

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	
SHUA Limited	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"> • 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. • Paragraph 1 of social responsibility code provision 3.2.5 (Access to gambling by children and young persons) • Paragraph 1 of social responsibility code provision 3.4.1 (Customer interaction)

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					<ul style="list-style-type: none"> Paragraph 1 of social responsibility code provision 3.3.1 (Responsible gambling information) Paragraph 1 of social responsibility code provision 3.5.1 (Self-exclusion)
John Codona's Pleasure Fairs Limited	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>
Remco Leisure Limited		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>

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					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 trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.
Star Amusements Limited	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>
The Noble Leisure Company Limited		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</p>

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					<p>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, 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>
Kevin Grace	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>
Malcolm Rankin	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"> promoted a lottery without the required operating licence, contrary to section 258 of the Act failed to submit regulatory returns on time for the period 2014 through to 2017, breaching Licence Condition 15.3.1.2.

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The Royal Air Forces Association	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> <ul style="list-style-type: none"> • Licence condition 11.1.1(1) (societies and local authorities). • Social responsibility code provision 1.1.2(1) (responsibility for third parties).
ElectraWorks Limited	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 Gambling Commission's website.</p>
Michael Charles McFadden	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>
Newbridge Amusements Limited	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>

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					<ul style="list-style-type: none"> • Licence condition 15.2.1 • Licence condition 15.3 • Social responsibility code provision 3.1 • Social responsibility code provision 3.3.1 • Social responsibility code provision 3.4.1 • Social responsibility code provision 3.5.1 • Social responsibility code provision 3.5.6 • Social responsibility code provision 6.1 • Social responsibility code provision 7.1.2 • Social responsibility code provision 10.1 <p>The Licensee also breached ordinary code provision 2.1.2</p>
BGO Entertainment Limited	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: http://www.gamblingcommission.gov.uk/PDF/BGO-decision-notice.pdf</p>
Run Lines Limited	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"> • 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

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					<ul style="list-style-type: none"> 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.
Bet Essex (UK) Limited	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"> Licence condition 15.2.1.23 Licence condition 15.3 Social responsibility code provision 3.3.1 Social responsibility code provision 3.4.1 Social responsibility code provision 3.5.1 Social responsibility code provision 6.1 Social responsibility code provision 10.1 <p>The Licensee also breached the following ordinary code provisions:</p> <ul style="list-style-type: none"> Ordinary code provision 2.1.2 Ordinary code provision 8.1
Jamie Knott	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>

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Postcode Lottery Limited	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> <p>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.</p>
Silverbond Enterprises Limited	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: http://www.gamblingcommission.gov.uk/PDF/public-statements/Silverbond-Enterprises-Limited-decision-notice.pdf</p>
NRR Entertainment Limited	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>

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David Neville Porter	-	General Betting Limited – Non-Remote; General Betting Standard - Remote	Warned, conditions attached and financial penalty	23 February 2016	<p>Following a licence review, the Commission decided to give David Neville Porter a warning, impose a financial penalty of £10,000 and attach a condition to the operating licence requiring the Licensee to have and put into effect written social responsibility policies and procedures, under section under section 117 of the Gambling Act 2005. The reason for this decision was because the Licensee had failed to comply with the Social Responsibility Code of Practice which required the Licensee to have and put into effect policies and procedures intended to promote socially responsible gambling. The financial penalty reflects the Licensee's financial gain from the breach and an additional sum to deter future non-compliance. The Commission acknowledges, and took account of the action taken by the Licensee to address the Commission's concerns during the review.</p>
Martyn N R Jones	Rainbow Arcades Limited	Gaming Machine General – Adult Gaming Centre; Gaming Machine Technical Supplier	Warning	13 January 2016	<p>Following a licence review, the Commission has determined to issue a warning to Martyn N R Jones under section 117(1)(a) of the Gambling Act 2005.</p> <p>The licensee brought into question his suitability to continue to hold an operating licence issued by the Commission because on 25 November 2015 the licensee was convicted at Fylde Magistrates' Court and fined £350 for a contravention of section 46(1) of the Gambling Act 2005.</p> <p>This conviction related to a test purchase exercise carried out by the local authority, during which two underage volunteers were allowed to play a category B3 machine at the premises located at 185-191 The Promenade, Blackpool, FY1 5BH and then leave without being challenged. The Commission also noted that this was the second such failure uncovered by the local authority at the above premises.</p> <p>The Licensee's actions fell below the standard the Commission expects, and as a result a formal warning was issued.</p>
Peter Grant Turner	Happy Dayz Amusements	Non-Remote Gaming Machine General – Family Entertainment Centre	Warning	6 January 2016	<p>Following a licence review, the Commission has determined to issue a warning to Peter Grant Turner under section 117(1)(a) of the Gambling Act 2005.</p> <p>The licensee brought into question his suitability to continue to hold an operating licence issued by the Commission because on 11 November 2015 he was sentenced at Fylde Magistrates Court for a contravention</p>

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					<p>of section 46(1) of the Gambling Act 2005.</p> <p>This conviction related to a test purchase exercise carried out at the premises 'Happy Dayz Amusements' by the local authority in which two underage volunteers were allowed to gain access to the over 18 area of the above licensed premises. They were permitted to play a category C machine and then leave without being challenged.</p> <p>It was learned that this was the second such failure uncovered by the local authority and that he had accepted advice from that authority on the previous occasion.</p> <p>The above investigation and subsequent prosecution, which is classed as a key event within the Licence Conditions and Codes of Practice (LCCP) applicable to licence holders, was not notified by the licensee, to the Commission.</p> <p>The licensee fully cooperated with the Commission's review of the operating licence and indicated in his representations on 15 December 2015 that he would accept a Director's warning issued by the Commission.</p> <p>The Licensee's actions fell below the standard the Commission expects.</p>
Jays Entertainments Limited		Non-Remote Gaming Machine	Warning	17 December 2015	<p>Following a licence review, the Commission has determined to issue a warning to Jays Entertainments Ltd under section 117(1)(a) of the Gambling Act 2005.</p> <p>The reason for this is that the licensee has again been found to have made more Category B gaming machines available for use on premises than is permitted. Whilst the repeated failing is serious and relates to a core principle of the regulatory framework, the Commission has taken into account the degree of excess and the immediate remedial actions taken by the licensee.</p> <p>The licensee is warned that the failings here are unacceptable and must not be repeated. Any further failure could be deemed as a persistent lack of insight or understanding of the seriousness of the</p>

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