



# **BETTING, GAMING, LOTTERIES AND AMUSEMENTS (AMENDMENT) (NORTHERN IRELAND) ORDER 2022**

## **GAMBLING CODES OF PRACTICE**



### **Alternative Formats**

Alternative versions of this Code of Practice in other languages and formats may be made available on request from:-

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## **DfC: GAMBLING CODES OF PRACTICE**

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## **GAMBLING CODE OF PRACTICE**

### **GENERAL APPLICATION**



## **1. Application**

Each of these Codes of Practice shall apply to all facilities in which gambling is made available to the public whether by the holder of a licence, permit or certificate under the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985.

## **2. Scope of Codes**

Under these Codes, and in accordance with the Betting, Gaming, Lotteries and Amusements (Amendment) (Northern Ireland) Order 2022 “gambling” means betting, gaming or participating in a lottery. These Codes do not apply to or have any bearing upon the operation of the National Lottery which is separately regulated under the National Lottery Act 1993 and the National Lottery Act 2006.

## **3. Objectives of Codes**

In accordance with the Betting, Gaming, Lotteries and Amusements (Amendment) (Northern Ireland) Order 2022, these Codes are being issued and published with the objective of ensuring that gambling operations:-

- a) are conducted in a fair and open way;
- b) protect those under the legal age for gambling and other vulnerable persons from being harmed or exploited by gambling; and
- c) assist persons who are or may be affected by problems relating to gambling.

The Codes are intended to build on and support good practice already existing within the gambling industry and help the public more readily identify responsible and reputable gambling operators.

The Codes may also be used by gambling licensing, certifying, permitting and enforcing authorities as an additional aid in assessing the fitness of any persons, companies or other bodies to hold a gambling license, certificate or permit.



## **GAMBLING CODE OF PRACTICE (01/2022)**

### **GAMBLING SECURITIES AND CREDIT**



## **1. Credit and securities: general**

Gambling on credit in any form, including so-called 'deferred settlement' arrangements (ie those which might allow customers to settle with the gambling operator after their bet is placed) should not take place at or by means of the following:-

- Licensed tracks;
- Bookmakers offices and shops;
- Bingo clubs;
- Registered clubs;
- Gaming on any other premises
- Gambling entertainments not held for private gain;
- Amusement arcades with provision for betting and/or gaming;
- Travelling fairs with provision for betting and/or gaming;
- Society lotteries which accept on-line payments; and
- Online sales.

## **2. Credit Cards**

Gambling operators should not accept credit card payments for gambling either directly or indirectly such as through payphone credits.

This includes at:-

- Licensed tracks;
- Bookmakers offices and shops;
- Bingo clubs;
- Registered clubs;
- Gaming on any other premises
- Gambling entertainments not held for private gain;
- Amusement arcades with provision for betting and/or gaming;
- Travelling fairs with provision for betting and/or gaming;
- Society lotteries which accept on-line payments; and
- Online sales.



All gambling operators to which this Code applies must make sure that if they are accepting payment from an e-wallet, such as PayPal or Skrill, that the money was not loaded from a credit card.

#### **4. Date of Coming into Operation**

This Code of Practice comes into operation with effect from ..... **2022**

**Approved by**  
**(A senior officer in the Department for Communities)**

**Date**





## **GAMBLING CODE OF PRACTICE (02/2022)**

### **AUTOMATED TELLER MACHINES AND REVERSE WITHDRAWALS**

#### **1. Automated Teller Machines**



No Automated Teller Machines (ATMs) or cash dispensing machines should be located within the following premises:-

- Bookmakers offices;
- Bingo clubs; and
- Amusement arcades

## **2. Reverse Withdrawals**

### What is 'reverse withdrawal'?

Reverse withdrawal is a function that allows customers to change their minds about withdrawing funds from their gambling account by cancelling a withdrawal of part or all of their funds before the transfer to their bank or wallet is completed.

### Operation of gambling account withdrawals

Gambling operators should make the process to withdraw funds from their customer accounts as frictionless as possible. Once a customer has made a request to withdraw funds, they should not be given the option to cancel or delay their withdrawal request.

Should a customer ask an operator to proceed with a reverse withdrawal, operators may find it beneficial to make it clear to the individual that it is a regulatory requirement to prevent reverse withdrawals.

## **3. Date of Coming into Operation**

This code comes into operation with effect from ..... **2022**

**Approved by**  
**(A senior officer in the Department for Communities)**

**Date**



## **GAMBLING CODE OF PRACTICE (03/2022)**

### **PROTECTION OF CHILDREN AND YOUNG PEOPLE**

#### **1. Access by children and young people**



## General

Operators have a duty to ensure that underage gambling does not take place at or within their business premises or through any on-line sales platforms they may make available for public use.

## Age limit notices

Age limit notices must be prominently displayed both outside and immediately inside the following locations or parts of locations where gambling or anything other than lower limit gaming may take place:-

- Licensed tracks
- Bookmakers offices and shops
- Bingo clubs
- Registered clubs
- Entertainments not held for private gain
- Amusement arcades
- Travelling fairs
- Premises hosting society lottery events
- Gambling or gaming on other premises

All such notices should also include warnings that causing or permitting an underage person to gamble or, in the case of gaming, play anything other than a lower limit gaming machine is an offence. The minimum physical size for these notices should be A5, font size 12.

## Age verification

All gambling operators must have, and put into effect, policies and procedures designed to prevent underage gambling and monitor the effectiveness of these.

Such procedures must include verifying the age of a customer where there may be any doubt that the individual has attained the relevant legal age for gambling before the person is able gamble or bet, pay any monies towards a bet or deposit any funds into a gambling account.



Age verification checks should require a customer, who appears to be underage, to produce and show to the operator a formal photographic identification as proof that they have attained the legal age for gambling. Examples of acceptable photographic identification include:-

- Passport;
- Photo card driving licence;
- Electoral identity card;
- CitizenCard;
- PassCard;
- Photographic identity card of a type approved and recommended by either the British Retail Consortium or Retail Ireland as part of their respective proof of age schemes for the sale of age-restricted products; and
- Other formal ID cards containing the customer's name, photograph and proof of age (eg armed forces, police, company issued employee ID)

Any customer who fails to provide appropriate age verification on request should be refused service and (in the case of society lottery events, licensed tracks, amusement arcades and travelling fairs) access to the specific area of the room or premises where bets are being received by gambling operators.

All gambling operators should regularly review their age verification systems and implement all reasonable improvements that may be required as technology advances and information improves.

All gambling operators should also ensure that any staff or agents directly receiving monies from customers are appropriately trained in the application of the operator's age verification procedure including the requirements of this code.

#### Small-scale, private and society lotteries



The above age verification requirements should also be taken as applying to all small-scale, private and society lotteries.

### 'Think 21': Bookmakers, bingo, amusements etc

All gambling operators remain free to seek formal proof of age from any person who enters or wishes to gamble at land or premises based establishments. Under the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985 a person under the age of 18 cannot be admitted to a licensed office unless that person has reached the upper limit of compulsory school age and is apprenticed to the licensed bookmaker through a written contract. Under the Betting, Gaming, Lotteries and Amusements (Amendment) (Northern Ireland) Order 2022 it is also an offence to invite, cause or permit an individual under the age of 18 to play anything other than a lower limit gaming machine.

However, it shall be acceptable for age verification procedures to operate under the 'Think 21' principle. 'Think 21' applies where gambling is taking place at the following land or premises based establishments:-

- Licensed tracks
- Bookmakers offices
- Bingo clubs
- Registered clubs
- Entertainments not held for private gain
- Amusement arcades and travelling fairs

Under the 'Think 21' principle operators may choose only to seek proof of age from any customer physically present who looks younger than 21.

In all circumstances where a person is found not to have attained the age of 18 (or refuses to provide proof of age) no payment should be accepted. At licensed offices and bingo clubs that person should immediately be required to leave the premises or



(in the case of other premises) the specific areas in which bets and forms of gaming to which age limits apply are being taken or processed by the operator.

### 'Think 18':- Society Lotteries

All private, small-scale and society lottery operators remain free to seek proof of age from any person who wishes to pay to participate in their lotteries. Under the Betting, Gaming and Lotteries: Lotteries Regulations (Northern Ireland) 1994, No.467, no ticket or chance in a lottery may be sold to or by a person who has not attained the age of 16 years.

However, for private, small-scale and society lotteries taking place on land or premises it shall be acceptable to operate under a 'Think 18' principle. Under this principle operators may choose to only seek proof of age from individuals who appear to be younger than 18.

The application of the 'Think 18' principle is not acceptable for on-line lottery ticket sales. Lotteries must always operate age verification procedures for all persons paying to participate through any on-line platforms. Such procedures should require proof of identity and age for all persons prior to being permitted to participate in the lottery.

In all circumstances where a person is found not to have attained the age of 16 (or refuses to provide proof of age) no payment for participation should be accepted from that individual.

## **2. Marketing - children and young people**

### General

Marketing of gambling services and products should never be targeted, directly or indirectly, at people under the legal age for gambling.



In considering how to avoid marketing that could appeal to children and young people, gambling operators should pay due regard to the relevant guidance published by the UK Advertising Standards Authority the latest version of which is available here:- [how the ASA views this type of content \(opens in a new tab\)](#)

### The law

In their approach to marketing all gambling operators must have regard to:-

- a) the 'Special provisions with respect to young persons' in Articles 50-52 of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985;
- b) the 'Gaming machines' provision in Article 7 of the Betting, Gaming, Lotteries and Amusements (Amendment) (Northern Ireland) Order 2022; and
- c) the limitations on persons who may participate in bingo on a bingo club premises at Article 75(7) of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985.

### **3. Reason to believe a person has attained legal age**

No gambling operator should automatically be deemed to have breached this Code if they can demonstrate that there was good reason to believe that a person had attained the relevant legal age for gambling.

### **4. Date of Coming into Operation**

This Code of Practice comes into operation with effect from ..... **2022**

**Approved by**  
**(A senior officer in the Department for Communities)**

**Date**





## **GAMBLING CODE OF PRACTICE (04/2022)**

### **MARKETING**



## 1. Marketing - general.

### Customer Inducements

In general it is a legitimate marketing practice for gambling operators to seek to entice customers/potential customers to their shops, venues, premises, events etc through the offer of attractive, comfortable, enjoyable, and safe surroundings as well as, where relevant, quality products (eg for gaming).

However, marketing schemes which are designed to induce customers to gamble through incentives such as VIP programmes, free bets or spins (ie entail no cost, penalty or other loss to the customer) and free bonuses present wider societal risks. Therefore these should always be avoided.

### UK Advertising Standards Authority

The marketing of gambling products and services must be undertaken in a socially responsible manner and must comply with the UK Advertising Codes issued by the Committees of Advertising Practice (CAP) and administered by the Advertising Standards Authority (ASA).

Gambling operators should pay particular attention to the broad principles contained in the following sections of the CAP/ASA Codes:-

- [16 Gambling \(opens in a new tab\)](#)
- [17 Gambling \(opens in a new tab\)](#)
- [17 Lotteries \(opens in a new tab\)](#)
- [18 Lotteries \(opens in a new tab\)](#)

The principles included in all CAP codes should also be regarded as relevant to media that may not be explicitly covered in the codes.



## UK Betting & Gaming Council

All gambling operators should comply with the Betting & Gaming Council Industry Code for socially responsible advertising which is administered by the Industry Group for Responsible Gambling (IGRG).

The Betting & Gaming Council's code is designed to supplement the CAP/ASA codes by providing minimum industry standards in a limited number of related areas. A link to the code is provided below:-

[gambling industry code for socially responsible advertising \(opens in a new tab\)](#)

## **2. Marketing – Children and Young People**

Marketing of gambling services and products should never be targeted, directly or indirectly, at people under the legal age for gambling.

In considering how to avoid marketing that could appeal to children and young people, gambling operators should pay due regard to the relevant guidance published by the UK Advertising Standards Authority the latest version of which is available here:- [how the ASA views this type of content \(opens in a new tab\)](#)

All gambling operators should pay equal attention in this regard to:-

- d) the 'Special provisions with respect to young persons' in Articles 50-52 of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985;
- e) the 'Gaming machines' provision in Article 7 of the Betting, Gaming, Lotteries and Amusements (Amendment) (Northern Ireland) Order 2022; and
- f) the Department's Gambling Code of Practice no. 03/2022, "Protection of Children and Young People".



### **3. Marketing compliance – further advice available**

Free and paid-for advice on making gambling marketing compliant with UK codes can, if necessary, be obtained by contacting CAP via [CAP's Copy Advice team \(opens in a new tab\)](#).

### **4. Date of Coming into Operation**

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**Approved by**  
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**Date**



## **GAMBLING CODE OF PRACTICE (05/2022)**

### **CUSTOMER CARE – PROBLEM GAMBLING**



## **1. Customer care/duty of care - general**

Gambling operators should always recognise that, whilst most of their customers are likely to be capable of gambling responsibly and safely, some people, for a variety of reasons, may not be either willing or able to stop gambling on their own volition. Such individuals risk becoming dangerously compulsive and unhealthy gamblers.

For that reason, operators should have a customer care framework which includes in-built provisions and procedures specifically designed both to assist and discourage any consumer with an apparent gambling problem from continuing to gamble at their premises/sites or at other premises/sites. Such provisions and procedures should be reviewed on at least an annual basis.

## **2. Customer care - environment**

The following premises and sites should always have problem gambling warnings on prominent public display within their premises as well as free to hand signpost information on appropriate support services which any customer may take with them without having to request it:-

- Licensed race tracks;
- Bookmakers shops/offices;
- Bingo clubs;
- Amusement arcades with provision for betting and/or gaming; and
- Travelling fairs with provision for betting and/or gaming.

Warnings and information should be provided via a range of methods, as far as practicable, to include posters, leaflets, notices on machines/terminals, notices on race stands, messaging on betting slips as well as prominent messaging on any on-line sites.

## **3. Customer Care/duty of care - staff training**

Gambling operators at the following premises and sites should ensure that agents or staff employed by them to receive gambling payments from customers or manage



gaming machines are provided with training and guidance on how to recognise problem gambling indicators:-

- Bookmakers shops/offices;
- Bingo clubs;
- Amusement arcades with provision for betting and/or gaming; and
- Travelling fairs with provision for betting and/or gaming.

Such agents and staff should also receive training and guidance on how to interact with customers who may be at risk of, or already known to have developed, a gambling problem. This training and guidance should include ways to discreetly signpost problem gamblers to relevant support services.

In addition, such staff should receive training and guidance on assisting with self-exclusion and verifying the age of customers and prospective customers.

All such staff should be actively encouraged to apply such training and guidance in the exercise of their duties.

Staff training and guidance provisions and procedures should be reviewed on at least an annual basis.

#### **4. Customer Care: Spending**

##### Affordability Checks

Gambling operators at the following premises should have procedures in place to enable them to undertake individual customer spending affordability checks either directly or by agents acting on their behalf:-

- Licensed race tracks;
- Bookmakers shops/offices;
- Bingo clubs;
- Amusement arcades with provision for betting and/or gaming; and
- Travelling fairs with provision for betting and/or gaming.



Affordability checks carried out by operators, or by agents appointed to act for the operator, should be based on an assessment of disposable income after taking account of a customer's personal:-

- credit score;
- income;
- number of dependants; and
- any loans currently being paid off.

The Financial Conduct Authority (FCA) provides guidance to financial institutions on assessing "credit worthiness and affordability" generally. This may be of some assistance to gambling operators in carrying out customer affordability assessments where necessary. A link to the FCA guidance, and further technical information, should operators wish to consider it, is provided below:-

[Understanding consumer credit - Creditworthiness and affordability: common misunderstandings \(fca.org.uk\)](https://www.fca.org.uk/consumer/understanding-consumer-credit)

#### Minimum 'trigger' limit for affordability checks

The minimum 'trigger' limit for an affordability check should be in excess of £100 in value in any single customer transaction or any group of single customer transactions over any 4-week period.

Operators should refuse to accept payments in excess of the above 'trigger' limit from any customer who chooses not to submit to a prior affordability check and in advance of the result becoming known.

#### Affordability checks – customer information retention and sharing

All gambling operators at the premises listed above (see 'Affordability checks' above) should retain, for a minimum of 5 years, a record of all individual customer affordability checks undertaken.

It is appropriate and acceptable for operators to provide relevant customers with written confirmation of the affordability check and results should they request it directly.





It is also acceptable for any gambling operator to accept payments in excess of the 'trigger' limits from customers who can demonstrate that they have received a positive affordability check result at least once within the previous 12 months. This is subject to the relevant customer being prepared to:-

- produce and show to the operator an up to date written confirmation of a positive affordability check undertaken by, or on behalf of, another operator who holds a current licence, certificate or permit as specified under the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985;
- produce and show to the operator an acceptable form of identification as accompanying proof that he/she is the person named on the confirmation (see 'Code 03/2022 - Protection of Children and Young People' for examples of acceptable forms of identification); and
- allows the operator to make a copy of the above confirmation and personal identification for the operator's own records.

#### Affordability Checks and policy of requiring proof of positive affordability test result

Gambling operators who request proof of at least one positive affordability check result attained within the previous 12 months from customers seeking to gamble in excess of the minimum trigger limit (see "Minimum 'trigger' limit for affordability checks" above) should be automatically regarded as undertaking a valid form of affordability testing.

However, in all cases, this is subject to it being the operator's standard practice to:- a) refuse to accept payments in excess of the affordability check 'trigger' limits from any customer who fails to provide the necessary proofs; and b) retain a copy of the requisite proof above in line with the recommended information retention limit recommended above.

#### **5. Customer Care Self-Exclusion**

Operators of the following premises and sites should have a written self-exclusion policy and make self-exclusion available to any customer who wishes to avail of it:-

- Bookmakers shops/offices;



- Bingo clubs;
- Amusement arcades with provision for betting and/or gaming;
- Travelling fairs where facilities for betting and/or gaming are provided; and
- Remote gambling operator websites

Self-exclusion policies should include, but may not be limited to, the following:-

- a) enforcement of a minimum exclusion period (which cannot be rescinded) of 6 months;
- b) maintaining a confidential self-exclusion register (and requesting a customer photograph);
- c) subject to the customer's signed and written agreement, sharing their information with other operators - ie those holding licences, certificates and permits as required under the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985 – so that the individual can be included on their self-exclusion registers;
- d) providing the customer with information on Gambling Commission recommended on-line multi-operator self-exclusion schemes such as GAMSTOP [visit the GAMSTOP website. \(opens in new tab\)](#);
- e) providing the customer with information on Gambling Commission recommended software, such as offered by [GamBan](#), which blocks the individual's access to gambling websites;
- f) providing the customer with information on agencies, such as [GamCare website \(opens in new tab\)](#). which can offer support to those suffering gambling harm and are recommended by the Gambling Commission;
- g) providing the customer with information on how to access independent and confidential debt support and advice including helplines, eg Freephone Advice NI at 0800 915 4604 or e-mail [debt@adviceni.net](mailto:debt@adviceni.net); and



- h) use of a 'return to betting form' signed by the customer in tandem with a cooling off period of a further one month before the individual may be permitted to place any bets again

## **6. Date of Coming into Operation**

This Code of Practice comes into operation with effect from ..... **2022**

**Approved by**  
**(A senior officer in the Department for Communities)**

**Date**



## **GAMBLING CODE OF PRACTICE (06/2022)**

### **GAMING MACHINES**

#### **1. Gaming machines:- general**

Under this Code, and consistent with the definition of gaming and gaming machines set out in Article 2 of the Betting, Gaming, Lotteries and Amusements (Northern



Ireland) Order 1985, a gaming machine is “any machine which (a) is constructed or adapted for playing a game of chance by means of the machine, and (b) has a slot or other aperture for the insertion of money or money’s worth in the form of cash or tokens.”

The 1985 Order classifies gaming machines under 3 main types, each of which may only be operated at certain permitted locations in Northern Ireland as follows:-

**Table1:- Type of Machine and Permitted Locations**

<b>TYPE OF MACHINE</b>	<b>PERMITTED LOCATIONS</b>
<b>Jackpot (ie machine played for large prizes of up to the statutory limit of £250)</b>	<ul style="list-style-type: none"><li>• Registered clubs (bar areas only)</li><li>• Incidental attraction at entertainments not run for private gain (eg fetes, sales of work, dinners or dances)</li></ul>
<b>Amusements with Prize (AWP) higher prize machines</b>	<ul style="list-style-type: none"><li>• Registered clubs (bar areas only)</li><li>• Adult only areas of amusement arcades &amp; similar premises</li><li>• Bookmaking offices</li><li>• Commercial bingo clubs</li><li>• Public houses and licensed hotels (bar areas only)</li></ul>
<b>Amusements with Prize (AWP) lower prize machines</b>	<ul style="list-style-type: none"><li>• Registered clubs</li><li>• Arcades &amp; similar premises</li><li>• Commercial bingo clubs</li><li>• Travelling showmen’s pleasure fairs</li></ul>

The above mentioned legal definition and designated machine types encompass all forms of gaming machine including:-



- so-called 'Fixed Odds Betting Terminals' (FOBTs) (ie those that allow players to gamble on a variety of 'events' the outcome of which is driven by a number generator located separately from the machine);
- machines constructed or adapted for playing simulated card games such as poker; and
- so-called 'crane grab', 'coin pusher', 'penny fall' or other low prize machines.

It should be noted that the law allows for limits to be imposed on the maximum number of gaming machines that may be allowed at different locations. Those limits are regulated as follows:-

**Table 2:- Maximum Number of Gaming Machines Per Location**

LOCATION	JACKPOT MACHINES MAX NO ALLOWED	AWP HIGHER PRIZE MACHINES MAX NO ALLOWED	AWP LOWER PRIZE MACHINES MAX NO ALLOWED
Licensed bookmaking office	0	2	0
Commercial bingo club	0	Licensing court may specify individual limits or DfC may impose general limits by regulation	0
Registered clubs	3 of any one type or combination thereof.		
Amusement arcades and similar premises	0	0 in areas open to under-18s-  In adult only areas licensing court may specify individual limits or DfC may impose general limits by regulation	Licensing court may specify individual limits or DfC may impose general limits by regulation



<b>Travelling showmen's pleasure fairs</b>	0	0 in areas open to under-18s:-  In adult only areas licensing court may specify individual limits or DfC may impose general limits by regulation	Licensing court may specify individual limits or DfC may impose general limits by regulation
<b>Bar areas of public houses and licensed hotels</b>	0	Licensing court may specify individual limits or DfC may impose general limits by regulation	0
<b>Incidental attraction at entertainments not run for private gain</b>	Licensing court may specify individual limits or DfC may impose general limits by regulation	Licensing court may specify individual limits or DfC may impose general limits by regulation	Licensing court may specify individual limits or DfC may impose general limits by regulation

## 2. Reading and guidance

This Code should be read in conjunction with 'Part III Gaming' of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985.

The Department for Communities has published guidance on 'The Law on Gaming Machines' which may also be helpful to manufacturers, suppliers, gambling operators, clubs, public houses etc in ensuring they comply with the legislation governing permitted locations and maximum allowable numbers of different types of machines on different premises. A link to the guidance leaflet is provided below:-

[Leaflet on gaming machines | Department for Communities \(communities-ni.gov.uk\)](#)

## 3. Gaming machines:- manufacture, supply and maintenance

Manufacturers, suppliers and those who maintain gaming machines should have due regard for the 'Supply and maintenance of gaming machines restrictions' contained in



Articles 81 and 82 of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985.

Manufacturers/suppliers of machines should ensure that:-

- a) all their employees are familiar with this Code;
- b) strict security control is maintained over all their machine hardware/software;
- c) any form of in-built or remote number generation which is used to determine the outcomes of individual games or plays cannot be controlled by a third party;
- d) number communication is capable of being audited by an independent third party;
- e) they only supply gambling operators who hold an appropriate license/permit that allows them to operate one or more machines as per the requirements of the Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985
- f) the numbers and types of machines supplied to customers (ie gambling operators, clubs, hotels etc) accord with the statutory licence/permit conditions applying to the premises to which the equipment is to be delivered;
- g) all their customers (ie premises operators in Northern Ireland purchasing their machines) are adequately trained in the operation, maintenance and control of machines as appropriate;
- h) help information is displayed prominently on any notices that may be required under this Code (see para 5 below); and
- i) all betting and events offered on gaming machines comply with the relevant law in Northern Ireland and this Code.

#### **4. Gaming machines:- testing before release to the market**





It is important that those who choose to play gaming machines in connection with gambling at permitted locations can, whenever they wish, obtain independent assurance as to the trustworthiness of machines, equipment and any related software they are using. All gaming machines should therefore be tested by an approved GB Gambling Commission test house before they are released to the public market in Northern Ireland.

Test houses, sometimes referred to as test labs, play a vital role in ensuring games are fair to consumers. A list of approved Gambling Commission test houses and other relevant information may be found here:- [test house](#).

## **5. Jackpot and higher limit gaming machines**

### Content of jackpot and higher limit machines

All jackpot and higher limit gaming machines should either contain social responsibility software or have social responsibility information displayed on or adjacent to the machine. Information and messaging should be consistent with the regulatory standard applicable in Great Britain. Social responsibility software for so-called FOBT and machines with comparable player facilities should include:-

- a) a player gaming speed, time and spend limit facility
- b) a time of play reminder;
- c) a notification for staff of gambling operators of long play sessions; and
- d) a display of the theoretical target percentage Return to Player (RTP).

For all jackpot and higher limit machines responsible gambling and help signage should be prominently displayed either on the machine itself, adjacent to terminals or on the terminal screen. These should contain contact information for at least one organisation that offers support and assistance to problem gamblers.

Other than roulette or numbers games, representations of casino games or derivatives of such games, should not be available on jackpot or higher limit gaming machines.



### Betting processes for jackpot and higher limit machines

The following bet process should be adhered to for the playing of jackpot and higher limit gaming machines:-

- a) customers must make a positive selection;
- b) customers must choose a stake;
- c) odds must be clearly visible at the time of selection;
- d) customers must be required to select a 'start' or 'bet' icon; and
- e) results must be announced/displayed on terminals.

### Operation of jackpot and higher limit machines

To discourage potential problem gamblers from "chasing losses", the minimum cycle time between customers in-putting money, selecting their bet(s) and settlement should not be less than 30 seconds for all jackpot and higher limit machines. When customers are betting from their original stake or from accumulated winnings, the minimum cycle time for this type of transaction should not be less than 20 seconds.

In addition:-

- a) No credit, debit or smart card transactions should be accepted on any gaming machines (including both higher and lower limit AWP machines);
- b) Odds for each betting event should be clearly displayed on FOBT and machines with comparable player facilities;
- c) Jackpot and higher limit gaming machines should have a minimum spin speed per game of 2.5 seconds;
- d) An on-screen balance meter should be installed on FOBT type machines and machines with comparable player facilities to allow customers to track both winnings and losses per session;



- e) Machines must allow customers to 'cash-in' at any time following the completion of each betting event;
- f) FOBT type machines and those with comparable player facilities must set a limit on both play times and spending amount per session; and
- g) Point of sale promotional material for jackpot and higher limit gaming machines should never directly encourage play beyond the minimum relevant time/established stake limit; and
- h) No cash pay outs should be allowed directly from FOBT type machines and those with comparable player facilities. All pay outs should be made at the operator's counter.

## **6. Date of Coming into Operation**

This Code comes into operation with effect from ..... **2022**

**Approved by**

**Date**

**(A senior officer in the Department for Communities)**