

Application to vary a premises licence under the Gambling Act 2005

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.

Part 1 – 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):

[Use the names given in the applicant's operating licence or, if the applicant does not hold an operating licence, as given in any application for an operating licence]

3. Applicant's address (home or business – *[delete as appropriate]*):

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. ☐

[Where there are further applicants, the information required in questions 1 to 4 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]

Section B

Application on behalf of an organisation

6. Name of applicant business or organisation:

Buzz Group Limited

7. The applicant's registered or principal address:

**1 Castle Marina Road
Nottingham
NG7 1TN**

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

002355-N-102403

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:

N/A

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

Part 2 – Premises Details

10. Trading name used at licensed premises:

Buzz Bingo

11. Give the address of the premises or, if none, give a description of the premises and its location. Where the premises are a vessel, give the place indicated in the premises licence as the place in the licensing authority's area where the vessel is wholly or partly situated. Where possible this should include an address with a postcode:

Unit A

Airpark Way

Feltham

TW13 7LX

12. Telephone number at premises (if known): **N/A**

13. Type of premises licence to be varied:

Regional Casino ☐

Large Casino ☐

Small Casino ☐

Converted Casino ☐

Bingo ☒

Adult Gaming Centre ☐

Betting (track) ☐

Betting (other) ☐

Family Entertainment Centre ☐

14. Premises licence number (if known): **G0067**

15. If you are making this application alongside an application for transfer or reinstatement of the premises licence into your name, please give the name of the current licence holder as it appears on the premises licence (if known):

Surname:

Other name(s):

Part 3 – Details of variations applied for

16(a) Please give details of any variation which is being applied for. Where the application includes an application to exclude or vary a condition of the premises licence, identify the relevant condition here (unless it relates to hours of operation which are dealt with in questions 16(b) and 16(c)):

To vary the layout of the premises in accordance with the plan provided in support of the application.

16(b) Do you want the licensing authority to exclude or vary a condition of the licence so that the premises may be used for longer periods than would otherwise be the case?

No

16(c) If the answer to question 16(b) 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			
Tue			
Wed			
Thurs			
Fri			
Sat			
Sun			

17. Please indicate any particular date on which you want the variation to take effect if approved:

We will confirm, in writing, to the licensing authority once the works have been completed. Until this time, the existing Bingo Premises Licence and attached plan should remain in effect.

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

We have considered the impact of the proposed variation and do not consider that additional steps beyond the existing management and operation of the premises are required to promote the Licensing Objectives.

Part 4 – Declarations and Checklist (Please tick as appropriate)

We confirm that, to the best of our knowledge, the information contained in this application is true. 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.



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 ☒
- The existing premises licence is enclosed ☒
- The existing premises licence is not enclosed, but the application is accompanied by –
 - A statement explaining why it is not reasonably practicable to produce the licence and, ☐
 - An application under the Section 190 of the Gambling Act 2005 for the issue of a copy of the licence ☐
- I/we understand that if the above requirements are not complied with the application may be rejected ☒

- We understand that it is now necessary to advertise the application and give the appropriate notice to the responsible authorities



Part 5 – Signatures

19. 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: **Poppleston Allen**

Date: **31 July 2025**

Capacity: **Solicitors for & on behalf of applicant**

20. 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:

Print Name: _____

Date: _____ (dd/mm/yyyy)

Capacity: _____

Part 6 – Contact Details

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

Aaron Newbold

21(b) Please give one or more telephone numbers at which the person identified in question 21(a) can be contacted:

0115 9487406

22. Postal address for correspondence associated with this application:

**Poppleston Allen
37 Stoney Street
The Lace Market
Nottingham
NG1 1LS**

23. 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:



From: Aaron Newbold [REDACTED]
Sent: 31 July 2025 11:17
To: Licensing <Licensing@hounslow.gov.uk>
Subject: RE: Variation of Bingo Premises Licence Application - Buzz Bingo, Unit A, Airpark Way, Feltham

Dear Rita,

Thank you for your call a few moments ago to take payment.

As requested, please find additional information into the variation being applied for here.

Our client intends to make some minor amendments to the current layout of their premises which, slightly, affect the licensable area permitted under the existing Bingo Premises Licence; there are several of the minor amends.

- To remove a wall which currently forms a partition between the reception and gaming machine area and this will, in turn, extend the licensable area ever so slightly at the front of the building.
- The "fabric partitions" currently shown on the existing plan are being removed
- They be adding an additional stage area also

The amends to the premises here, and the changes to the actual gaming area, are slight and we would suggest that this will have no detrimental effect on the supervision or management at the premises, nor should this raise any concerns regarding the promotion of the licensing objectives.

Please do let me know if you have any other questions.

Kind Regards,

Aaron

Aaron Newbold | Paralegal

Poppleston Allen

GAMBLING ACT 2005 LICENSING PLAN: ANYTHING SHOWN ON THIS PLAN, WHICH IS NOT REQUIRED BY THE GAMBLING ACT 2005 (PREMISES LICENSES AND PROVISIONAL STATEMENTS) REGULATION 2007 IS FOR ILLUSTRATIVE PURPOSES ONLY, AND DOES NOT FORM PART OF THE PREMISES LICENSE.

FIRE EQUIPMENT: THE LOCATION AND TYPE OF ANY SAFETY EQUIPMENT IS SHOWN AS AT PRESENT. THIS MAY BE VARIED FROM TIME TO TIME WITH THE AGREEMENT OF THE FIRE OFFICE OR AFTER A FIRE RISK ASSESSMENT.

- EXTENT OF PREMISES
- AREA IN WHICH FACILITIES WILL BE PROVIDED FOR GAMING

LEGEND	
<div></div>	EMERGENCY LUMINAIRE (NON - MAINTAINED)
<div></div>	ILLUMINATED FIRE EXIT SIGN
<div></div>	NON - ILLUMINATED FIRE EXIT SIGN
<div></div>	WARNING DEVICE SOUNDER
<div></div>	WARNING DEVICE VISUAL
<div></div>	SMOKE DETECTOR
<div></div>	MANUAL CALL POINT
<div></div>	FIRE EXTINGUISHER WET CHEMICAL
<div></div>	FIRE EXTINGUISHER CARBON DIOXIDE
<div></div>	FIRE EXTINGUISHER FOAM TYPE
<div></div>	FIRE BLANKET

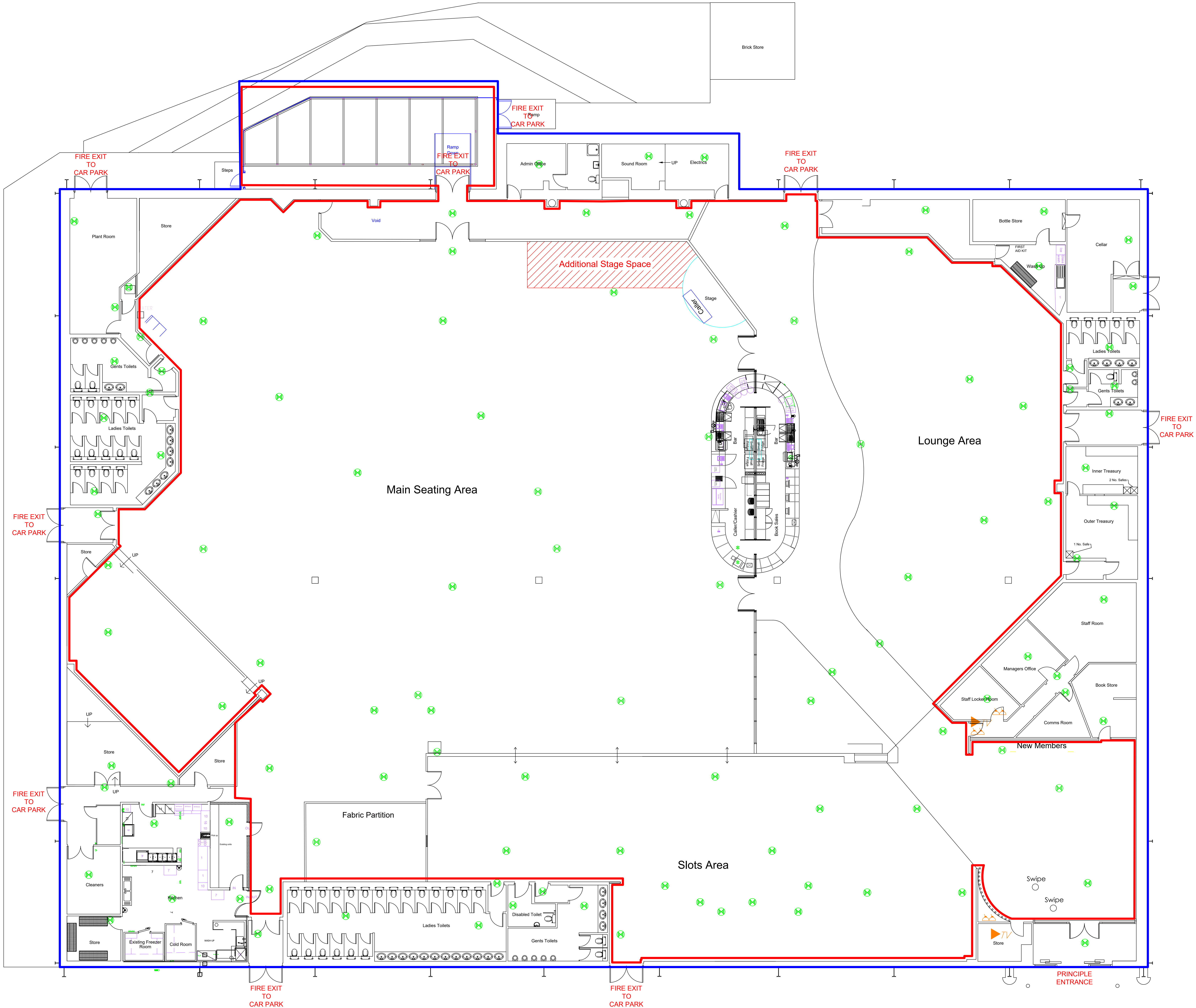
REVISIONS		
REV	REVISION / ISSUE	DATE

CLIENT
BUZZ GROUP LIMITED
PROPERTY DEPARTMENT
UNIT 1
CASTLE MARINA ROAD
NOTTINGHAM
NG7 1TN

PROJECT
BUZZ BINGO FELTHAM
UNIT A
AIRPORT WAY
FELTHAM
MIDDLESEX
TW13 7LX

TITLE
GAMBLING ACT 2005 PLAN

DRAWN BY:	JOHN FAREY
DATE:	JULY 2025
SCALE:	NTS
DRAWING NUMBER:	FELTHAM - GAMB ACT 2005 PLAN - JULY 2025





London Borough of Hounslow

No: G0067

SUMMARY OF THE TERMS AND CONDITIONS OF A PREMISES LICENCE

This summary is issued under section 164 of the Gambling Act 2005 by

LONDON BOROUGH OF HOUNSLOW

This summary is issued to:

Buzz Group Limited

of the following address:

Unit 1
Castle Marina Road
Nottingham
NG7 1TN

A premises licence of the following type:

Bingo Premises Licence

has been issued in respect of the following premises:

Buzz Bingo
Unit A
Airpark Way
Feltham
TW13 7LX

Summary of the Terms and Conditions of the Premises Licence

1. The premises licence will run in perpetuity unless:

- the Secretary of State prescribes a period after which the licence will expire under section 191 of the Gambling Act 2005;
- the licence holder surrenders the licence under section 192 of the Gambling Act 2005
- the licence lapses under section 194 of the Gambling Act 2005;
- the licence is revoked under section 193 or 202(1) of the Gambling Act 2005.

Date issued: 21st December 2021

2. The premises licence applies only in relation to the premises specified in Part 2 of the licence and may not be varied so that it applies to any other premises (except in the case of a converted casino premises licence).

3. The premises licence is subject to:

- any conditions specified on the face of the licence as being attached under section 169(1)(a) of the Gambling Act 2005;
- any other conditions attached to the licence by virtue of regulations made under sections 167 and 168 of the Gambling Act 2005 (other than any conditions under section 168 which have been excluded by the licensing authority); and
- any conditions attached to the licence by virtue of specific provisions of the Gambling Act 2005.

4. In particular, it is a condition of the premises licence under section 185 of the Gambling Act 2005 that the holder keeps the licence on the premises and arranges for it to be made available on request to a constable, enforcement officer or local authority officer. The holder of the licence commits an offence if he fails to comply with this condition.

Signed on behalf of the issuing licensing authority



Andrew Devine
Regulatory Manager



London Borough of Hounslow

No: **G0067**

BINGO PREMISES LICENCE

This licence is issued under section 164 of the Gambling Act 2005 by

LONDON BOROUGH OF HOUNSLOW

Part 1 – Details of person to whom licence is issued

This premises licence is issued to:

Buzz Group Limited

of the following address:

Unit 1
Castle Marina Road
Nottingham
NG7 1TN

who holds an operating licence which has been given the following operating licence number by the Gambling Commission:

001-002355-N 102403-006

Part 2 – Details of the premises in respect of which the licence is issued

Facilities for gambling may be provided in accordance with this licence on the following premises:

Buzz Bingo
Unit A
Airpark Way
Feltham
TW13 7LX

Part 3 – Premises Licence Details

This licence came into effect on:

8th October 2018

This licence is of unlimited duration

The following conditions have been attached to the licence by the issuing authority under section 169(1)(a) of the Gambling Act 2005:

None

The following conditions, which would otherwise attach to the licence by virtue of regulations made under section 168 of the Gambling Act 2005, have been excluded by the issuing authority under section 169(1)(b) of that Act:

The default condition made under S168 of the Gambling Act 2005 has been excluded and does not apply 00:00 to 23:59.

A scale plan is attached as an annex to this licence

This licence is subject to the Mandatory and Default Conditions as laid out in regulations by virtue of sections 167 and 168 of the Gambling Act 2005 which are attached as annex A.

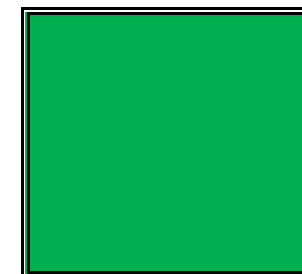
Signed on behalf of the issuing licensing authority



Andrew Devine
Regulatory Manager



Overall Risk
Rating:



BUZZ BINGO LOCAL RISK ASSESSMENT (LRA) 2024

Club Code:	5474	Completed by:	Farooq Alamgir-Diviziev	Date:	25 Oct 2024
Club Name:	FELTHAM	Role:	General Manager		
Club Address	Unit A Airpark Way FELTHAM	REMINDER: Gambling Act 2005 – The Licensing Objectives The Gambling Act 2005 sets out the three licensing objectives (LO), which are: (A) Preventing gambling being or associated with a source of crime or disorder, or being used to support crime; (B) Ensuring that gambling is conducted in a fair and open way; and (C) Protecting Children and other vulnerable people from being harmed or exploited by gambling.			
Postcode	TW137LX				
Telephone	(020) 88670777				
Licensing Authority:	London Borough of Hounslow				
Op Licence:	002355-N-102403-018		LA Statement of Licensing Policy Hyperlink	https://www.hounslow.gov.uk/download/downloads/id/3533/statement_of_gambling_principles_2022_-_2025.pdf	
Prem Licence:	G0067				

This risk assessment is comprised of 3 Sections which ensure we fulfil our obligations under the licensing objectives:

Section 1 - Local Area Profile- Including Local Crime Statistics, Club Crime Incidents, Local Authority Statement of Licensing Policy.

Section 2 - Club Profile - including Premises Specific issues, Club Security, Large Scale Event Risks, Premises License Conditions.

Section 3- Threats to the Licensing Objectives- including Existing Compliance Control Measures, Club Reporting

Local Area

Local Venues and Services Risk	
Local & Club Crime Incidents Risk	
LA Policy Statement Risk	

Club Premises

Club Security Risk	
Premises Layout Risk	
Large Event Risk	

Licensing Objectives Risk

Fair & Open	
Crime and Disorder	
Children & Vulnerable	

Premises Licence Risk

Section 1: Local Area Profile

The area this club is situated in is: (Mark X in relevant Box)

Residential ☐ Town/City Centre ☐ Town/City Non Centre ☐ Retail Park ☒ Seaside ☐ Other ☐

(Children & Young) Schools Within 1 mile (add number to box)	(Vulnerable People) Services Within 1 Mile (add number to box)	(Crime & Disorder) Entertainment Venues Within 1 Mile (add number to box)	(Safer Gambling) Gaming Venues W/n 1 Mile (add number)	(Crime & Disorder) Additional Risk Within 1 Mile (add number)	Record Detail of any other local business or services which may impact on the risk profile of the Club, (Free Text)
Primary <input type="text" value="1"/>	Care homes <input type="text" value="1"/>	Pubs <input type="text" value="3"/>	Betting <input type="text" value="1"/>	Pawnbrokers <input type="text" value="1"/>	The retail park, has a gym, bowling alley, restaurants and a cinema.
Secondary <input type="text" value="1"/>	Hostels <input type="text" value="0"/>	Night Clubs <input type="text" value="0"/>	**Bingo <input type="text" value="1"/>	Money Exchange <input type="text" value="0"/>	
Further Ed <input type="text" value="0"/>	DV Shelters <input type="text" value="0"/>	Fast Food <input type="text" value="8"/>	Casino <input type="text" value="0"/>	Drug Clinics <input type="text" value="0"/>	
Higher Ed <input type="text" value="0"/>	Places of Worship <input type="text" value="1"/>	Off Licences <input type="text" value="6"/>	AGC's <input type="text" value="2"/>		
School Bus Stops <input type="text" value="5"/>					

Local Crime Statistics (1/7/23-30/6/24)	Club Threats (Club Incidents 1/7/23-30/6/24)	Based on club history and local crime rate what is the likelihood this threat will occur (Mark X in ONE relevant Box per line)			Evidence to Support Decision (Complete with Free Text)
AntiSoc Behaviour <input type="text" value="1165"/>	Aggressive Behaviour <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Burglary <input type="text" value="1388"/>	Aggression Towards Staff <input type="text" value="2"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Robbery <input type="text" value="70"/>	Break In <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Violent Crime <input type="text" value="25"/>	Robbery <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Weapons <input type="text" value="109"/>	Violence to Customer <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Crim Dam&Arson <input type="text" value="263"/>	Violence to Staff <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Theft /Person <input type="text" value="300"/>	Criminal Damage <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual low occurrence
Theft /Other <input type="text" value="266"/>	Theft from Customer <input type="text" value="3"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Public Order <input type="text" value="368"/>	Theft from Company <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Drugs <input type="text" value="258"/>	Disturbance <input type="text" value="1"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
Shoplifting <input type="text" value="42"/>	Drugs <input type="text" value="0"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence
	Suspicious Behaviour <input type="text" value="2"/>	Low <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>	Based on club history & actual occurrence

Issues Identified from the Local Authority Statement of Gambling Licencing Policy

Note anything in your Local Authority Policy specific to the area your club is in, or requires you to have additional information in your risk assessment (Complete Y/N)

Is the Club in Public Space Protection Order Area?	N	Is the Night Time Economy a low priority for LA?	N	Other:	
Is club required to join local alcohol banning scheme?	N	Are the known local disorder problems?	N		

Section 2: Club Premises Profile

Security Risks - Think about your club premises and what security issues you have to prevent your club being at risk of crime and disorder (Complete Y/N)

General Security (Complete Y/N)				Machines Security (Complete Y/N)	
CCTV All Areas	Y	Staff Guard	Y	Intruder Alarm	Y
CCTV FOH Areas	Y	Time Lock Safe	Y	Cash Collection	Y
CCTV External	Y	Portable Panic Alarm	Y	Front Door Shutters	Y
Maglock Doors	Y	PCSO Liaison Visits	Y	Rear Door Shutters	Y
Alarmed Fire Doors	Y	Smoke Cloak	Y	Age Verification Process in place	Y
				ID Fraud Checking Process in place	Y
				Counterfeit Checking Systems (uv pens/info)	Y
				Suspicious Activity Reporting Process	Y
				Additional Security Guards Used	N
Other Security Features:		Car park patrolled by landlord appointed on site security			

Premises Layout Risks - Think about your club premises and whether there are any issues that make your club vulnerable to breaches of the licensing conditions (Complete Y/N)

Unrestricted view of entrance from booksales	Y	Play Board/Repeater board visible all seats	Y	Other Physical Issues which may impact on licence conditions	
Unrestricted view of machines area from booksales	Y	Audio audible from all seats	Y		
Card Swipe prominent at all entry points	Y	Rules, Guides, Terms accesible and visible	Y		None

Large Scale Event Risks - Think about your club premises,are there any issues making your club vulnerable to breach of the lic conditions in relation to EVENTS (Complete Y/N)

Crowd Dispersal Mitigations	Staffing and Supervision Risks	Local Facilities Risks (Where Facilities are withing 1 mile)
Does club have own Car Park?	Do the events require additional Staffing levels?	Are Local Alcohol Venues open prior to event?
Is there a Taxi Rank within 250 metres?	Are there enough staff at events to Monitor SG and conduct Interactions if required?	Are Local Alcohol Venues open after event?
Do you have Local Taxicab arrangements with club?	Are there enough staff at events to supervise AWP area and interact if required?	Are Local Fast Food Venues Open after event/ Crowd risk
Are Bus Stops in service usual opening hours?		Are Local Fast Food Venues Open after event / Litter risk
Are Bus Stops in service late night?		Are Local Educational Halls Residence Nearby (+U25s)
Residential Risks	Other: List any other risks to licensing objectives relating to entertainment events.	
Do events require an Increase to Opening hours?		
Are outside Smoke Shelters near Residences?		
Are Additional Smoking Shelters Required for events?		
Will Events Potentially Increase noise?		

Premises Licence Risks - Additional Conditions

CHECK – whether you have any additional premises licence conditions that have been attached by your Local Authority in **addition** to the Mandatory and Default conditions.

List Additional Condition:	(only enter information here if there ARE additional conditions)				
Rate the likelihood of breaching the condition:	Low	X	Medium		High
(Mark X in box)					

Section 3: Threats to Licensing Objectives

Licensing Objective	Potential Threat General Risks are listed please add any additional club specific risks you have identified	Incident Rates Consider this Data, where identified, (which also takes into account the risks identified above) when deciding on your risk rating.	Existing Control Measures Record any existing control Measures in place to minimise risk to the Clubs Premises and the Business Operating Licence. Consider this Data when deciding on your risk rating	Likelihood Rate Likelihood of threat occurring in Club (mark X)		
				Low	Med	High
Preventing Gambling from being a source of crime or disorder or being used to support crime.	Premises used for Money Laundering and Terrorist Financing /Failure to report Money Laundering & Terrorist Financing.	0 Internal SARs Completed (add number) 2 Suspicious Behaviour Incidents	Business AML Risk Assessment and AML/TF Policy in place. Staff training on requirements of ML Regs, identification of suspicious behaviour and spend patterns. SARS reporting procedures include reporting of all suspicious transactions to designated MLRO at support centre.	X		
	Poor security control measures which may increase vulnerability to crime.	Security Risk Rating Crime Risk Rating	CCTV systems in place for key areas of club. Staff Guard Systems in use and tested. Maglocks installed in 24hour venues. Time lock safes installed in premises. Fire doors/ security locks checked regularly. Intruder alarm system installed. Machine Data monitoring system in place. CCTV footage kept for 4 weeks and can be shared.	X		
	Failure to identify aggressive customers to prevent crime and disorder.	3 Incidents with aggression /violence or disturbance	Staff training to deal with aggressive customers and situations which may require police assistance. Incident reporting procedures in place. Customer barring procedures in place at club / business level.	X		
	Crime and Disorder occurring due to Large Scale Event.	Crowd Dispersal Risk Local Facilities Risk Resident Disturbance Staffing and Supervision	Review of crime issues in local area and comparison with National Levels of crime. Identification of specific factors relevant to venue in club profile above. Reporting procedure for incidents in place. Events team review of additional resources required per event.	X		
	Acceptance of Counterfeit/Stained Bank Notes	3 Instances of Note acceptance /attempts (add number)	SOP's in place to ensure all stained / counterfeit notes are reported to Duty manager and Risk Manager. Staff training given in recognition of Counterfeit currency. UV test pens available.	X		
	Money Laundering via Machines	233 AML Machine Alerts (videobet machines only)	Buzz group has a system in place on videobet B3 machines alerting colleagues to potential instances on money laundering. Incidents are passed to the Duty Manager for consideration of payment and reporting process via Iforms AML report	X		

	Other LOCAL Crime Threats (Please Specify)					
Licensing Objective	Potential Threats General Risks are listed please add any additional club specific risks you have identified	Incident Rates Consider this Data, where identified, (which also takes into account the risks identified above) when deciding on your risk rating.	Existing Control Measures Record any existing control Measures in place to minimise risk to the Clubs Premises and the Business Operating Licence. Consider this Data when deciding on your risk rating	Likelihood Rate Likelihood of threat occurring in Club (mark X)		
				Low	Med	High
Protecting Children and other Vulnerable People from being harmed or exploited by gambling.	Underage Gambling / Access to premises	PASS Latest AV Test Result 0 Think 25 Non Gaming 0 Think 25 Gaming 458 Think 25 Challenges Made (add number)	Buzz operates a Think 25 policy to ensure 'Under 18' gaming does not take place. Customers appearing under 25 are challenged for valid ID. Recording of challenges in the Think 25 Customer Log. Policy and Procedures in place for staff training. External testing via BA- AV takes place with procedures for investigation of results. Marketing & Promotional sign off to comply with ASA standards.	X		
	Self Excluded Customers / Access to premises	8 NGBA Exclusions 6 Brand Exclusions 14 Breach Reports 2 Breach Attempt Reports	SE Policy and Procedures in place, utilising BA IHL touchpads to record and maintain records of National and Brand only exclusions. Customers can self exclude for period of 6-12 months and renew. Reinstatement Policy and Procedures in place, including customer interaction on return. Staff training package for SE. Breach investigation and reporting procedures in place.	X		
	Vulnerable Customers / Access & Use of Premises	29 Interactions 70 Observations 3 Engagements 7 Educational Estabs. 2 Vulnerable Services. 4 Gambling Premises	Policies and Procedures in place, staff training on Interactions, Observations and Engagements with customers. Includes indicators of problem gambling and training in vulnerability and affordability. Vulnerable customer reviews via BeBettor system imposed loss limits for V1 customers. KYC files maintained within club for top customers. Review of local area undertaken to highlight risk against C&VP using facilities.	X		
	Failure to protect C&VP due to Large Scale Event.	Consider any post event report failings in this area	3rd Party Event host checks against exclusion databases. Age and Identity checks at entry to event. Additional staff supervision of gaming area and AWP area during events.	X		
			Safer Gambling Policy and Procedures in place, Safer Gambling training for all staff at induction and regular refresher training. Posters and leaflets distributed within club for 'Friendly Advice'			

	Failure to Provide Information and assistance to customers on Safer Gambling	Consider any audit report failings in this area	and regular refresher training. Posters and leaflets distributed within club for friendly advice. Player positions monitored for change in player behaviour. All literature includes Safer Gambling messaging.	X		
	Other LOCAL C&VP Threats (Please Specify)					
Licensing Objective	Potential Threat General Risks are listed please add any additional club specific risks you have identified	Incident Rates Consider this Data, where identified, (which also takes into account the risks identified above) when deciding on your risk rating.	Existing Control Measures Record any existing control Measures in place to minimise risk to the Clubs Premises and the Business Operating Licence. Consider this Data when deciding on your risk rating	Likelihood Rate Likelihood of threat occurring in Club (mark X)		
				Low	Med	High
Ensuring that gambling is conducted in a fair and open way.	Failure to resolve customers complaints and disputes	55 Complaints 56 Escalated Complaints	Complaint & Dispute / ADR Procedures available through 'Keeping Everybody Happy' leaflets in high traffic areas of club, Customers made aware of complaints procedure and given leaflet. General Terms and Conditions available in club and online contain information on process and ADR contact information.	X		
	Layout of premises does not make game play fair to all customers	Premises Layout risk result from Club Profile	Assessment of Premises for licence condition risks within club profile above. Repeater boards and speakers installed in blind areas. Staff supervision of gaming and FOH areas.	X		
	Failure to provide Rules / Terms & Conditions in accessible & visible way	Consider any audit report failings in this area	Licences Displayed close to venue entrance. Display folders containing Terms and Conditions of play, including game rules available and visible to all customers in display folders. Operational team updates and reviews to Rules and T&C to ensure legibility, plain english and accessibility factors covered. All marketing and promotional material centrally produced, marketing approval process in place. Included in content of audit team checks and RM visit programme.	X		
	Failure to Provide Fair & Open Gaming due to Large Scale Event.	Consider any post event report failings in this area	3rd Party T/C Rules of Event games available on website and prior to ticket purchase. Additional Sound systems installed for event where required. Game /claim rules announced during event. Staff supervision of gaming to assist claims.	X		

	Failure to resolve complaints and disputes regarding gambling machines	Consider number of Complaints / Disputes relating to machines.	Audit controls ensuring machines comply with RTS. Stake/Prize and % pay-outs clearly displayed. Staff witness manual pay outs. Faulty machines switched off immediately. Machines maintained by qualified engineers. Machines acquired from licenced suppliers.	X		
	Other LOCAL F&O Threats (Please Specify)			X		