

Code of practice for gaming machines in our pubs

1. Compliance with the code of practice should be the responsibility of the designated premises supervisor who will act as the notification holder (AWP Notification holders on Admiral Taverns Behalf)
2. All gaming machines situated on the premises must be located in a place within the premises so that their use can be supervised by staff
3. Notification holders must have in place arrangements for such supervision.
4. Permit holders should put into effect procedures intended to prevent underage gambling. This should include procedures for:
 - a. checking the age of those who appear underage
 - b. refusing entry to anyone unable to produce an acceptable form of identification.
5. Permit holders should take all reasonable steps to ensure that all relevant employees understand their responsibilities for preventing underage gambling. Notification holders should only accept valid forms of age verification identification.
6. Procedures should be in place for dealing with cases where a child or young person repeatedly attempts to gamble on category B or C machines, including oral warnings, reporting the offence to the Commission and the police, and making available information on problem gambling.
7. Permit holders should put into effect a written procedure for handling customer complaints and disputes regarding the use of gaming machines on their premises.
8. All complaints will be dealt with as per Admirals standard complaint service, as per code of practice which is available on the Admiral Taverns website.