

Appendix 1 – Application and Accompanying Information

**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 the answer is "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: [*****] Other name(s): [*****]

3 Applicant's address (home/business -):

[*****]

[*****]

[*****]

[*****]

Postcode: [*****]

4(a) The number of the applicant's operating licence (as set out in the operating licence): [*****]

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: **Chongie Entertainment Limited**

7. The applicant's registered or principal address:

3-5 Wardour Street, London

Postcode: **W1D 6PB**

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

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: **21.09.2020**

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): **Little Vegas**

11. Address of the premises (or, if none, give a description of the premises and their location):

17 High Road, Wood Green

Postcode: **N22 6BH**

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 the floor(s) on which the premises are located.

Ground floor retail, two floors of residential above and retail either side

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.

	Start	Finish	Details of any seasonal variation
Mon	[hh:mm]	[hh:mm]	[*****]
Tues	[hh:mm]	[hh:mm]	[*****]
Wed	[hh:mm]	[hh:mm]	[*****]
Thurs	[hh:mm]	[hh:mm]	[*****]
Fri	[hh:mm]	[hh:mm]	[*****]
Sat	[hh:mm]	[hh:mm]	[*****]
Sun	[hh:mm]	[hh:mm]	[*****]

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): **ASAP**

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:

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. ☒

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

Checklist:

- Payment of the appropriate fee has been made/is enclosed ☒
- A plan of the premises is enclosed ☒
- I/ we understand that if the above requirements are not complied with the application may be rejected ☒
- I/ we understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities ☒

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: Woods Whur 2014 Limited

Date: 11.02.2021

Capacity: Solicitors for the Applicant

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: (dd/mm/yyyy)

Capacity: [*****]

Part 8 – Contact Details

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

23(b) Please give one or more telephone numbers at which the person identified in question 23(a) can be contacted: 01132343055

24 Postal address for correspondence associated with this application:

Woods Whur 2014 Limited

St James House

28 Park Place

Leeds

Postcode: LS1 2SP

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:
paddy@woodswhur.co.uk

NOTICE OF 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 Chongie Entertainment Limited

of the following address:

3-5 Wardour Street, London W1D 6PB

who applied for an operating licence on 21 September 2020

has made an application for an Adult Gaming Centre premises licence.

The application relates to the following premises: 17 High Road, Wood Green N22 6BH

The application for a premises licence has been made to the following licensing authority: London Borough of Haringey, Licensing Team, Level 1 North - River Park House, 225 High Road, London

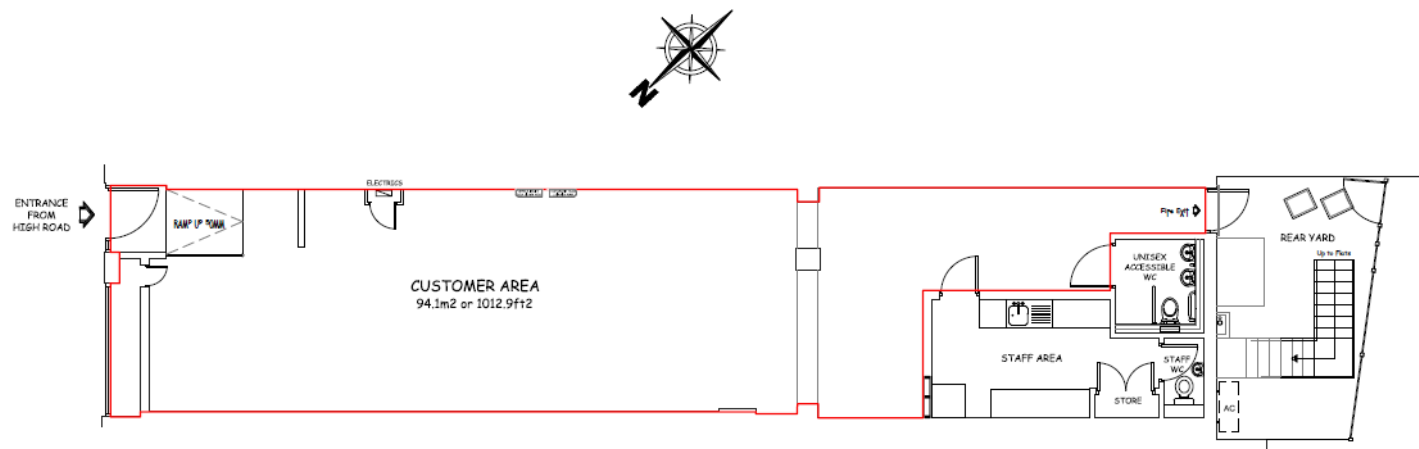
Postcode N22 8HQ

Website <https://www.haringey.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: Paddy Whur, Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds LS1 2SP

Any representations under section 161 of the Gambling Act 2005 must be made no later than the following date: 10 March 2021



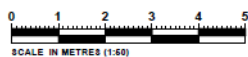
Proposed Ground Floor Plan 1:50



Indicates site in application at:
17 HIGH ROAD
WOOD GREEN
N22 6BH

Green Copyright and database rights ©2012 OS 100035961 National Map Centre, Portland 100035961 1:12500

Location Plan 1:1250



GAMBLING ACT 2005 LICENSING PLAN

Anything shown on plan that is not required by The Gambling Act 2005 (Premises Licences and Provisional Statements) Regulation 2007 is for illustrative purposes only and does not form part of the premises licence.

— Area in which facilities will be provided for gaming

This drawing is the property of those who retain the sole copyright of its contents & it may not be reproduced in part or in whole without written permission.



CONTRACTOR'S DECLARATION OF COMPETENCE

Rev.	Int.	Date	Description
1	-	-	-

Client: Little Vegas

Project: 17 HIGH ROAD
WOOD GREEN
LONDON N22 6BH

Title: LICENCE PLAN

iKon Group

Ikoon Electrical Ltd
The Coach House
1 Naim Road
Bournemouth
Dorset
BH3 7BD
Tel: 02380 616200
Email: tony@ikon-electrical.co.uk

Drawn By: JI Scale: 1:50 @ A1 Date: 10/11/2020

Drawing Number: IK/LV/WG/2020-03 Revision:

Do not scale from this drawing. Dimensions to be checked on site.

Premises: 17 High Road, Wood Green N22 6BH

Premises Licence Number: TBC

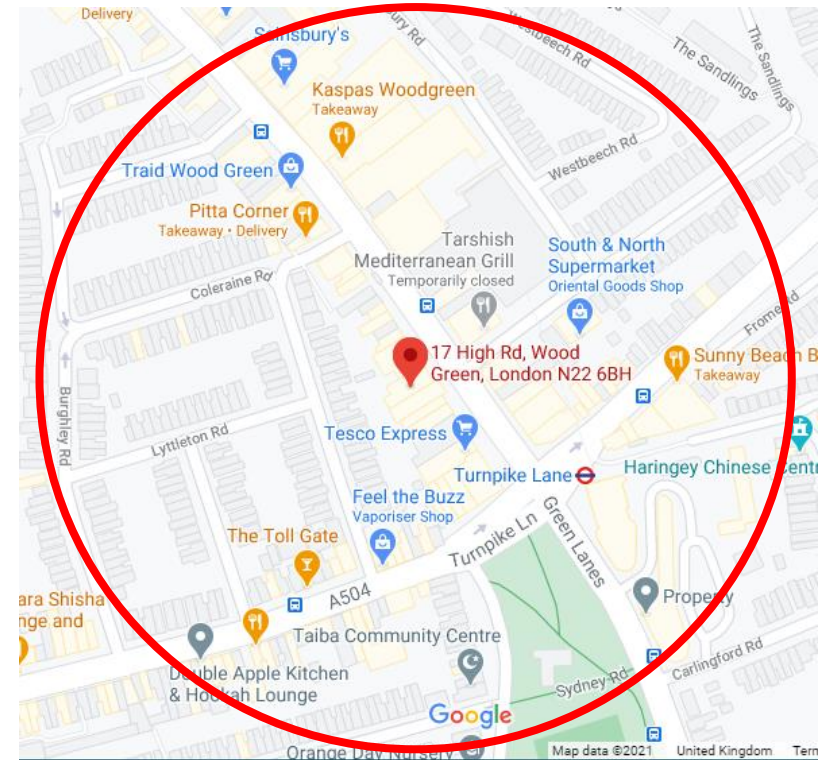
Company Details: Chongie Entertainment Limited,
3-5 Wardour St, London

Operating Licence Number: TBC

Date Assessment: January 2021

Assessor:

Sources Utilised: Gambling Local Area Profile January 2019
(London Borough of Haringey), The London
Borough of Haringey Statement of Gambling
police 2019-2022, relevant guidance from the
Gambling Commission, Open source



Area Profile: These premises are situated on the High Street in Wood Green, on the site of the old William Hill Betting Shop. Haringey is a London Borough to the north of the capital and is a well-connected hub of activity. Around half of its population are from ethnic minority backgrounds and there is almost a 50/50 split male and female.

The machine mix is to be determined and will be supplied by a company licensed by the Gambling Commission.

Local Area				
Licensing Objective		Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
1.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p>LOCALITY</p> <p>There are no schools or educational facilities within a 200m radius of the premises</p> <p>The following are within 400m:</p> <ul style="list-style-type: none"> English School Turnpike Ln, Hornsey, London N8 0DY <p><u>OTHER:</u></p> <p><u>Student accommodation:</u></p> <ul style="list-style-type: none"> TripAngle Homestay, Host Family, Residences, Host Families students in London 27 Westbury Ave, Wood Green, London N22 6BS <p><u>Family Services</u></p> <ul style="list-style-type: none"> John Scott Health Centre Green Lanes, Hornsey, London N4 2NU <p><u>Job / Recruitment Agencies</u></p> <p>There are no job or recruitment agencies within a 200m radius of the premises</p> <p><u>Community centres</u></p> <ul style="list-style-type: none"> Burghley Road Under 5s Community Centre 23 1/2 Burghley Rd, Wood Green, London N8 0QE 	<p>The Premises:</p> <ul style="list-style-type: none"> Signage & window display not to attract under 18s, and advice under 18's access is prohibited. Regular patrols of the premises, to identify any vulnerable and children Posters, 'Stay in Control' leaflets and GamCare leaflets will be on display (near toilets as well as in the main trading area) Staff will ensure a stock of leaflets (stay in control, self-exclusion & Gamcare) through weekly checks of stock GamCare notices with contact number clearly displayed on machines Self-exclusion system in place provided by BACTA Photo equipment available for self-exclusions CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online. Premises laid out to avoid blind spots Entrance readily visible from throughout the premises to allow customer 	High of Occurrence Initially / Low of not Managing

		<ul style="list-style-type: none"> Haringey Chinese Centre 211 Langham Rd, Wood Green, London N15 3LH Taiba Community Centre 30 Willoughby Rd, Hornsey, London N8 0JG <p><u>Youth Centres</u></p> <ul style="list-style-type: none"> There are no youth centres within 200m of the premises <p><u>Fast food</u></p> <ul style="list-style-type: none"> New Capital Kebab London 2 Turnpike Ln, Hornsey, London N8 0PX NAPOLI PIZZA & KEBABS 12 Turnpike Ln, Hornsey, London N8 0PT Selekt Chicken 16 Turnpike Ln, Wood Green, London N8 0PT Raza Spice 15 Turnpike Ln, Hornsey, London N8 0EP Roosters Piri Piri 6 High Rd, Hornsey, London N22 6BX Tennessee Fried Chicken 278 Langham Rd, London N15 3NP Subway 15, The High Road Wood Green, Wood Green, London N22 6BH Greggs 29 High Rd, Hornsey, London N22 6BH Pitta Corner <p><u>Banks/Building Society</u></p> <ul style="list-style-type: none"> Nationwide Building Society 25 High Rd, Wood Green, London N22 6BH Santander 28 High Rd, Hornsey, London N22 6BQ Jamaica National Building Society 8 Turnpike Ln, Greater, Hornsey, London 	<p>monitoring</p> <ul style="list-style-type: none"> Monitoring customers as they leave the premises Machines to be properly labelled <p>The Operation:</p> <ul style="list-style-type: none"> Staff will patrol and supervise the whole of the premises, with particular care in identifying vulnerable Regular Test Purchasing “Know Your Customer” in place, developing customer interaction policies & procedures (importance of behaviour, time and spend limits) Staff monitors customer activity and behaviour to interact early to recognise customer with potential gambling issues. Staff to be aware of the importance of social responsibility, the causes and consequences of gambling Adequate staffing levels to be maintained at all times Return the stake/retain the prize Staff will review self-excluded data to ensure continued exclusion Sharing of information by staff regarding concerns about customers Mystery shopper tests by BACTA 	
--	--	---	---	--

		<p>N8 OPT</p> <p><u>Leisure, Sports Centres, cinemas</u></p> <p>There are no leisure facilities within a 200m radius</p> <p><u>Care Homes:</u></p> <p>There are no care homes within a 200m radius</p> <p><u>Hospitals</u></p> <p>There are no hospitals within a 200m radius</p> <p><u>GP/Medical Centres</u></p> <ul style="list-style-type: none"> • Millennium Dental Practice 41 Willoughby Rd, Hornsey, London N8 0JG • The Dental Design Studio 7A High Rd, Hornsey, London N22 6BH <p><u>Mental Health:</u></p> <p>There are no mental health centres within a 200m radius</p> <p><u>Addiction/Recovery Centres</u></p> <p>There are no addiction or recovery centres within a 200m radius</p> <p><u>Hostels/Shelters</u></p> <p>There are no hostels or shelters within a 200m radius</p> <p><u>Food banks</u></p>	<p>Age Verification procedures:</p> <ul style="list-style-type: none"> • Implementation of the BACTA Toolkit Policies & Procedures including Think / Challenge 25 • Anyone reluctant in providing identification or demonstrating suspicious behaviour will trigger further investigation. Incident to be logged and customer removed from the area. • Age verification incident report (log) maintained on licensed premises and reviewed on regular basis by team staff members & Compliance Manager <p>Staff Training:</p> <ul style="list-style-type: none"> • Training of staff with 6 monthly refreshers/ local area profile/licence conditions • Training and guidance is provided to staff members regarding customer interaction and the implementation of the ID verification procedure. • Staff to be trained in Safeguarding Policy • Staff to be aware of refusing customers entry due to alcohol or drugs 	
--	--	---	--	--

		<p>There are no food banks within a 200m radius</p> <p><u>Loan Shops, Pawn Brokers</u></p> <p>There are loan shops or pawn brokers within a 200m radius</p> <p><u>Parks/Playgrounds</u></p> <ul style="list-style-type: none"> Ducketts Common Harringay N15 3DX <p><u>Religious buildings</u></p> <ul style="list-style-type: none"> Kingdom of God Living Ministries 42 Whymark Ave, Noel Park, London N22 6DJ UCKG HelpCentre 54A High Rd, Hornsey, London N22 6BX Taiba Mosque Complex Community Centre 30 Willoughby Rd, Harringay, London N8 0JG <p><u>New Development or Shopping centres</u></p> <p>There does not appear to be any new developments in the area. There are no shopping centres within 200m of the premises.</p>	<ul style="list-style-type: none"> Staff to be trained on Anti Money Laundering, Proceeds of Crime and Suspicious Behavior Staff to be trained to look out for signs of aggressive behaviour or problem play 	
1.2	Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	<p>LOCALITY</p> <p>There are 3 betting shops within 200m:</p> <ul style="list-style-type: none"> Bet Fred 679 Green Lanes, Hornsey, London N8 0QY Paddy Power 33 High Rd, Hornsey, London N22 6BH Ladbrokes 13 High Rd N22 6BH 	<p>The Premises</p> <ul style="list-style-type: none"> CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management 	

		<p>There are 2 AGCs within 200 metres</p> <ul style="list-style-type: none"> Admiral 9 High Rd N22 6BH Cashino 91 High Rd N22 6BB <p>There are 0 casinos.</p> <p>There are several premises licensed under the Licensing Act 2003 within distance, including:</p> <ul style="list-style-type: none"> Shiii - Shisha Lounge / Café 31 Westbury Ave, Wood Green, London N22 6BS <p>Several premises are not operating at the time of this risk assessment due to Covid-19.</p> <p>LOCAL AREA PROFILE</p> <p>Population</p> <ul style="list-style-type: none"> Haringey has a total population of 254,900. 49.5% of the population are male and 50.5% are female. Around half of the population come from ethnic minorities. 63,400 of the population are aged between 0 and 19. This is 24.9% of the total population. (2011 Census) <p>Footfall</p> <ul style="list-style-type: none"> Haringey is a gateway to central London and there is a tube station nearby <p>Deprivation</p> <ul style="list-style-type: none"> Haringey is ranked the 4th most deprived authorities in the country In 2019, this area was ranked 12,975 out of 32,844 LSOAs in England 	<p>to review remotely online.</p> <ul style="list-style-type: none"> Toughened/laminated glass to front window <p>The Operation</p> <ul style="list-style-type: none"> Toilets to have a maglock fitted Machine door opening keys only available to management Log visits by Police, Local Authority and Gambling Commission officers Review unusual patterns of play (as per PoCA), 'non-regular' players and consider exclusion/reporting Exclude badly behaved customers and look out for problem behaviour or aggression Maintain contact with local traders and Police, including working with police to combat local issues Limited staff floats CCTV coverage over all cash transactions Full machine audit on all machines on a weekly basis – ad hoc spot-check in case of any suspicion Gaming machines are supplied and maintained by businesses licensed by the Gambling Commission Company registered to receive crime bulletins from BACTA. 	<p>Medium of Occurrence Initially / Low of not Managing</p>
--	--	---	--	---

		<p>(2019 IMD)</p> <p>Unemployment</p> <ul style="list-style-type: none"> There are approximately 8,200 businesses employing 64,700 people The unemployment rate is considered to be above average <p>Crime</p> <ul style="list-style-type: none"> Noel Park is an area which has been identified by the council as having a high number of crimes relating to betting shops In December 2020 the following crimes were the most prevalent (www.police.uk) Anti-Social Behaviour (62) Theft from the person (47) Other theft (42) Vehicle Crime (34) <p>TRANSPORT & CAR PARK FACILITIES</p> <p>The premises are on transport routes.</p> <ul style="list-style-type: none"> Turnpike Lane Tube Station Bury Road Multi-Storey Car Park Bury Rd, Wood Green, London N22 6JA Several bus stops 	<p>Staff Training</p> <ul style="list-style-type: none"> Social Responsibility training and incident recording logs available to all staff. Staff trained to look out for unusual/dyed notes Staff & management to be alert to customers exchanging large volumes of paper notes for alternative denominations Staff to be alert to customer redeeming stake with little or no play Staff trained about AML basics, strange transaction behaviour Extra Training and guidance is provided to staff members regarding Anti-Social Behaviour Staff fully trained how to deal with homeless people seeking refuge Staff to be trained on local area risk assessment <p>Customer Interaction and Monitoring</p> <ul style="list-style-type: none"> Suspicious activity to be written down in the log Customer interaction may provide knowledge of criminal background and/or association leading to closer security and monitoring of such a 	
--	--	--	---	--

			<p>customer.</p> <ul style="list-style-type: none"> Customers are efficiently monitored throughout the time they are on the premises to ensure prevention of machine related crime (money laundering). Knowledge activity to be handed over to Nominated Officer who will then report to NCA 	
1.3	Ensuring that gambling is conducted in a fair and open way	<p>EQUIPMENT</p> <ul style="list-style-type: none"> Information must be clearly displayed Maintenance to reduce potential issues Compliance <p>PREMISES</p> <ul style="list-style-type: none"> Promotions Advertising <p>CUSTOMERS</p> <ul style="list-style-type: none"> Treatment of customers Complaints 	<p>Equipment</p> <ul style="list-style-type: none"> Machines only obtained from licensed suppliers Machines to be properly labelled Implementation of the BACTA Toolkit policies Machines to be maintained/serviced regularly / turned off if a fault occurs Procedure for making refunds Details of machine operation and winning 	

			<p>combinations to be clearly shown on machines</p> <p>Premises</p> <ul style="list-style-type: none">• Clear terms & conditions provided within the licensed premises.• Any promotions or advertising to be ASA and LCCP compliant <p>Staff Training</p> <ul style="list-style-type: none">• Training of staff with 6 monthly refreshers• Staff to have full understanding of stakes and prizes, and odds associated with each machine. <p>Customers</p> <ul style="list-style-type: none">• Review advertising material and promotions for compliance with LCCP• Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required• Suitable public liability Insurance• Council conditions openly displayed• Regular Compliance Audits	Low / Low
--	--	--	--	-----------

Gambling Operation and Physical Design (Internal and External)

Licensing Objective		Risks	Existing Control Measures	Level of Risk of Occurrence / Manageability
2.1	Protecting children and other vulnerable persons from being harmed or exploited by gambling	<p>CUSTOMERS</p> <ul style="list-style-type: none"> • U18s entering • Problem Gambling • Providing Information • Administering self-exclusion • Signage <p>PREMISES</p> <ul style="list-style-type: none"> • Consider 'blind spots' • Visibility of the entrance • Signage • Presentation of premises (signage/window display) 	<p>Equipment and Operation</p> <ul style="list-style-type: none"> • Machines to be properly labelled • Staffing levels will be risk assessed to ensure they reflect any risk to staff, customers and promotion of the licensing objectives • There would be no advertising locally. As part of the Licence Conditions and Codes of Practice issued by the Gambling Commission - Any Media displayed on the premises will comply with LCCP: Social responsibility code 5.1.6 (Compliance with advertising codes) The advertising of gambling products and services must be undertaken in a socially responsible manner and we must comply with the UK Advertising Codes issued by the Committees of Advertising Practice (CAP) and administered by the Advertising Standards Authority (ASA). Advertising on the premises will not differ from that of any other Adult Gaming Centre premises in Haringey. <p>Premises</p> <ul style="list-style-type: none"> • CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions 	Low/Low considering design features

			<p>with ability for management to review remotely online.</p> <ul style="list-style-type: none"> • Premises laid out to avoid blind spots • Ensure entrance readily visible from throughout the premises • Signage & window display not to attract under 18s, and advise under 18's access is prohibited. • The entrance layout to enable staff to monitor those entering the premises 	
2.2	<p>Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime</p>	<p>CUSTOMERS Customer behaviour</p> <p>PREMISES Layout to be considered:</p> <ul style="list-style-type: none"> • Consider 'blind spots' • Visibility of the entrance • Design out crime <p>STAFF</p> <ul style="list-style-type: none"> • Personal protection • Security • Staff behaviour <p>Money Laundering</p> <ul style="list-style-type: none"> - Customer behaviour - Staff monitoring 	<p>Staff Training Full Staff training on Money Laundering and the Proceeds of Crime Act as well as customer behaviour, particularly suspicious or aggressive customers</p> <p>Premises and Operation</p> <ul style="list-style-type: none"> • CCTV coverage of all public areas, all entry and exit points to and from the premises enabling frontal identification of every person entering under any light conditions with ability for management to review remotely online. • Regular patrols of the premises, including external areas to identify any vulnerable and children • Monitoring of customers as they leave the 	<p>Low/Low considering design features</p>

			premises <ul style="list-style-type: none"> • Design out crime to be implemented • Toughened/laminated glass to front window • Mag Lock on front door • Timer locked safe • Intruder alarm installed and regularly serviced • Panic Button linked to Police 	
2.3	Ensuring that gambling is conducted in a fair and open way	PREMISES <ul style="list-style-type: none"> • Promotions • Advertising EQUIPMENT <ul style="list-style-type: none"> • Information clearly displayed • Maintenance • Compliance 	Premises <ul style="list-style-type: none"> • CCTV coverage of all public areas, office, frontage and rear door with recording device and ability for management to review remotely online • Clear terms & conditions provided within the licensed premises. Equipment <ul style="list-style-type: none"> • Machines only obtained from licensed suppliers • Machines to be properly labelled • Implementation of the BACTA Toolkit policies • Machines to be maintained/serviced regularly • Machines to be turned off should a fault occur • Procedure for making refunds 	Low / Low

			<ul style="list-style-type: none">• Details of machine operation and winning combinations to be clearly shown on machines <p>Customers</p> <ul style="list-style-type: none">• Complaints policy visibly displayed for customer information. All complaints to be fully investigated in accordance with policy and referred to nominated ADR 3rd party as required• Suitable public liability Insurance• Council conditions openly displayed• Regular Compliance Audits	
--	--	--	---	--