

## Operator licences – regulatory decisions

The Commission has the power to apply the following sanctions to operating licences, following review:

- warning
- imposing additional conditions or amending existing ones
- financial penalty (only in the event a licence condition is breached)
- suspension
- revocation.

The regulatory sanctions to date are set out below:

Licence Holder	Trading name	Licence type	Decision	Date of decision	
Lucky 8 Limited	Lucky 8	Remote Casino, General Betting Standard – Real Event and Gambling Software	Revoked	8 November 2018	<p>Following a licence review, the Commission decided to revoke the operating licence issued to Lucky 8 Limited (the Licensee) under section 119 of the Gambling Act 2005 on the grounds that it was unsuitable to carry on the licensed activities.</p> <p>The Commission found that:</p> <ul style="list-style-type: none"> <li>• the Licensee failed to report two key events in breach of licence condition 15.2.1.4</li> <li>• the Licensee failed to report key events in breach of licence condition 15.2.1.6</li> <li>• the Licensee had not been acting in reliance on their licence since 2011, despite repeated assurances as to when trading would begin</li> <li>• satisfactory assurance in relation to the Licensee’s source of funding had not been provided</li> </ul>

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					<ul style="list-style-type: none"> <li>it is unclear where management responsibility for the Licensee rests and has rested</li> <li>the Licensee failed to submit change of corporate control applications in relation to two changes in shareholdings</li> <li>it was difficult to accept that the link between the Licensee and GlobeCas (an unlicensed entity claiming the Licensee's licence as its own) could have been made without the knowledge and consent of one of the Licensee's directors.</li> </ul>
<b>Casumo Services Limited</b>	Casumo	Remote Casino	Warning, conditions attached and financial penalty	6 November 2018	<p>Following a review of the licence issued to Casumo Services Limited (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> <li>breached conditions of its licence relating to anti-money laundering measures</li> <li>failed to comply with social responsibility codes of practice.</li> </ul> <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative sanctions guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ul style="list-style-type: none"> <li>issue a warning under section 117(1)(a) of the Act;</li> <li>impose additional conditions to the Licensee's licence under section 117(1)(b) of the Act; and</li> <li>impose a financial penalty under section 121 of the Act in the sum of £5.85 million.</li> </ul> <p>More information can be found in the Commission's decision notice, which can be found on <a href="#">our website</a>.</p>
<b>Daub Alderney Limited</b>		Remote Bingo, Casino, Gambling Software, General Betting Standard – Real Event	Warning, conditions attached and financial penalty	6 November 2018	<p>Following a review of the licence issued to Daub Alderney Limited (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> <li>breached conditions of its licence relating to anti-money laundering measures</li> <li>failed to comply with social responsibility codes of practice.</li> </ul>

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					<p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative Sanctions Guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ul style="list-style-type: none"> <li>• issue a warning under section 117(1)(a) of the Act;</li> <li>• impose additional conditions to the Licensee's licence under section 117(1)(b) of the Act; and</li> <li>• impose a financial penalty under section 121 of the Act in the sum of £7.1 million.</li> </ul> <p>More information can be found in the Commission's decision notice, which can be found on <a href="#">our website</a>.</p>
<b>CZ Holdings Limited</b>		Remote Casino and Remote Gambling Software	Warning, conditions attached with financial penalty (had operator not surrendered the licence)	30 August 2018	<p>The Commission commenced a review of the CZ Holdings Limited's (the Licensee) operating licence on 11 December 2017. During the review the Commission found that the Licensee:</p> <ul style="list-style-type: none"> <li>• Breached conditions of its licence relating to anti-money laundering measures</li> <li>• Failed to comply with social responsibility codes of practice.</li> </ul> <p>The Licensee subsequently surrendered their licence on 23 July 2018. Had the Licensee not surrendered their licence, the Commission would have:</p> <ul style="list-style-type: none"> <li>• imposed a financial penalty under section 121 of the Gambling Act 2005 (the Act)</li> <li>• issued a warning under section 117(1)(a) of the Act</li> <li>• imposed additional conditions on the Licensee's operating licence under section 117(1)(b) of the Act.</li> </ul>
<b>Joanne Rowan</b>	Joanne Rowan	Non-Remote General Betting Standard Operating Licence	Revoked	05 July 2018	<p>Following a licence review under section 116 of the Gambling Act 2005 the Commission determined to revoke the operating licence issued to Joanne Rowan under the provision of section 119 of the Act on the grounds of the continued need to hold the operating licence.</p>

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					The Commission found that the operating licence was issued on 08 May 2009. Since the issue of the operating licence the operator has failed to provide facilities for gambling in reliance on that licence.
<b>Mad Gaming Limited</b>	SpotSportShares	Remote Combined Pool Betting and Linked Gambling Software	Revoked	25 June 2018	<p>Following a licence review under section 116 of the Gambling Act 2005 the Commission determined to revoke the operating licence issued to Mad Gaming Limited under the provision of section 119 of the Act on the grounds of the continued need to hold the operating licence.</p> <p>The Commission found that the operating licence was issued on 21 January 2015. Since the issue of the operating licence the operator has failed to provide facilities for gambling in reliance of that licence.</p>
<b>SHUA Limited</b>	Bongo's Bingo	Non-Remote Bingo	Warning	14 May 2018	<p>Following a licence review, the Commission decided it was appropriate to issue Shua Limited trading as Bongo's Bingo a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p> <ul style="list-style-type: none"> <li>• Commission specific conditions set out in Part 2 of the Licensee's operating licence, which required that the Licensee must notify the Commission and local authority at least 28 days before any event taking place in new premises by providing a description of the event taking place, a copy of the premises contract, and any amendment to the rules to the bingo.</li> <li>• Paragraph 1 of social responsibility code provision 3.2.5 (Access to gambling by children and young persons)</li> <li>• Paragraph 1 of social responsibility code provision 3.4.1 (Customer interaction)</li> <li>• Paragraph 1 of social responsibility code provision 3.3.1 (Responsible gambling information)</li> <li>• Paragraph 1 of social responsibility code provision 3.5.1 (Self-exclusion)</li> </ul>

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<b>John Codona's Pleasure Fairs Limited</b>	John Codona's Pleasure Fairs Limited	Non-remote gaming machine general – AGC, gaming machine general – FEC, general betting standard (non-remote and ancillary)	Conditions attached to the operating licence	11 May 2018	<p>Following a review of the operating licence held by John Codona's Pleasure Fairs Limited, the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff must be present within the licensed betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>
<b>Remco Leisure Limited</b>		Non-remote gaming machine general – AGC, general betting standard, ancillary general betting (standard)	Conditions attached to the operating licence	11 May 2018	<p>Following a licence review of the operating licence held by Remco Leisure Limited the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff must be present within the betting premises at all times in which the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be</p>

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					trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.
<b>Star Amusements Limited</b>	Star Amusements, Stardust, Electric Avenue, Sunspot, Monte Carlo	Non-remote gaming machine general – AGC, Gaming machine general – FEC, General betting standard	Conditions attached to the operating licence	11 May 2018	<p>Following a licence review of the operating licence held by Star Amusements Limited, the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff will be present within the betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>
<b>The Noble Leisure Company Limited</b>		Non-Remote Bing, General Betting Standard, and Gaming Machine General: Adult Gaming Centre	Conditions attached to the operating licence	11 May 2018	<p>Following a review of the operating licence held by The Noble Leisure Company Limited the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires a member of staff to be present within the betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises,</p>

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					the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.
<b>Kevin Grace</b>	North Ormesby Institute	Non remote Bingo	Revoked	3 April 2018	<p>Following a licence review, the Commission determined to revoke the operating licence issued to North Ormesby Institute under the provisions of section 119 of the Act on the grounds that activity has been conducted in a manner which was inconsistent with the licensing objectives.</p> <p>The Commission found that the Licensee had failed to put in place policies and procedures for social responsibility, anti-money laundering and complaints and disputes. Licence conditions had also been breached in respect to regulatory returns and researching, prevention and treatment of gambling related harm. The operator failed to address the breaches despite repeated requests to comply.</p>
<b>Malcolm Rankin</b>	GamezMonkey	Gaming Machine Technical - Supplier	Warning	5 February 2018	<p>Following a licence review the Commission has decided it was appropriate to issue a warning to Mr Malcolm Rankin t/a GamezMonkey under the provisions of section 117(1)(a) of the Gambling Act 2005 (the Act).</p> <p>The reason for the decision was because the Licensee:</p> <ul style="list-style-type: none"> <li>promoted a lottery without the required operating licence, contrary to section 258 of the Act</li> <li>failed to submit regulatory returns on time for the period 2014 through to 2017, breaching Licence Condition 15.3.1.2.</li> </ul>
<b>The Royal Air Forces Association</b>	Wings Pub Lotto	Non-Remote Society Lottery	Warning	5 February 2018	<p>Following a licence review, the Commission decided it was appropriate to issue The Royal Air Forces Association a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p>

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					<ul style="list-style-type: none"> <li>Licence condition 11.1.1(1) (societies and local authorities).</li> <li>Social responsibility code provision 1.1.2(1) (responsibility for third parties).</li> </ul>
<b>ElectraWorks Limited</b>	Bwin.com Partycasino.com Casinoking.com Noblecasino.com Partycasino.com Partypoker.com Scasino.com	Combined Casino and Bingo - Remote	Warning with Financial Penalty	26 January 2018	<p>Following a licence review, the Commission decided it was appropriate to give ElectraWorks Limited a warning under section 117(1)(a) of the Gambling Act 2005 (the Act) and to impose a financial penalty of £350,000 under section 121 of the Act.</p> <p>More information can be found in the decision notice on the <a href="#">Gambling Commission's website</a>.</p>
<b>Michael Charles McFadden</b>	VPA Entertainment Technology	Non-remote gaming machine technical supplier	Revoked	1 June 2017	<p>Following a licence review the Commission determined to revoke the operating licence issued to Mr Michael Charles McFadden trading as VPA Entertainment Technology under the provisions of section 119 of the Act on the grounds that he had carried on activities in reliance on the licence but not in accordance with a condition of the licence.</p> <p>The Commission found that the Licensee had breached conditions of his operating licence, in that he had failed to submit regulatory returns and had failed to make a contribution to organisation(s) researching the prevention and treatment of gambling related harm, and failed to address the breaches despite repeated requests to comply.</p>
<b>Newbridge Amusements Limited</b>	Sun Valley	Non-remote gaming machine general adult gaming centre	Warning	30 May 2017	<p>Following a licence review, the Commission decided it was appropriate to issue Newbridge Amusements Limited t/a Sun Valley a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p> <ul style="list-style-type: none"> <li>Licence condition 15.2.1</li> <li>Licence condition 15.3</li> <li>Social responsibility code provision 3.1</li> <li>Social responsibility code provision 3.3.1</li> <li>Social responsibility code provision 3.4.1</li> <li>Social responsibility code provision 3.5.1</li> </ul>



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					<ul style="list-style-type: none"> <li>• Social responsibility code provision 3.5.6</li> <li>• Social responsibility code provision 6.1</li> <li>• Social responsibility code provision 7.1.2</li> <li>• Social responsibility code provision 10.1</li> </ul> <p>The Licensee also breached ordinary code provision 2.1.2</p>
<b>BGO Entertainment Limited</b>	Bgo Vegas Bgo.com Powerspins.com	Remote Bingo and Remote Casino	Warning with financial penalty	31 March 2017	<p>Following a licence review, the Commission decided it was appropriate to give BGO Entertainment Ltd a warning under section 117(1)(a) of the Gambling Act 2005 (the Act) and to impose a financial penalty of £300,000 under section 121 of the Act.</p> <p>More information can be found in the decision notice at:  <a href="http://www.gamblingcommission.gov.uk/PDF/BGO-decision-notice.pdf">http://www.gamblingcommission.gov.uk/PDF/BGO-decision-notice.pdf</a></p>
<b>Run Lines Limited</b>	Coin Magic	Non-remote Gaming Machine general – Adult Gaming Centre	Terminated	15 February 2017	<p>The Gambling Commission commenced a review into the operating licence of Run Lines Limited, trading as Coin Magic.</p> <p>Having considered the information provided by the operator during its application, which included the representations made by its sole owner/director Mr Balvinder Sanghera, the Commission decided to terminate the operating licence under section 342(4) of the Act.</p> <p>The reasons for the termination are as follows:</p> <ul style="list-style-type: none"> <li>• the Commission was satisfied that the licensee provided false or misleading information during the application process, with regard to the identity, ownership, integrity and competence of those connected to the operating licence</li> <li>• the Commission was satisfied that the licensee provided false or misleading information regarding the financial arrangements in respect of the start-up of the licensee’s business.</li> </ul>

Licence Holder	Trading name	Licence type	Decision	Date of decision	
<b>Bet Essex (UK) Limited</b>	Bet Essex; Bets R Us Bookmakers	Non-Remote General Betting Standard; Ancillary General Betting Standard	Warning	20 January 2017	<p>Following a licence review, the Commission decided it was appropriate to issue Bet Essex (UK) Limited t/a Bet Essex and Bets R Us Bookmakers a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p> <ul style="list-style-type: none"> <li>• Licence condition 15.2.1.23</li> <li>• Licence condition 15.3</li> <li>• Social responsibility code provision 3.3.1</li> <li>• Social responsibility code provision 3.4.1</li> <li>• Social responsibility code provision 3.5.1</li> <li>• Social responsibility code provision 6.1</li> <li>• Social responsibility code provision 10.1</li> </ul> <p>The Licensee also breached the following ordinary code provisions:</p> <ul style="list-style-type: none"> <li>• Ordinary code provision 2.1.2</li> <li>• Ordinary code provision 8.1</li> </ul>
<b>Jamie Knott</b>	Bet James	General Betting Standard and Ancillary Remote	Revoked	25 August 2016	<p>Following a licence review, the Commission decided to revoke the operating licenses of Jamie Knott t/a Bet James. The reason was the Licensee had been convicted of a serious criminal offence. The circumstances of the offence meant the Commission has serious concerns in respect of the Licensee's suitability to carry out the licensed activities.</p> <p>The Licensee also breached a condition on their licence by failing to inform the Commission of their conviction.</p>
<b>Postcode Lottery Limited</b>	People's Postcode Lottery	Non-Remote External Lottery Manager and Remote External Lottery Manager	Warning with condition attached	28 July 2016	<p>Following a licence review, the Commission decided it was appropriate to issue Postcode Lottery Limited t/a People's Postcode Lottery a warning and impose a condition on its licence under section 117(1)(a) and (b) of the Gambling Act 2005.</p> <p>The reason for the decision was because the Licensee had breached licence condition 11.2.1.3a(ii) resulting in a prize exceeding the maximum allowable per draw being paid on eight occasions.</p>

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					The condition imposed requires the Licensee to provide a report to the Commission detailing the proceeds and the individual prizes paid in each lottery. In reaching its view, the Commission took account of the action the Licensee had taken to address the Commission's concerns during the review.
<b>Silverbond Enterprises Limited</b>	Park Lane Club London	Non-Remote Casino 1968 Act and Ancillary Remote Casino	Warning with conditions attached	6 June 2016	<p>Following a licence review, the Commission decided it was appropriate to give Silverbond Enterprise Limited t/a Park Lane Club London a warning with conditions attached under section 117(1)(a) of the Gambling Act 2005.</p> <p>For the Commission's full decision following a licence review, please visit: <a href="http://www.gamblingcommission.gov.uk/PDF/public-statements/Silverbond-Enterprises-Limited-decision-notice.pdf">http://www.gamblingcommission.gov.uk/PDF/public-statements/Silverbond-Enterprises-Limited-decision-notice.pdf</a></p>
<b>NRR Entertainment Limited</b>	Betat.co.uk Slottyvegas.com	Remote – Casino and Remote – Linked Gambling Software	Warning	25 April 2016	<p>Following a licence review, the Commission decided it was appropriate to give NRR Entertainment Limited a warning under section 117(1)(a) of the Gambling Act 2005. The reason for this decision was because the Licensee had breached conditions of its licence by failing to ensure, by 30 November 2015, that the specified management office for Gambling Regulatory Compliance was occupied by the holder of a Personal Management Licence (PML) and by failing to ensure that each individual who occupied a specified management office held a PML. The Licensee also failed to comply with an ordinary code of practice as it did not, on several occasions, work with the Commission in an open and cooperative way. In reaching its view, the Commission took account of the actions the Licensee had taken to address the Commission's concerns during the review.</p>