

Form A

NOTICE OF AN APPLICATION FOR A PREMISES LICENCE

This notice is issued in accordance with regulations made under Section 160 of the Gambling Act 2005

Notice is hereby given that Matthew Hodgson trading as Onetec Amusements of the following address: Onetec Amusements, 148 High Street, Middlesbrough

Postcode: TS6 9EN

the number of whose operating licence is: 000-057717-N-333226-001

has made an application for an AGC premises licence.

The application relates to the following premises: Onetec Amusements 114 York Road, Hartlepool TS26 9DE

The application for a premises licence has been made to the following licensing authority: Hartlepool Borough Council Civic Centre Victoria Road Hartlepool

Postcode: TS24 8AY

Website: www.hartlepool.gov.uk

Information about the application is available from the licensing authority, including the arrangements for viewing the details of the application.

The following person connected with the applicant is able to give further information about the application: Debbie Bollard of Hough & Bollard Ltd 01526 341162 debbie@houghandbollard.co.uk

Any representations under Section 161 of the Gambling Act 2005 must be made no later than the following date: 9 March 2025

**APPLICATION FOR A PREMISES LICENCE
UNDER THE GAMBLING ACT 2005
(Standard Form)**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

If you are completing this form by hand, please write legibly in BLOCK CAPITALS using ink. Use additional sheets if necessary (marked with the number of the relevant question). You may wish to keep a copy of the completed form for your records.

Where the application is:

- in respect of a vessel, or
- to convert an authorisation granted under the Betting, Gaming and Lotteries Act 1963 or the Gaming Act 1968,

the application should be made on the relevant form for that type of premises or application.

Part 1 – Type of premises licence applied for

Regional Casino Large Casino Small Casino
Bingo Adult Gaming Centre Family Entertainment Centre
Betting (Track) Betting (Other)

Do you hold a provisional statement in respect of the premises? Yes No

If you answer “yes”, please give the unique reference number for the provisional statement (as set out at the top of the first page of the statement):

Part 2 – Applicant Details

If you are an individual, please fill in Section A. If the application is being made on behalf of an organisation (such as a company or partnership), please fill in Section B.

Section A

Individual Applicant

1. Title: Mr Mrs Miss Ms Dr Other (please specify)

2. Surname: **Hodgson** Other name(s): **Matthew**

trading as Onetec Amusements

3. Applicant's address (business): **Onetec Amusements, 148 High Street,
Middlesbrough**

Postcode: **TS6 9EN**

4(a) The number of the applicant's operating licence (as set out in the operating licence):
000-057717-N-333226-001

4(b) If the applicant does not hold an operating licence but is in the process of applying for one, give the date on which the application was made:

5. Tick the box if the application is being made by more than one person

Section B

Application on behalf of an organisation

6. Name of applicant business or organisation:

7. The applicant's registered or principal address:

Postcode:

8(a) The number of the applicant's operating licence (as given in the operating licence):

8(b) If the applicant does not hold an operating licence but is in the process of applying for one, give the date on which the application was made:

9. Tick the box if the application is being made by more than one organisation

Part 3 – Premises Details

10. Proposed trading name to be used at the premises (if known): **Onetec Amusements**

11. Address of the premises (or, if none, give a description of the premises and their location): **114 York Road, Hartlepool**

Postcode: **TS26 9DE**

12. Telephone number at premises (if known):

13. If the premises are in only a part of a building, please describe the nature of the building (for example, a shopping centre or office block). The description should include the number of floors within the building and floor(s) on which the premises are located.

The Premises occupy the ground floor of a 3 storey mid terrace building

14(a) Are the premises situated in more than one licensing authority area? No

14(b) If the answer to question 14(a) is yes, please give the names of all the licensing authorities within whose area the premises are partly located, **other than the licensing authority to which this application is made:**

Part 4 – Times of Operation

15(a) Do you want the licensing authority to exclude a default condition so that the premises may be used for longer periods than would otherwise be the case? No

15(b) If the answer to question 15(a) is yes, please complete the table below to indicate the times when you want the premises to be available for use under the premises licence.

	<i>Start</i>	<i>Finish</i>	<i>Details of any seasonal variation</i>
Mon	<i>hh:mm</i>	<i>hh:mm</i>	
Tue			
Wed			
Thurs			
Fri			
Sat			
Sun			

16. If you wish to apply for a premises licence with a condition restricting gambling to specific periods in a year, please state the periods below using calendar dates:

Part 5 – Miscellaneous

17. Proposed commencement date for licence (leave blank if you want the licence to commence as soon as it is issued):

18(a) Does the application relate to premises which are part of a track or other sporting venue which already has a premises licence? **No**

18(b) If the answer to question 18(a) is yes, please confirm by ticking the box that an application to vary the main track premises licence has been submitted with this application

19(a) Do you hold any other premises licences that have been issued by this licensing authority? **No**

19(b) If the answer to question 19(a) is yes, please provide full details:

20. Please set out any other matters which you consider to be relevant to your application:

The applicant is licensed by the Gambling Commission and currently operates 2 other sites in Harrogate and Middlesbrough. A set of the applicants policies and procedures are included with the application to demonstrate how the applicant with operate and promote the licensing objectives

Part 6 – Declarations and Checklist (Please tick)

I/We confirm that, to the best of my/our knowledge, the information contained in this application is true. I/We understand that it is an offence under Section 342 of the Gambling Act 2005 to give information which is false or misleading in, or in relation to, this application. **X**

I/We confirm that the applicant(s) have the right to occupy the premises. **X**

Checklist:

- Payment of the appropriate fee has been made/is enclosed **X**

- A plan of the premises is enclosed X
- I/We understand that if the above requirements are not complied with the application may be rejected. X
- I/We understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities X

Part 7 – Signatures

21. Signature of applicant or applicant's solicitor or other duly authorised agent. If signing on behalf of the applicant, please state in what capacity:

Signature: 

Print Name: 

Date: 10 February 2025 Capacity: Licensing Consultant

22. For joint applications, signature of 2nd applicant, or 2nd applicant's solicitor or other authorised agent. If signing on behalf of the applicant, please state in what capacity:

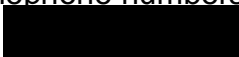
Signature:

Print Name:

Date: Capacity:

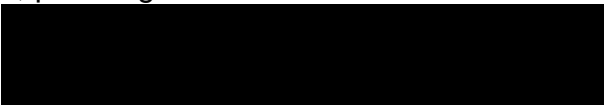
Part 8 – Contact Details

23(a) Please give the name of a person who can be contacted about the application:
Debbie Bollard

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted: 

ted with this application: 

Postcode: 

25. If you are happy for correspondence in relation to your application to be sent via e-mail, please give the e-mail address to which you would like correspondence to be sent: 

LOCAL GAMBLING RISK ASSESSMENT

Premises: Onetec Amusements 114 York Road Hartlepool

Operator: Matthew Hodgson t/as Onetec Amusements

Operating Licence: 057717-N-333226-002

Prepared by: Debbie Bollard

Date: 10 February 2025

Requirement to Comply

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

Social responsibility code provision 10.1.1

1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy.
2. Licensees must review (and update as necessary) their local risk assessments.
 - a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
 - b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
 - c. when applying for a variation of a premises licence; and
 - d. in any case, undertake a local risk assessment when applying for a new premises licence.

Ordinary code provision 10.1.2

1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

LOCAL AREA PROFILE - The Premises have previously been operated as an AGC and are sited on the ground floor of a 3 storey terraced building with a single entrance. It is located on a busy retail thoroughfare with a mixture of retail, financial, estate agents, legal practices, beauty salons and hospitality along the road, immediately next door are an off licence and a beauty salon:

Banks/ATMs

- Virgin Money < 0.1 mile
- Lloyds < 0.1 mile
- NatWest 0.1 mile
- Newcastle Building Society <0.1 mile
- Nationwide < 0.1 mile
- Santander <0.1 mile

Church

- St Josephs Roman Catholic 0.2 miles
- Saint George's United Reformed 0.2 miles
- St Paul's 0.2 miles
- Bethesda Gospel Hall 0.2 miles
- Grace Church 0.3 miles
- All Saints 0.5 miles

Gambling Businesses

- Coral Betting shop <0.1 mile
- Betfred 0.2 miles
- Admiral Casino (AGC) 0.2 miles
- Admiral Casino (AGC) 0.2 miles

Public Houses/Bars

- Three Brass Monkeys <0.1 mile
- King John's Tavern 0.2 miles
- 1908 Sports Bar 0.3 miles
- The Ward Jackson 0.4 miles
- The Clarendon 0.4 miles

Schools

- Lynnfield Primary School (01429 275122) 0.3 miles
- St Joseph's Catholic Primary School (01429 272747) 0.5 miles
- Ward Jackson C of E Primary School (01429 293777) 0.5 miles

- Stranton Primary School (01429 275595) 0.5 miles
- Hartlepool College of Further Education (01429 295111) 0.5 miles
- Eldon Grove Academy (01429 273895) 0.7 miles
- St Cuthbert's Catholic Primary School (01429 275040) 0.9 miles
- Brougham Primary School (01429 273663) 0.9 miles
- Dyke House School (01429 266377) 0.9 miles
- Sacred Heart Catholic Primary School (01429 272684) 1 mile
- Hartlepool Sixth Form College (0300 770 3000) 1 mile
- The English Martyrs Catholic School (01429 273790) 1.5 miles

Care Homes

- Charlotte Grange Care Home (01429 860301) 0.4 miles
- Hope House (01429 224442) 0.4 miles
- Elwick Grange Care Home (01429 818143) 0.7 miles

Addiction help

- Addaction 0.3 miles
- Hyped 0.2 miles

Demographics

- The median age in Hartlepool is 42 years (2021). The median age for England is 39. The median age for Hartlepool (local authority) is 42 years.
- Hartlepool has a population of 88,001 (2021).
- 19.3% of people in Hartlepool (town) are under 16 years old, and 19.7% are aged 65 and over.
- Across Hartlepool, 96.6% of people identified with a White ethnic group, 1.6% as Asian, Asian British or Asian Welsh, 0.5% as Black, Black British, Black Welsh, Caribbean or African, 0.7% with Mixed or Multiple ethnic groups, and 0.6% with other ethnic group
- Over 60% of Lower Layer Super Output Areas (LSOAs) in Hartlepool are in the top 20% most deprived in England in terms of Employment, and Health Deprivation and Disability.
- Employment (43.1%) and Income Deprivation Domain (37.9%) were the domains that had the largest proportion of Hartlepool's LSOAs in the top 10% most deprived in England. (Source <https://assets.publishing.service.gov.uk/media/6604194f91a320001a82b094/Hartlepool.pdf>)

Crime

Hartlepool is the most dangerous major town in Durham and is the 21st most dangerous overall out of Durham's 169 towns, villages, and cities. The overall crime rate in Hartlepool in 2023 was 165 crimes per 1,000 people. This compares poorly to Durham's overall crime rate, coming in 44% higher than the Durham rate of 115 per 1,000 daytime population. For England, Wales, and Northern Ireland as a whole, Hartlepool is the third most dangerous major town, and the 185th most dangerous location out of all towns, cities, and villages.

In January 2024, Hartlepool was the worst major town in Durham for possession of weapons, with 12 crimes reported and a crime rate of 0.15 per 1,000 daytime population. January 2024 was also a bad month for Hartlepool residents, when it was Durham's most dangerous major town for robbery, recording 12 crimes at a rate of 0.15 per 1,000 daytime population.

The most common crimes in Hartlepool are violence and sexual offences, with 5,499 offences during 2023, giving a crime rate of 67. This is 1.0% higher than 2022's figure of 5,442 offences and a difference of 0.69 from 2022's crime rate of 66. Hartlepool's least common crime is theft from the person, with 48 offences recorded in 2023, a decrease of 21% from 2022's figure of 61 crimes. (Source: <https://crimerate.co.uk/durham/hartlepool>)

Risks	Level	Impact	Risk Management	Date Reviewed
Children entering the site unnoticed or unchallenged	Low	Severe to business Severe to child	Effective monitoring of entrance by staffs with well positioned cash desk with direct line of sight to the entrance Site frontage designed so as not to be attractive to children CCTV coverage of site linked to cash desk Think 25 Policy in place and implemented and regularly reviewed; regular staff training; Clear and prominent premises signage and machine labelling	
Out of control gambling by other vulnerable people	Low	Moderate to business Severe to vulnerable	Customer interaction policy & procedure/log adhered to Staff are trained on awareness and the use of customer interaction policy Site layout designed for effective monitoring of customers	
Failure to deal with customers making complaints about the	Moderate	Moderate to business Severe to customers	Machines acquired from licensed suppliers only Machines regularly maintained and switched off immediately a outcome of gambling fault is identified Staff trained on dealing with customer disputes, including referrals to BACTA ADR scheme	
Failure to provide information on responsible gambling to players	Low	Severe to business Severe to customers	Stay in control posters displayed prominently Stay in control leaflets available in racks & discreet locations Regular audit of poster & leaflets to maintain stock levels	
Failure to recognise signs associated with problem gambling or substantial changes in gambling style	Moderate	Severe to business Severe to customer	Players' positions effectively monitored Players' behaviour monitored Staff trained in customer interaction & policy on recording interaction & level of staff authorised to intervene	
Failure to properly administer the self-exclusion process & maintain its	Low	Severe to business Severe to customer	CCTV at entrance to aid identification of known excluders Site layout permits effective monitoring of customers entering premises	

effectiveness, including breaches & reinstatements

Failure to identify attempts by third parties to launder money through the business

Low

Severe to business
Low to customers

Use of on-site & IHL self-exclusion schemes
Regular review of self-exclusion file

Effective monitoring of customers' behaviour by good line of sight from cash box and CCTV
Staff are regularly trained to identify counterfeit money
Change machines & note takers regularly inspected

Poor security increasing vulnerability to crime

Low

Severe to business
Severe to customers

Intruder alarm installed and regularly serviced
Effective CCTV with data stored for 30 days
Toughened glass windows and doors
Safe on site for cash and keys
All incidents recorded in incident log

Awareness of heightened local crime

Monitor: www.police.uk, ukcrimestats.com, www.gov.uk/government/collections/crime-statistics

Awareness of student learning facilities (schools & colleges) in the nearby vicinity in the nearby vicinity

Consideration given to internal layout so as to ensure effective monitoring of customers entering the premises and those that might enter that could be underage.

Awareness of residential facilities for the vulnerable in the nearby vicinity

Consideration given to internal layout so as to ensure effective monitoring of customers entering the premises and those that might enter that could be vulnerable
Staff trained to be vigilant to vulnerable people entering the premises

Gambling care facilities in the nearby vicinity

www.gamcare.org.uk
www.gordonmoody.org.uk
08088020133

MATTHEW HODGSON T/a ONETEC AMUSEMENTS
GAMBLING COMPLIANCE POLICIES

Mr Hodgson is the Proprietor of Onetec Amusements a small business operating an uFECand AGC from a single site in Middlesborough which offers gambling on retro gaming machines. He understands his obligations set out in the Licensing Codes and Conditions of Practice (LCCPs) and will ensure he complies with any relevant social responsibility provision of a code of practice.

As a sole trader the Proprietor is solely responsible for running his business and therefore a small-scale operator. In the event that a he appoints someone to a qualifying position the Proprietor Company will within 28 days apply to the Commission for an amendment to the Schedule X. He will also report:-

- any Key Events as listed in the Licence Condition 15.2.1 to the Gambling Commission within 5 working days of becoming aware of the event.
- any other matters listed in the Licence Condition 15.2.2 as soon as reasonably practicable.

The Proprietor acknowledge his duty as set out in Licence Code 15.3.1 to, and will, provide the Gambling Commission with any information it requests in Annual Regulatory returns or otherwise relating to the use of facilities he provides for gambling activities, the number of staff he employs, and matters relating to problem gambling.

The Proprietor will

- work with the Gambling Commission in an open and cooperative way;
- disclose anything that the Gambling Commission would reasonably need to be aware of in exercising its regulatory functions;
- disclose to the Commission anything that is likely to have a material impact on his ability to conduct licensed activities compliantly;
- provide the Gambling Commission with any information that he suspects may relate to the commission of an offence under the Gambling Act 2005, including an offence resulting in a breach of a licence condition or a code of practice provision.

PROTECTION OF THE BUSINESS FROM BEING A SOURCE OF CRIME OR DISORDER

1. The Proprietor understands his obligations under the Proceeds of Crime Act 2002 and the Terrorism Act 2000 and is aware that there is a risk that the business might be used for money laundering and terrorist financing. He will therefore from time to time and at least annually conduct a risk assessment and any additional risk assessments when a new product or technology or method of payment is introduced. Where a new risk is identified the Proprietor will review the policies and procedures, making any necessary amendments and he will ensure that these are implemented and that staff receive additional training so they understand the changes.
2. The Proprietor will make a report to NCA in accordance with the Money Laundering Policy if he suspects that someone is trying to use his business as a way of laundering money.

3. The Business does not provide credit in connection with gambling nor participate in, arrange, permit or knowingly facilitate the giving of credit in connection with gambling.
4. The proprietor seeks to prevent money lending between customers.
5. Staff are trained:
 - to be vigilant at all times for anyone carrying out any suspicious activities on the Premises such as attempts by third parties to use the business for any illegal activities including for the purpose of money laundering.
 - on how to identify counterfeit money using scanners and other such detection equipment and must inform the Proprietor immediately if a detection is made; a report will then be made to the appropriate authorities.
 - to identify and refuse entry to anyone they suspect of being under the influence of alcohol or drugs. If an individual will not leave the Premises then the police may be called for assistance and the incident recorded in the incident log with a view to it being included in the next Annual Regulatory Return.
 - to report anyone they suspect of trying to cheat to the Proprietor will make a report to the appropriate authorities. In the event that the police are involved the matter will be recorded in the incident log with a view to it being included in the next Annual Regulatory Return.
 - to make a report to the Proprietor if they suspect another operator or a staff member is operating in an illegal manner and in particular committing an offence under the Gambling Act 2005. The Proprietor will then make a report to the appropriate authority including the Gambling Commission and if necessary take disciplinary action against any member of staff involved. In the event that the police are involved the matter will be recorded in the incident log with a view to it being included in the next Annual Regulatory Return.
 - to be alert to and identify any attempts by customers to lend money to one another and to report instances of substantial lending to the Proprietor. Customers will be asked to cease the practice and in certain circumstances they may be excluded from the premises if the behaviour continues.
 - to prevent collusion between customers and staff and disciplinary action will be taken against any member of staff involved.
6. The Proprietor audits transactions and accounts and makes regular checks for any suspicious activities.
7. CCTV is fitted in the premises and which is monitored when the Premises are open to prevent crime and criminal misuse.
8. The Proprietor carries out due diligence checks on companies it deals with to ensure they are trustworthy and reputable and comply with any industry regulations and standards. If he has concerns about the conduct of a third party he does business with he will where appropriate terminate any contract immediately.
9. The Proprietor only uses gaming equipment supplied by businesses that hold an Operating Licence and regularly checks to ensure that the equipment complies with the Gambling

Commission's technical standards. He can make the following gaming machines available for use in his uFEC:-

- Category D – max stake 10p max prize £5

He can make the following gaming machines available for use in his AGC:-

- Category B3– max stake £2 max prize £500
- Category B4 – max stake £2 max prize £400
- Category C – max stake £1 max prize £100
- Category D – max stake 10p max prize £5

He will ensure that he only operates 1 category B3/4 machine for every 4 category C/D machine in his AGC. Where applicable, in order to maintain the 20% rule staff are trained to switch off a category B3/4 machine in the event that a category C/D machines becomes unserviceable.

10. The Proprietor is responsible for the emptying machines and handling the cash and the keys are kept securely in the arcade office with access limited to management only.

PROTECTION OF CHILDREN AND VULNERABLE PEOPLE POLICY

The Proprietor recognises his responsibility and obligation to protect children and other vulnerable persons from being harmed or exploited by gambling as is required by the licensing objectives and the LCCPs.

1. The Proprietor does not permit anyone under the age of 16 access to the uFEC unless accompanied by an adult as a matter of policy. Large groups of children and young people under the age of 18 are not permitted to congregate in the arcade area, and it is policy not to tolerate the abuse or harassment of children or young people under 18 in the arcade.
2. It is an offence for any person who is under 18 years of age to be permitted entry to any AGC premises. Staff are trained as part of their induction that they are under no circumstances to permit access to any AGC by anyone who appears to be under the age of 25 and who cannot prove that they are over the age of 18. Notices are displayed at the entry to AGC premises stating that no one under the age of 18 is permitted to enter or gamble.
3. The Proprietor does not offer gambling in his AGC in a style that is intended to or likely to appeal to anyone under 18.
4. The Business operates a think 25 policy and anyone entering the AGC that is suspected of being under age or believed to be under 25 is asked to produce valid photographic ID as proof of age which includes their date of birth and has no visible signs of tampering or reproduction. Anyone found to be or unable to prove their age will be asked to leave the AGC Premises or refused admission. Stakes will be returned to anyone who is not able to prove their age but they will not be allowed to keep any prize unless they played on a category D gaming machine. Forged ID may be retained and handed to the police.

5. In the event that a person under 18 repeatedly attempts to gamble at Company premises staff will offer that person information on problem gambling and issue an oral warning that further attempts will be reported to the police. In the event that the said person continues to try to enter the premises for the purpose of gambling the incident will be reported to the police, recorded in the incident log and recorded in the next Annual Regulatory Return.
6. If an adult is identified as being complicit in encouraging or assisting someone under the age of 18 to enter and gamble in the premises the Proprietor will issue a warning and may consider excluding the adult from the Premises on a temporary or permanent basis.
7. An entry of any incident will be recorded in the incident log kept at the Premises and reported to the Gambling Commission on an annual basis.
8. It is an offence for any child (under-16s) and young persons (those aged 16 and 17) to be employed engaged, or permitted to be engaged in:
 - Providing facilities for gambling.
 - Performing a function in connection with a gaming machine at any time.
 - Carrying out any other function in an AGC premises whilst any gambling activity is being carried on in reliance on the premises licence.
9. All staff, including those aged under 18, are trained about the laws relating to access to gambling by anyone under the age of 18 and which forms part of their induction training. Gaming machines sited at the Premises are turned off if anyone under the age of 18 is working on the P remises even when they are closed.
10. The Proprietor has carried out a local risk assessment for the Premise as required by the LCCPs and will review it from time to time particularly where he identifies any changes in circumstances. He will also share the local risk assessment with the local authority when applying for a new premises licence or when applying to vary or transfer an existing premises licence.
11. Staff are trained to identify persons who are not capable of making an informed decision about gambling, and to refuse them access to the premises or to ask them to leave and to record the incident in the incident log kept at the Premises.
12. Posters are sited in highly visible places in the Premises which provide information about the dangers of gambling addiction and give contact details of how to contact GAMCARE.
13. Staff are not permitted to play any gaming equipment at the Premises; this policy is intended to protect both the Proprietor and his employees against any issues that can arise from the effect of problem gambling. Employees in breach of the policy will be subject to disciplinary action which may result in sanctions including dismissal. If any gambling issues are brought to the attention of the Proprietor by the employee or a member of their close family he will offer the same support by way of leaflets, and contact numbers that is provided to customers.

FAIR AND OPEN GAMBLING POLICY

The Business offers gambling on fair and open terms; none of the terms on which gambling is offered are unfair terms within the meaning of the Consumer Rights Act 2015 and, where applicable, meet the reasonableness test under the Unfair Contracts Act 1977. Terms of play are benchmarked against these legal requirements

1. Staff are trained on induction that it is essential that the Business is seen to be operating in a fair and open way and that any queries should be immediately referred to the Proprietor.
2. A copy of the arcade terms and conditions are displayed at the Premises and which include how to make a complaint. Any changes will be notified to customers through additional signage prior to any change taking place.
3. Staff are trained to log all complaints in the log at the Premises and to report them to the Proprietor who will try to resolve all disputes and if this cannot be done within 8 weeks the complaint will be referred to CEDR for ADR. All records and reports, including the outcome of each dispute, are submitted annually to the Gambling Commission.
4. The Proprietor will ensure that there are always sufficient funds to cover all gambling transactions and financial obligations.

ENSURING THE PROMOTION OF SOCIAL RESPONSIBILITY IN GAMBLING

The Proprietor understands his obligations to ensure the promotion of social responsibility in gambling as set out in the LCCPs which may be amended from time to time

1. Staff are trained to identify anyone who appears to be gambling beyond their means and that if they have concerns about a customer's behaviour such as agitation, distress, intimidation or aggression that may indicate problem gambling, staff should caution the customer against continuing to gamble. Staff are also trained to be aware of regular customers, how much they usually spend, how often they usually gamble and to discuss with them any drastic changes in their gambling behaviour and offer advice on where to seek help if they feel it is needed. Such interaction will be recorded in the Customer interaction log, as well as where an interaction is ruled out, the reasons why and whether interaction is initiated at a later date. This information will then be recorded in the next Annual Regulatory Return. Where appropriate staff will refer the matter to the Proprietor if there are continuing concerns about a particular customer's behaviour.
2. Information about how to gamble responsibly including how to monitor and control gambling such as self-exclusion, restricting the time spent gambling or the amount of money they can spend is made readily available to customers

3. Information about how to access further help and advice for problem gambling is made readily available to all customers. The information is available in areas where gambling facilities are provided as well as in locations where customers can obtain it discreetly. Such information is available in leaflet form so it can be taken away and details of online support are also made available so information can be accessed via the Internet. If it was identified that there are a number of foreign speaking customers using the arcade then the same information will where reasonably possible be provided in those languages.
4. Whilst most customers are able to enjoy and control their gambling, the Proprietor understands that he has a duty of care to those who cannot and provides a self-exclusion facility for clients upon their request for a fixed period of time. Customers will be given an explanation, where possible in private, about the consequences of the self-exclusion and encouraged to self-exclude from other local sites. No cooling off period is available but a customer may go away to consider the self-exclusion further and then initiate self-exclusion at a later date. Self-exclusion will have immediate effect upon a customer making a formal request and will last a minimum of 6 months but no more than 12 months and can be extended upon request by periods of a further 6 months.

A Self-Exclusion Request form will be completed and the customer asked to assist by providing an up-to-date photograph showing a good likeness. Customers are also able to self-exclude without having to enter the arcade. A copy of the self-exclusion form will be given to the customer together with information on counselling and support services; a copy will be retained on site for the duration of the exclusion and a further 6 months.

An entry is made in the arcade's self-exclusion log and recorded on the next Annual Regulatory Return. The customer's details will be removed from any marketing data base to ensure that no marketing materials are sent to the customer during the period of self-exclusion. The self-exclusion will only end at the end of the agreed period if the customer takes positive action to end it; the customer will be given a 1-day 'cooling off' period before being allowed access to the arcade. Staff are trained not to permit entry to the arcade to anyone during their self-exclusion period and to immediately remove any self-excluded customer from the arcade.

5. The Premises are also a participant in the BACTA multi-site self-exclusion scheme and customers self-excluding from the arcade will also be informed of the scheme and encouraged to participate.
6. The Proprietor makes an annual contribution to research into socially responsible gambling through Gamcare or Gamble Aware.
7. Any advertising will be legal, decent and honest and comply with the advertising codes of practice issued by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP) and with the Gambling Industry Code for Socially Responsible Advertising. It will also comply with the requirements as to digital advertising set out in section 16 of the LCCPs which may be amended from time to time.

8. Any promotions will be socially responsible and will not encourage excessive gambling or suggest that gambling is a way of getting out of financial difficulties. The terms and conditions of any scheme will be clearly set out and made readily available to customers.

IMPLEMENTING POLICIES AND PROCEDURES

The Proprietor understands his obligations to notify the Gambling Commission of key events as listed at sections 15.2 of the LCCPs which may be amended from time to time. He also acknowledges his obligation to file Annual Regulatory Returns in accordance with section 15.3 of the LCCPs which may be amended from time to time.

1. Staff are given training on induction as to the Policies and they are asked to sign a log to confirm their understanding. Further individual training is given if there has been a breach of any policy and/or when felt necessary to ensure staff are kept up to date with legislation and regulatory requirements.
2. The Proprietor acknowledges his obligation to ensure that staff co-operate with any Gambling Commission's Enforcement Officers and that they are made aware of those officers' rights of entry to premises in order to carry out their compliance function. Staff training has been undertaken to ensure awareness of this policy of co-operation and to ensure compliance. The Proprietor must be informed immediately a Gambling Commission enforcement officer properly identifies himself on the premises, and will attend the officer without undue delay.
3. On request, the Proprietor will provide the Gambling Commission with any information the Commission requests about the use of facilities provided including such as the type of gambling activities provided by the licensee, the numbers of staff the Company employs, its policies in relation to, and experience of, problem gambling. He will also provide the Gambling Commission with any information that he suspects may relate to the commission of an offence under the Act, including an offence resulting from a breach of a LCCP provision having the effect of a licence condition.

REVIEWING AND ASSESSING POLICIES AND PROCEDURES

1. The Proprietor will keep up-to-date with the gambling industry and changes to LCCPs via the Gambling Commission website. He will also be subscribed to the Gambling Commission's fortnightly E-Bulletin.
2. The Proprietor is responsible for reviewing the Policies on an annual basis to ensure that they are still compliant and meet with the LCCP. He will put in place any necessary measures required to changes it policies and will arrange for any further staff training necessary.

3. The Proprietor will review the Policies at any time that there is found to have been a breach of compliance and will put in place any necessary measures to prevent a further breach and will arrange for any further staff training necessary.
4. Staff will be constantly monitored to ensure they have understood the training.

TERMS AND CONDITIONS

1. This premise is operated by Matthew Hodgson who trades as Onetec Amusements; he holds an Operating Licence number 057717-N-333226-002 and is regulated by the Gambling Commission.
2. Onetec Amusements is fully committed to upholding the licensing objectives of the Gambling Act 2005, which are
 - a. preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
 - b. ensuring that gambling is conducted in a fair and open way
 - c. protecting children and other vulnerable people from being harmed or exploited by gambling.
3. Customers entering the over 18s area must be at least 18 years of age. We have a think 25 policy and anyone suspected of being under age is asked to produce photographic ID as proof of age. Anyone believed to be under the age of 25 will be asked for proof of age, including a photograph and date of birth. Anyone found to be or unable to prove their age will be asked to leave the area or refused admission. Stakes will be returned to anyone who is not able to prove their age but they will not be allowed to keep any prize.
4. If a Customer has a complaint they should first speak to a member of staff, who will try to resolve it. If the complaint cannot be resolved the customer will be asked to provide full details including contact details which will be passed to the Operator. If the complaint cannot be resolved within 8 weeks the matter will be referred to CEDR for ADR.
5. We operate a self-exclusion scheme for customers who are concerned about their gambling activities. Self-exclusion will have immediate effect upon a customer making a formal request and will last a minimum of 6 months but no more than 12 months; it can be extended upon request by periods of a further 6 months.
6. A Customer can either self-exclude in person by speaking to a member of staff or by calling on [INSERTCONTACT NUMBER] if they do not wish to enter the premises. A member of staff will explain the consequences of the self-exclusion in detail. No cooling off period is available but a customer may go away to consider the self-exclusion further and then initiate self-exclusion at a later date. Customers must provide and consent to the sharing of sufficient personal details, including a recent photograph to assist us in preventing them re-entering the Premises during a period of self-exclusion.

Staff Gambling Policy

No member of staff is permitted to play any gaming equipment operated by the Business at any locations.

This policy is in place to protect both the employer and employees against any issues that can arise from the effect of problem gambling.

Should the Proprietor become aware of any employee breaching these rules, they will be dealt with under the disciplinary procedure and which may result in sanctions including dismissal.

We are committed to protecting staff in the event of any gambling issues brought to our attention by the employee or a member of their close family.

If you believe you have a problem with your own gambling then you can contact help through GamCare on 0808 8020 133 and if you bring your concerns to the attention of Matthew Hodgson, we will offer the same support by way of leaflets, and contact numbers that we provide to our customers.

COMPLAINTS PROCEDURE

In the first instance a member of staff shall listen to the customer's complaint and where possible try to resolve the issue.

If the complaint cannot be resolved by the staff member, they will take the customer's contact details and the nature of the complaint and pass them to the Proprietor who will investigate the matter thoroughly and contact the customer directly.

If the customer is still not satisfied, and the matter cannot be resolved by the Company within 8 weeks it will be referred to CEDR who provide ADR for business and the customer will be provided with a copy of the following contact details

CEDR

70 Fleet Street

London

EC4Y 1EU

United Kingdom

Tel: +44 (0)20 7536 6000

Fax: +44 (0)20 7536 6001

Email: info@cedr.com

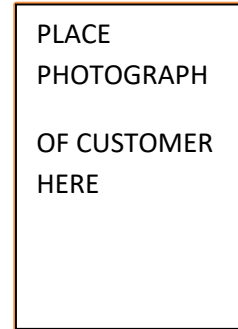
Where a customer complaint is referred to CEDR full details of each stage of the process will be recorded and the referral reported to the Gambling Commission through e Services.

SELF-EXCLUSION REQUEST

Site Location

Name of customer

Address



I request that I be self-excluded from the arcade for a period ofmonths (minimum 6 months, maximum 12 months). I understand that I must provide a photograph of myself for identification purposes.

I will not be permitted to re-enter the arcade until the expiry of the term and then only when I have signed this form again to confirm that I want to start visiting the arcade again. I also understand that my self-exclusion request will be confirmed in writing, sent to my place of residence.

I also request that my details be entered in the multi-site self-exclusion operated nationally for a period ofmonths (minimum 6 months, maximum 12 months).

Signature

Date

SELF-EXCLUSION REVIEW FORM

Customer Name:

Customer Address:

.....
Customer Date of Birth:.....

Review of a self-exclusion agreement made on:

Request to extend the period of self-exclusion

I confirm that wish to continue with and extend my self-exclusion from this site and/or other local sites for a further 6 months.

Customer's Signature:

Date:

Signature on behalf of the Operator:

Name:.....

Date:

Request to resume gambling at the end of the self-exclusion period

I confirm that having had a 24 hour cooling off period, following a discussion with who explained to me all the options, I no longer want to be self-excluded from this site and/or other local sites and want to resume gambling.

Customer's Signature:

Date:

Signature on behalf of the Operator:

Name:.....

Date:

