine.
- 5.5 If any trends are identified then the supplier will put remedial action in place in the Machines where either these failures have occurred or are likely to occur.
- 5.6 The above call-out service will be provided 7 days a week for the term of this contract.

6. Security

- 6.1 The supplier will, within 10 Working Days of being notified or becoming aware itself of any fault with any Machine, update any Machine (including but not limited to software and hardware) to prevent any manipulation or malfunctioning of any machine which may result in the money held in the Machine being improperly reduced or which enables the Machine to be played for less than the stipulated charge.
- 6.2 The supplier will replace all stolen or damaged Machines within 24 hours of the Supplier being notified or becoming aware of any Machine being stolen or damaged. Relevant guidance should be provided after any break-in that may help prevent further incidents.
- 6.3 The supplier reserves the right not to supply machines to a location where multiple break-ins or persistent machine damage has taken place, and the protection of the supplier's assets remain vulnerable at no fault of the suppliers

Appendix 3 - Supply Agreement - Pubs & Clubs Responsibilities

1. Machine Entitlements

Qualifying alcohol licensed premises are entitled to provide up to 2 gaming machines Category C or D after notifying your local authority.

This is known as Automatic Entitlement. Category C machines are often called fruit machines, or AWP's (amusement with prize machines).

Machines are usually sited on a rental or profit share basis under contractual agreements with Leisureplay (LP). This will be dealt with at registration to supply.

In order to site more than two machines in the above categories you must apply for a Gaming Machine Permit from your local authority. This is something that LP can help you with and you should discuss this with your account manager.

The Local Authority will consider the application and issue a permit, usually within 21 days of receipt of the application.

The permit authorises the total number of machines allowed and is not in addition to the automatic entitlement. You can only site category C or D gaming machines in pubs. Any change in the category of machines sited must be notified to the local authority.

Category of machine	Maximum stake	Maximum prize
C	£1	£100
D non-money prize	30p	£8
D non-money prize (crane grab)	£1	£50
D money prize	10p	£5
D combined money and non-money prize	10p	£8 (including £5 money prize)
D combined money and non-money prize (coin pusher/penny falls)	20p	£20 (Including £10 money prize)
B3A (Club Premises Only)	£2	£500
B4 (Club Premises Only)	£2	£400

Alcohol licensed premises fees

Application type	Fee
Automatic entitlement	£50
New GMP	£150
Annual fee	£50
Variation	£25
Transfer/change name	£25
Copy	£15

2. Change of a licence holder

If the licence holder ceases as the holder of a relevant alcohol licence the right to Automatic Entitlement ceases.

This does not apply if there is simply a change to the Designated Premises Supervisor (DPS) or the Designated Premises Manager (DPM).

If there is a change of the primary alcohol licence holder you must apply to transfer any gaming machine permit as well.

A local authority can remove any automatic entitlement if it has concerns about the suitability of the premises or licence holder.

3. Your Responsibilities under the Gambling Act 2005



All of machines supplied are sourced and maintained by a Gambling Commission licensed supplier. LP has the correct license to do this and only purchases equipment from authorised suppliers of equipment in the UK. Gambling Operating License Number is - 000-066206-N-340411-001
This license authorises LP to supply, perform maintenance and repairs and upgrade the equipment in line with manufacturers guidelines.

4. Machine requirements you need to know about

Our customers as the business owner have obligations to ensure that machines meet regulatory requirements in terms of information displayed on a machine namely:

- Machine category (C or D)
- Return to player percentage is displayed
- No under 18 signs (Category C only)
- ID plate (for machines manufactured after 2007)
- Stake to play and maximum pay-out prize
- Signposting for gambling support services (BeGamble Aware)
- Supplier details (not a requirement but are usually displayed)



Category labels/ID plates should be easily visible and located to the front or side of any gaming machine.

5. Machine Games Duty/VAT on machine income

Machine Games Duty (MGD) is the taxation system for gaming and SWP machines. For pubs MGD will apply to Category C and Category D machines (also known as fruit machines/AWP) and skill with prize machines (SWPs and quiz machines).

MGD on Category C machines is charged at 20% (Applies to cash and cash equivalents such as tickets or vouchers)

MGD on Category D machines is charged at 5% (Applies to cash and cash equivalents such as tickets or vouchers)

MGD is not payable on Category D machines such as crane grabbers that pay out prizes, the takings are instead liable to VAT

If your pub is in a managed pub division it is the operating company who must register for MGD. In a leased pubs or free houses, it is the responsibility of the lessee/ tenant or freeholder.

You need to register for MGD with HMRC and they will supply you with a PIN/activation code if you are filing online and a Machine Games Duty Registration Certificate.

LP can explain how to register and will ask to see your MGD registration confirmation or will check the HMRC online register before supplying you with machines.



You can authorise an LP who are registered as an MGD Agent to register and complete your returns on your behalf. However, you remain responsible for the tax liability, and you need authorisation from HMRC for an Agent to act on your behalf; this is dealt with during the registration process to supply.

6. Your responsibilities - Social responsibility

Leisure Play take the principal gambling licensing objectives very seriously and have a duty to help:

- **Keep crime out of gambling**
- **Protect children and other vulnerable persons from harm**
- **Ensure gambling is fair and open.**

As the responsible person for the operation of the machines and the licensee of the venue you must ensure the following is adhered to

- Ensure gaming machines are in a place in the premises where they can be monitored by bar and floor staff. Monitoring may also take place by use of CCTV.
- Ensure that under 18s do not play Category C machines.
- Check the age of those who appear underage in the same way as you would if any persons are attempting to purchase alcohol.
- Consider raising awareness by using Challenge 25 around machines in the same way you may use for purchase of alcohol.
- Only accept ID which contains a photograph (driving licence, passport, National ID card, UK military ID, Proof of age card and approved age identity apps).
- If a child or young person attempts to gamble on a Cat C machine, ask them to stop. If they fail to comply consider reporting this to the local authority or Police.
- Keep your own records around activity or challenges in this area.
- Local authorities are carrying out age verification testing at pubs around the country. Failures are likely to lead to enforcement action which could impact your ability to use machines and potentially trade.
- Machines should not be positioned near to any ATM or cash machine.
- Be aware of **significant increase in customer spends or behaviour** which may indicate an issue with problem gambling and be aware of how to signpost people to support groups.

A sample of **stay in control** leaflets and posters are shown in **Appendix A**. The code of practice for gaming machines in premises with an alcohol licence is available on the gambling commission website:

<https://www.gamblingcommission.gov.uk/pdf/code-of-practice-for-gaming-machines-in-clubs-and-premises-with-an-alcohol-licence.pdf>

7. Keeping Crime Free

Theft and fraud from machines

Individuals and criminal gangs attack gaming machines in pubs and other gambling environments. The electronic or the mechanical element of the machine can be attacked in a number of ways.

- Strimming – machine manipulation which provides payment through giving credits.
- Defraud any machine using a wire or other device.
- Attacking the coin mechanism or note acceptor.
- Forcing locks or other mechanisms.
- Using duplicate keys.
- Inserting foreign coins and counterfeit or dyed notes.

Money laundering

- On occasions customers gamble money which has been obtained unlawfully.

- Money laundering indicators can include unknown large staking players and on occasions a significant increase in customer spends.
- A customer may be in possession of dyed notes, large volumes of Scottish notes outside of Scotland or counterfeit currency.

Preventative measures you need to be aware of:

- Train your staff to be vigilant around your machines.
- Pay particular attention to groups of people acting suspiciously. They may conceal tools on their person or pass tools between themselves.
- Site machines near bar area within view of staff.
- Have effective CCTV.
- Consider joining Pub watch or similar schemes to share good practice.
- Check the identity of persons removing machines for servicing or contractual purposes. This prevents incidents of theft by unauthorised persons.

8. How you need to handle - Complaints and Disputes

It is good practice and a requirement under the Gambling Act 2005 for any premises with a permit or automatic entitlement to have a written procedure for handling customer complaints and disputes regarding the use of gaming machines.

Customers involved in any dispute should be provided with the following:

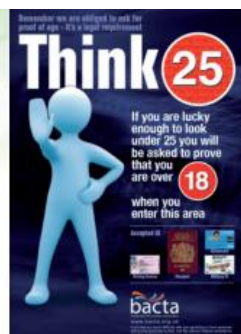
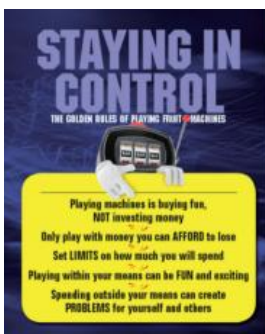
- Appointed person to contact
- A copy of the complaint procedure

If the dispute is a gambling dispute and remains unresolved then a customer has rights under the Gambling act 2005 to take legal action in the small claims court. You may wish to use an ADR entity (Alternative Dispute Resolution) which is likely to avoid the court process and provide mediation and adjudication to cover this eventuality.

The Bacta ADR service is available for any licensee to join, to register and enrol the cost is £200 for 12 months. Full details can be found at

<http://bactaadrservice.org.uk>

Contacts



National Gambling Helpline
 Freephone **0808 8020 133**
 8am-midnight 7 days a week
www.gamcare.org.uk



GambleAware
www.begambleaware.org

MGD Information
www.gov.uk/machine-game-duty

HMRC MGD Registration
<https://online.hmrc.gov.uk/registration/newbusiness/mgd/introduction>
 Tel: 0300 200 3701

Bacta ADR Service
<http://bactaadrservice.org.uk>
 Tel: 0207 7306 444



Rules of Play Customers – Appendix 3 Standard Contract.

- The premises the machines are operated on must display rules of play, who owns the premises and the operating license.
- Customers must be over 18 years of age, and the premises must operate a “think 25” policy to verify ages of customers playing machines.
- The premises must reserve the right to refuse play if a customer cannot verify their age or the source of their funds if challenged.
- All customers must produce valid photographic ID when challenged, failure to comply with this rule or any one of the following could result in legal action being taken:
 - Taking part in gaming when under 18 years of age
 - Laundering the proceeds of crime or unable to verify the source of funds for Gambling.
 - Providing fraudulent personal information or identification
- The company it’s servants and agents will report to the Police any customer who uses gambling as a source of crime or disorder or uses it to support any activity associated with crime and disorder.
- Under no circumstances may customers loan or borrow money to other members, nor shall they knowingly pass counterfeit or illegally obtained notes or coins.
- The customer must report any fault or suspected fault to any of the gaming terminals located on the premises to an employee as soon as they become aware of such. Each incident or complaint is determined on its own merit and is not subject to any precedent.
- In the event of a payout being awarded against a machine; the player must provide a valid photographic I.D. to receive the payment.
- In the event of a dispute then the customer must be given information regarding the ADR process the site uses to deal with in the event the matter cannot be resolved.

Gaming Machines Terms & Conditions **RESPONSIBLE GAMBLING**

- This means staying in control of how much time and money you spend during gambling. Whether you are placing a bet or playing a gaming machine, gambling responsibly means you are enjoying leisure and entertainment in a balanced way.



- Just like with other forms of entertainment gambling is a form of expenditure and gambling responsibly means not spending more money or time that you cannot afford to do, balanced with all your other responsibilities in life.
- No gaming other than authorized gaming may be carried out.

Follow these eight tips to stay in control.

1. Think of gambling as a form of entertainment and not a way to make money.
2. Only Gamble with money you can afford to lose
3. NEVER Chase your losses
4. Bet with your head – Think about how much time & Cash you have spent today
5. Don't gamble when you're depressed or upset.
6. Balance your gambling with your other activities in life
7. Take frequent breaks
8. If you're gambling too much, speak to the staff – they will help

Payouts & Profit Margins

- Probability is the likelihood of a specific outcome or event taking place. To work this out you divide the number of specific outcomes with the number of possible outcomes
- For example, if you were rolling a dice and wanted the number three to come up, there is only one specific outcome but at the same time there are six possible outcomes. So your probability is 1 in 6.
- All games guarantee a profit to the machine operator by offering odds or returns on outcomes less than the actual probability.
- The return to player (RTP) percentage, which is a measure of the % of stakes a game returns to players (generally over many millions of spins) is a generally accepted guide to how a game will perform. If the RTP is 92% then, over a period of time, the profit retained by the machine operator will be 8%.
- However, this does not mean that every play, or series of plays, will return this %. Customers can generally expect for the machine to return 92p in the £1 over a longer period of time. The game must perform to the RTP stated in the specific game help pages.
- All games are slightly different in terms of their characteristics and feature sets, and accordingly, they all behave slightly differently.
- All Category of gaming machines will have been tested by a Gambling Commission approved testing house to ensure that the RTP has been calculated correctly and that the game is consistent with the framework and guidance provided by the Gambling Act 2005.

Types of Games

- There are different categories of games on machines.



- This means that the stake and prize vary across these different categories. Various machines operate under different technical standards, but you will always be informed by an on-screen message depending on which machine you are playing.

Stakes & Prize Levels are set out below

Category of machine	Premises where machines allowed	Stake from 1 st June 2009	Prize from 1 st June 2009	No of Machines Allowed
B1 (Jackpot Machine)	Casinos	£2	£4,000	Dependant on Size of Venue
B2 (FOBT – Fixed Odds betting terminal)	Casinos / Betting Shops	£100 (in multiples of £10)	£500	4
B3 (Jackpot Machine)	Casinos / Betting Shops / AGC's / Bingo Halls	£2*	£500	20% of Total Machine Numbers*
B4 (Jackpot Machine)	Casinos / Betting Shops / AGC's / Bingo Halls	£1	£250	4
C (Amusement with prize machine)	Casinos / Betting Shops / AGC's / Bingo Halls / FEC's / Clubs / Pubs	£1	£70	Unlimited
D (Amusement with prize machine)	Casinos / Betting Shops / AGC's / Bingo Halls / FEC's / Clubs / Pubs	10p if prize contains cash, 30p if prize is wholly non cash	£5 cash or £8 non cash or mix of up to £8 in total with up to £5 cash	Unlimited

On B3 Games there are different staking options from 20p play up to £2 and maximum of £500 prize. Some Category C machines are used in Pubs and offer similar maximum prizes from lower categories. You should always check the prize levels (shown on screen) to make sure you are not mistaken about the type of game you are playing.