

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

LICENSING SUB-COMMITTEE A

MONDAY, 06 NOVEMBER 2017 AT 09:30 HOURS
IN COMMITTEE ROOM 1, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING

Chairman to advise meeting to note that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES AND NOTIFICATION OF NOMINEE MEMBERS

3 GAMBLING ACT 2005 PREMISES LICENCE - GRANT ADMIRAL, GROUND AND FIRST FLOOR, 54-57 HIGH STREET, BIRMINGHAM, B4 7SY

3 - 74

Report of the Acting Director of Regulation and Enforcement.
Report scheduled to be heard at 09:30am.

4 OTHER URGENT BUSINESS

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

5 EXCLUSION OF THE PUBLIC

That in view of the nature of the business to be transacted which includes exempt information of the category indicated the public be now excluded from the meeting:-

Exempt Paragraphs 1 and 7

P R I V A T E A G E N D A

1 **LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976,
TOWN POLICE CLAUSES ACT 1847, PRIVATE HIRE AND HACKNEY
CARRIAGE DRIVER LICENSES**

Report of the Director of Regulation and Enforcement.

(Paragraphs 1 & 7)

2 **OTHER URGENT BUSINESS (EXEMPT INFORMATION)**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

Report to:	Licensing Sub Committee A
Report of:	Acting Director of Regulation & Enforcement
Date of Meeting:	Monday 6th November 2017
Subject:	Gambling Act 2005 Premises Licence - Grant
Premises	Admiral, Ground and First Floor, 54-57 High Street, Birmingham, B4 7SY
Ward affected:	Ladywood
Contact Officer	Shaid Yasser, Senior Licensing Officer 0121 303 9896 licensing@birmingham.gov.uk

1. Purpose of report:

To consider relevant representations made in respect of an application for an Adult Gaming Centre (AGC).

2. Recommendation:

To consider the representations that have been made and to determine the application.

3. Brief Summary of Report:

Premises Licence application received on 20th July 2017 in respect of Admiral, Ground and First Floor, 54-57 High Street, Birmingham, B4 7SY.

Representations have been received from Interested Parties.

4. Compliance Issues:**4.1 Consistency with relevant Council Policies, Plans or Strategies:**

The report complies with the City Council's Statement of Licensing Principles and the Council's Corporate Plan to improve the standard of all licensed persons, premises and vehicles in the City.

5. Relevant background/chronology of key events:

Talarius Ltd submitted an application for an Adult Gaming Centre Premises Licence on 20th July 2017 for Admiral, Ground and First Floor, 54-57 High Street, Birmingham, B4 7SY.

Representations have been received from Interested Parties and these are attached as Appendices 1 – 15.

Comments have been received by the Planning Department and this is attached at Appendix 16.

The application is attached as Appendix 17.

Site Location Plan Appendix 18.

When carrying out its licensing function, a licensing authority shall aim to permit the use of premises for gambling in so far as the authority think it is in accordance with any relevant codes of practice issued by the Gambling Commission, in accordance with guidance to licensing authorities issued by the Commission, in accordance with the authorities' statement of licensing principles and is reasonably consistent with the licensing objectives, which are: -

- a. Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- b. Ensuring that Gambling is conducted in a fair and open way
- c. Protecting Children and other vulnerable persons from being harmed or exploited by gambling.

6. List of background documents:

Representation as detailed in Appendices 1 – 15
Comments made by Planning , Appendix 16
Application Form, Appendix 17
Site Location Plan, Appendix 18

7. Options available

To Grant the application
To Refuse the application
Grant the application with conditions

Appendix 1

From:
Sent: 26 July 2017 16:51
To: Licensing
Subject: Seriously concernd

Dear sir or madam.

I have been in the shop for shopping with my family. We visit this shop more often. It's hair and cosmetics sabina 57 high street B4 7SY Birmingham.

We have seen notice displayed someone applying to get license for betting, gambling.

We are disappointed with that notice. Because next to that shop is already a betfred betting shop which causing trouble and violence in town.

Families are frightened to visit town for shopping because of such betting shop.

Most of the time we have seen police standing there to watch and looking for people making trouble and selling drugs and causing violence.

Hence we request to the council not to issue license them whoever trying for it.

Thanks and regards

Yours sincerely.

Sent from my iPhone

Appendix 2

From:
Sent: 26 July 2017 17:04
To: Licensing

Dear sir or madam.

I have been in the shop for shopping with my family. We visit this shop more often. It's hair and cosmetics sabina 57 high street B4 7SY Birmingham.

We have seen notice displayed someone applying to get license for betting, gambling.

We are disappointed with that notice. Because next to that shop is already a betfred betting shop which causing trouble and violence in town.

Families are frightened to visit town for shopping because of such betting shop.

Most of the time we have seen police standing there to watch and looking for people making trouble and selling drugs and causing violence.

Hence we request to the council not to issue license them whoever trying for it.

Thanks and regards

Yours sincerely, Outlook for iOS

From:
Sent: 26 July 2017 17:11
To: Licensing

Dear sir or madam.

I have been in the shop for shopping with my family. We visit this shop more often. It's hair and cosmetics sabina 57 high street B4 7SY Birmingham.

We have seen notice displayed someone applying to get license for betting, gambling.

We are disappointed with that notice. Because next to that shop is already a betfred betting shop which causing trouble and violence in town.

Families are frightened to visit town for shopping because of such betting shop.

Most of the time we have seen police standing there to watch and looking for people making trouble and selling drugs and causing violence.

Hence we request to the council not to issue license them whoever trying for it.

Thanks and regards

Yours sincerely.

Appendix 4

From: WebTeam
Sent: 26 July 2017 17:14
To: Licensing
Subject: Licensing complaint / incident Form - Form Reference: 7

Question	Response
<i>Title:</i>	
<i>First name:</i>	
<i>Last name:</i>	
<i>Email address:</i>	
<i>Telephone number:</i>	
<i>House / flat number or name:</i>	
<i>Road:</i>	
<i>Area:</i>	
<i>Town / city:</i>	
<i>Postcode:</i>	
<i>Ward:</i>	
<i>I prefer to be contacted by:</i>	Email
<i>Organisation name:</i>	
<i>Complaint type:</i>	Gambling Act 2005
<i>Incident category:</i>	Behaviour
<i>Trading name:</i>	
<i>Premises address:</i>	57 high st, city centre, bham b4 7sy
<i>Date of incident:</i>	24/07/2017
<i>Time of incident:</i>	14.30
<i>Incident details:</i>	Im a regular customer at sabina and today when i went i had seen the notice in the window about the gambling license which i am not happy about because there is already a betting shop next door and due to that there is alot of trouble caused everyday which causes everyone alot of problems.

Appendix 5

From: >
Sent: 26 July 2017 18:08
To: Licensing

Dear sir or madam.

I have been in the shop for shopping with my family. We visit this shop more often. It's hair and cosmetics sabina 57 high street B4 7SY Birmingham.

We have seen notice displayed someone applying to get license for betting, gambling.

We are disappointed with that notice. Because next to that shop is already a betfred betting shop which causing trouble and violence in town.

Families are frightened to visit town for shopping because of such betting shop.

Most of the time we have seen police standing there to watch and looking for people making trouble and selling drugs and causing violence.

Hence we request to the council not to issue license them whoever trying for it.

Thanks and regards

Yours sincerely.

Appendix 6

From:
Sent: 26 July 2017 18:10
To: Licensing

Dear sir or madam.

I have been in the shop for shopping with my family. We visit this shop more often. It's hair and cosmetics sabina 57 high street B4 7SY Birmingham.

We have seen notice displayed someone applying to get license for betting, gambling.

We are disappointed with that notice. Because next to that shop is already a betfred betting shop which causing trouble and violence in town.

Families are frightened to visit town for shopping because of such betting shop.

Most of the time we have seen police standing there to watch and looking for people making trouble and selling drugs and causing violence.

Hence we request to the council not to issue license them whoever trying for it.

Thanks and regards

Yours sincerely.

Appendix 7

From:
Sent: 26 July 2017 18:31
To: Licensing
Subject: Regarding sabina hair and cosmetics city center

Hi as I have seen a shop in the city center is being opened as a betting shop next to Betfred already. Everytime I walk past that part there is always a drug smell through the alleyways and trouble being caused on that part of the area In the city center. A lot of people are scared to walk past that part and I do not think opening another betting place should be a good idea it causes a lot of trouble in that part. Thanks

Appendix 8

From:
Sent: 28 July 2017 17:53
To: Licensing
Subject: Objection for issuing gambling,betting license.

Good Evening Dear sir or madam.

I have seen notice sign at 57 high street Sabina hair and cosmetics B4 7SY birmingham.
Some another company applied for gambling license.

I have a objection for this. one gambling shop betfred on its next door already a big problem for general people. I have observed many times police has to stand in front of that betfred to control the issues of the shop. I have disappointed by looking that notice.

I request to the council please do not issue another license for gambling in order to protect and keep town safe and good.

I have hope from the council will understand my view and will not issue a license for gambling.

Thanks and regards.

Sent from my iPhone

From:
Sent: 10 August 2017 17:53
To: Licensing
Cc:
Subject: Betting License: 57 High Street, Birmingham, B4 7SY

Date: 10th August 2017

Reference: Betting Application at 57 High Street, Birmingham, B4 7SY

Dear Sirs,

It has come to my attention that Talarius Limited of Milton Keynes have applied for a betting license Next Door to myself at the above address to operate a Quicksilver betting shop.

I would strongly urge the Council to look at the merits of this application since we already have troubles practically every day with youths from our other neighbour Bet Fred who operate a similar business.

These youths are involved in actions ranging from daily gang related fights, selling of controlled substances and general nuances around the site and side alleyway always causing a daily concern for the local Police Department, patrons and other local businesses. Clearly giving another betting license would only bring more unsavoury behaviour into the locality.

Obviously from a business point of view it would be much better to grant a license to a normal retail operator who brings a more calmer customer base which in turn promotes the city centre in a far better light for all families who come into the area.

To protect the safety of the local city centre I strongly request the council to refuse this application for a betting license, and indeed to look into all the problems caused by Bet Fred for the Police and the local Shop keepers, and the shopper community in general.

Who wants to have TWO betting shops next to each other as your neighbours.

I hope the Council makes an informed decision, if there are any public meetings to address this application I would be most interested in attending.

Kind Regards,

From:
Sent: 16 August 2017 11:19
To: Licensing
Cc:
Subject: Application for an Adult Gaming Centre; Admiral Ground and First Floor 54-57 High Street Birmingham B4 7SY; Representations by Betfred
Attachments: Representations - Dale End.docx
Importance: High

FAO The Licensing Team

Sirs

I act on behalf of Betfred and attach my client's representations as an 'interested Party' to the above application.

Will you please acknowledge safe receipt.

Regards;

Solicitor Authorised and Regulated by the SRA

Admiral Ground and First Floor 54-57 High Street Birmingham B4 7SY

Application for Adult Gaming Centre

Representations made by Betfred

Done Brothers (Cash Betting) Ltd t/a Betfred wish to make representations in respect of the above application.

Betfred presently operates a betting shop which is immediately adjacent to these proposed premises. Accordingly, Betfred is an interested party in that the Company has 'business interests that might be affected by the authorised activities'.

The grounds of Betfred's representation are as follows:

1. Procedural irregularity

- 1.1 The Applicant had failed to comply with the necessary procedural requirements as set out in the Gambling Act 2005 (Premises Licenses and Provisional Statement) Regulations 2007.
- 1.2 In particular, there was an obligation upon the Applicant to post a notice of this application on the premises in a place where it could conveniently be read by members of the public from the exterior of the premises for 28 consecutive days starting on the date of the application.
- 1.3 The date of the application was 20th July 2017 and the last date for representations is 16th August 2017. Accordingly, a notice was required to be displayed from 20th July 2017. It was not. The notice was first displayed on Thursday 27th July 2017, one week late.
- 1.4 Accordingly, as the Applicant had failed to comply Betfred invites the Licensing Authority to rule that the application is invalid. The Applicant should be required to reapply and re advertise.

2. Licensing Objective Section 1 (a) Gambling Act 2005

'Preventing Gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime'

- 2.1 Betfred is concerned that when open, there is a risk that this adult gaming centre will contribute to levels of crime and disorder that are currently being experienced in the locality.
- 2.2 The Licensing Authority will be familiar with Dale End, and perhaps familiar with the levels of crime and antisocial behaviour prevalent in the locality and with which all of existing operators have to deal with. Betfred has worked very closely with the West Midlands Police and the Local Authority in agreeing strategies and implementing measures designed to address crime and disorder in and around their premises and the area.

2.3 Accordingly, in Betfred's view, the grant of a licence to an adult gaming centre in this locality, immediately adjacent to its betting shop, would not be reasonably consistent with this licensing objective.

3. Licensing Objective 1 (c) Gambling Act 2005

'Protecting Children and other vulnerable persons from being harmed or exploited by gambling'

3.1 Betfred is also mindful of this licensing objective and the impact another licence, immediately adjacent to its existing betting shop, will have, particularly upon vulnerable individuals already in the locality or who might be drawn to the locality.

3.2 Betfred reserves the right to make further representations under this ground once details of the Applicant's social responsibility measures are known.

Betfred wish to be present upon the hearing of the Applicant's application in order to further advance these representations as an interested party.

16th August 2017

Appendix 11

From:
Sent: 16 August 2017 13:06
To: Licensing

I have heard upon the news that Sabina hair and cosmetics 57 high street b4 7sy will be closing down and the shop that will replace it will be quicksilver. This area has already has had a bad reputation for selling class b drugs and violence because of the betfred situated there. I am a student from Matthew bolton college and when I pass through dale end I feel frightend because they are a numerous individuals that stand there and look intimidating. Opening another gambling shop will increase these individuals, this will become a huge problem for the publics safety.

I advise not to give the gambling license to quick silver for the Benidorm of the public.

From:
Sent: 16 August 2017 18:31
To: Licensing
Subject: Objection to gambling license

Good evening ,

Dear sir/madam.

I write in relation to an application for a Gambling License at 54-57 High Street Birmingham, B4 7SY.

Thank you for your reply to my previous correspondence specifying the grounds on which you may consider an objection.

My objection relates to the disorder provision within the specified grounds. Since 7 years I am doing business I have witnessed many activities such as robbery,stabbing,drug selling. In fact sometime I had to call police to Inform about those activities.

last year MAY 2016 some persons came in my shop they were selling drugs in my shop when i tried to stop them they hit me and in same evening after my shop close around 10'o clock they break my shop's glass front door. CCTV recording is given to the local police on USB flash drive on their demand.

You can find out about this matter from police my name and details everything is recorded. I filed a complained to sort this out.

Another within the grounds you have asked me to mention. Last year local police came to me asking me about the next door betfred in regards to their lease renewal.

You can find out from Newtown police station and digbeth police station. i have been to these stations I have been called by police few times regarding I am being a witness of some activities and complaints made by me as mentioned above.

If you need any further information you can contact me and the police stations I have mentioned.

I hope my objections within the grounds and you will consider it as my objection.

Incidents of disorder related to the current betting shop, my staff and I have had to deal with many incidents of violent & threatening behaviour from customers of the shop. There have been incidents which have caused injury & damage. Such incidents have occurred at the front of the shop, and occasionally at the rear of the shop.

the local police have been called on several occasions for reasons of disorder, and must retain records for these call outs.

I am sure as part of the due diligence into this application, the police have input into the process, and request that any records they may hold pertinent to the matters I have raised be considered. Although there may not be a single incident which alone may cause alarm, it is my belief that there have been a sufficient number of anti social and incidents of disorder to warrant consideration.'

Thank you for considering this objection.

Regards,

Appendix 13

From:
Sent: 20 August 2017 20:14
To: Licensing
Subject: BETTING LICENSE

Dear sir or madam

It's regarding sabina hair and cosmetics on 57 high street B4 7SY Birmingham.

I and family members have seen and notice displayed that someone applying for a betting license

We are very disappointed with that notice. Because there is already a betting shop on the high street called bedfres which is causing alot of trouble numerous amount of times

Families and friends also children are afraid to visit birmingham city centre regarding this betting shop on the high street

Most of the time i have seen idiotic behaviour also threatening behaviour towards my self and family members and other people

i would like to put a request in towards Birmingham city council not to issue license

Thanks and regards

Yours sincerely.

From: [REDACTED]
Sent: 21 August 2017 14:20
To: Licensing
Subject: Objection not to issue gambling license for 57 highstreet Birmingham

Good afternoon,

Dear sir / madam,

My name is Aurangzeb. I often visit city centre for shopping. On my last visit to 57 highstreet Birmingham sabina cosmetics shop in town I have noticed a notice of someone applied to council to obtain gambling license.

I want to request to council licensing department please not issue gambling license because

1. I personally I feel not secure to do shopping with family I cannot bother to by those betting shop.people are rude and angry most of the time. They can harm anyone going besides them and other consequences may happens more crimes and disorders.
2. My view is if council's issues licence it will be harmful for youngsters and children we need to think about them too they may go abandoned.
3. In a nutshell for my email it should be fairly done considering people of all ages.

I hope council will accept my request and will look into my facts mentioned above.

Kind regards

From:
Sent: 21 August 2017 19:26
To: Licensing
Subject: Planning for a new application for Betting/ Gambling shop

To whom this concern, I have noticed a planning application for a licence for betting and gambling. This a great disappointment as currently there is a gambling shop (Betfed) and this causes a lot of problems for shoppers in town. I regularly pass the route of the High Street in Birmingham and I can't help noticing the Anti- Social behaviour displayed outside the premises with underage youths who regularly try to enter the gambling shop and large crowds of young men that gather outside. This type of behaviours displayed causes normal folks and shoppers to feel intimidated and avoid walking trough that part of the town. The main problem is the betting shop which happens to be main cause of this all. I was told by local community support officers that their licence will be revoked however I see there has been a new application to open another betting shop. I strongly contest this application and wish my email is taking with strong words. I feel that this will only escalate the problems we are already facing. I wish to hear a reply back from one of your licensing officers to discuss this further. Regards.

From:
Sent: 26 July 2017 17:10
To:
Cc:
Subject: 2017/002819/ENQ 54-57 High Street

Dear

I write to you with regard to a premises license application that the Local Planning Authority has received for an adult gaming centre at the above site.

In 2009, a planning application, reference 2008/06038/PA for a change of use from retail (Class Use A1) to hot food eat in & take-away (Class Use A5) with installation of new shop front was approved subject to conditions at 54 High Street and the adjacent property is occupied by a hair and beauty shop at 57 High Street. Both of have been operating in the premises where the adult gaming centre is proposed.

Therefore, if the premises is to be used as an adult gaming centre, an application for planning permission would be required.

Should you require any further information please let me know and as a final point, may I remind you that this letter constitutes an informal officer opinion and does not in any way prejudice the consideration of an application.

Kind Regards,

I Planning Officer | Planning and Regeneration | City Centre Team
Click: Visit Planning and Regeneration | 1 Lancaster Circus Queensway | Birmingham B4 7DJ
Our Postal Address is: Planning Management | Birmingham City Council | PO Box 28 | Birmingham | B1 1TU

Please participate in Be Heard. All current local consultations at the click of a button. Have Your Say!
<http://www.birminghambeheard.org.uk>



NOTICE OF APPLICATION FOR A PREMISES LICENCE (Form A)

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

Notice is hereby given that:
Talarus Limited

[Give the full name of the applicant as set out in Part 2 of the application for a premises licence]

of the following address:
Birch House, Woodlands Business Park, Linford Wood West, Milton Keynes

Postcode: MK14 6EW

[Give the full address of the applicant as set out in Part 2 of the application for a premises licence]

the number of whose operating licence is 000-001191-N-103508-012
who applied for an operating licence on ----

[Delete as appropriate. Insert the reference number of the applicant's operating licence (as set out in the operating licence). Where an application for an operating licence is in the process of being made, indicate the date on which the application was made.]

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

[Insert here the kind of premises licence being applied for]

The application relates to the following premises:
Admiral, Ground and First Floor, 54-57 High Street, Birmingham, B4 7SY

[Give the trading name to be used at the premises, and the address of the premises (or, if none, give a description of the premises and their location).]

The application for a premises licence has been made to the following licensing authority:
Birmingham City Council, Licensing Section, Ashted Lock, Building 1-3, Ground Floor, Birmingham
Science Park Aston, Dartmouth Middleway, Aston, Birmingham

Postcode: B7 4AZ

Website: www.birmingham.gov.uk

[Insert name of the licensing authority and the address of its principal office, followed by the address of its website]

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:

[This entry is optional and is to be included if the applicant wishes to provide the name, telephone number and (if available) e-mail address of a person connected with the applicant who is able to answer questions and provide further information about the application.]

Any representations under section 161 of the Gambling Act 2005 must be made no later than the following date: 22.08.2017

[Please insert last day on which representations may be made in relation to the application. The period for making representations is 28 days (inclusive) starting with the day on which the application for the premises licence was made to the licensing authority.]

**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):

[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):

BCC REGULATION & ENFORCEMENT LICENSING SECTION DATE RECEIVED 20 JUL 2017 REF NO. INITIALS

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: Talarius Ltd

[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.]

7. The applicant's registered or principal address:

Birch House, Woodlands Business Park, Linford Wood West, Milton Keynes

Postcode: MK14 8EW

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

000-001191-N-103508-012

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

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

[Where there are further applicants, the information required in questions 6 to 8 should be included on additional sheets attached to this form, and those sheets should be clearly marked "Details of further applicants".]

Part 3 – Premises Details

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

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

Ground and First Floor, 54-57 High Street, Birmingham

Postcode: B4 7SY

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 and First Floor of unit in mixed retail frontage.

14(a) Are the premises situated in more than one licensing authority area?

No *[delete as appropriate]*

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 *[delete as appropriate]* *[Where the relevant kind of premises licence is not subject to any default conditions, the answer to this question will be no.]*

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

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

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

Part 5 – Miscellaneous

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

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 [delete as appropriate]

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? Yes [delete as appropriate]

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

Quicksilver, Unit 3, Acorn Shopping Centre, Erdington, Birmingham. B23 6RG and
Quicksilver, Priory Square. Priory Shopping Centre, Birmingham. B4 7LG

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

Talarius is one of the largest operators of AGC premises in the UK with 144 two premises including two operating under the Quicksilver brand in Birmingham. The Applicant has well established procedures in place to ensure compliance with the licensing objectives and Gambling Commission requirements

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: _____

Date: 19/07/2017 (dd/mm/yyyy) Capacity: Solicitor

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: _____

[Where there are more than two applicants, please use an additional sheet clearly marked "Signature(s) of further applicant(s)". The sheet should include all the information requested in paragraphs 21 and 22.]

[Where the application is to be submitted in an electronic form, the signature should be generated electronically and should be a copy of the person's written signature.]

Part 8 – Contact Details

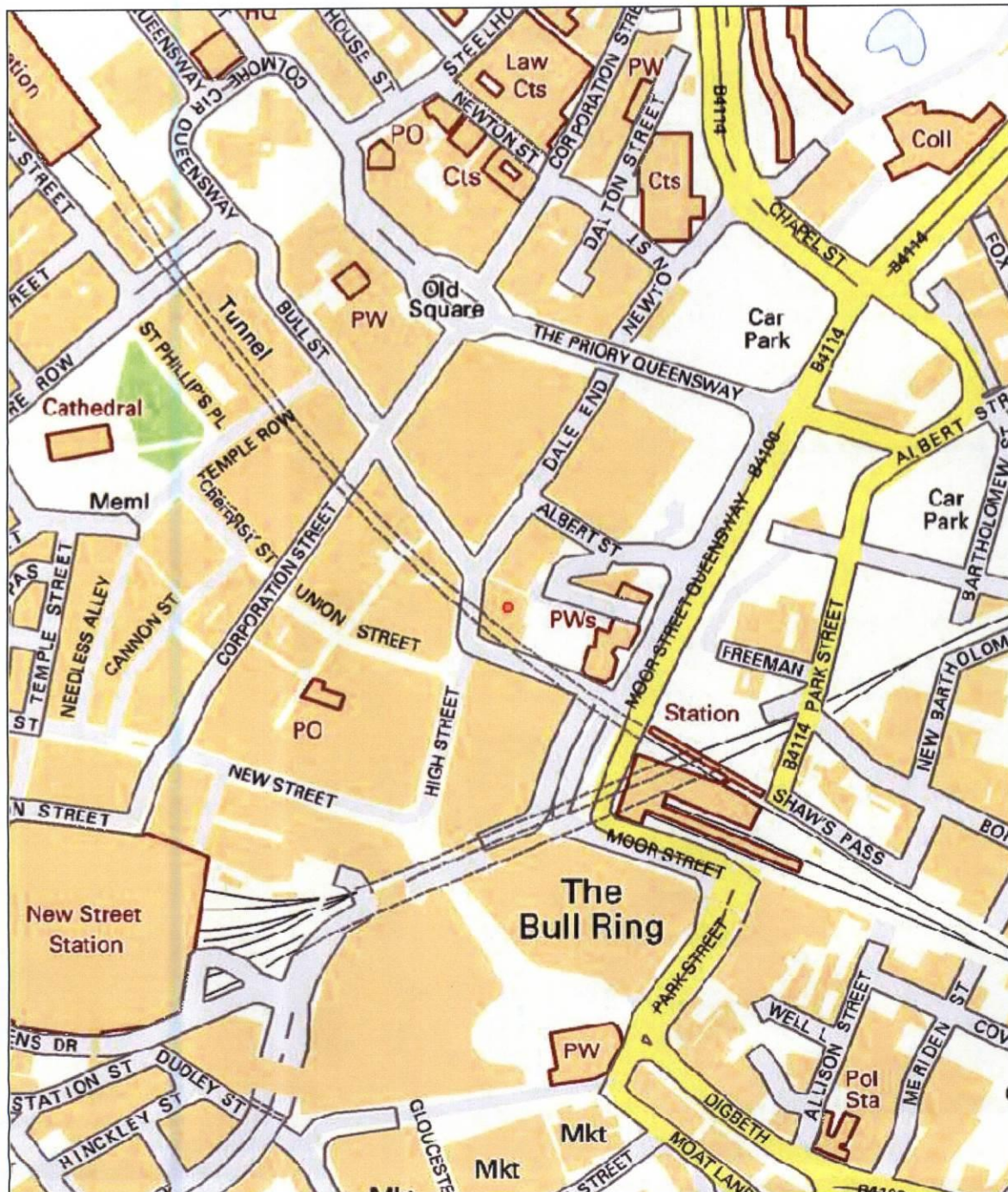
23(a) Please give the name of a person who can be contacted about the application:

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

24. Postal address for correspondence associated with this application:

Postcode: _____

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



Map Created By:

Date of Map Creation: 18/10/2017

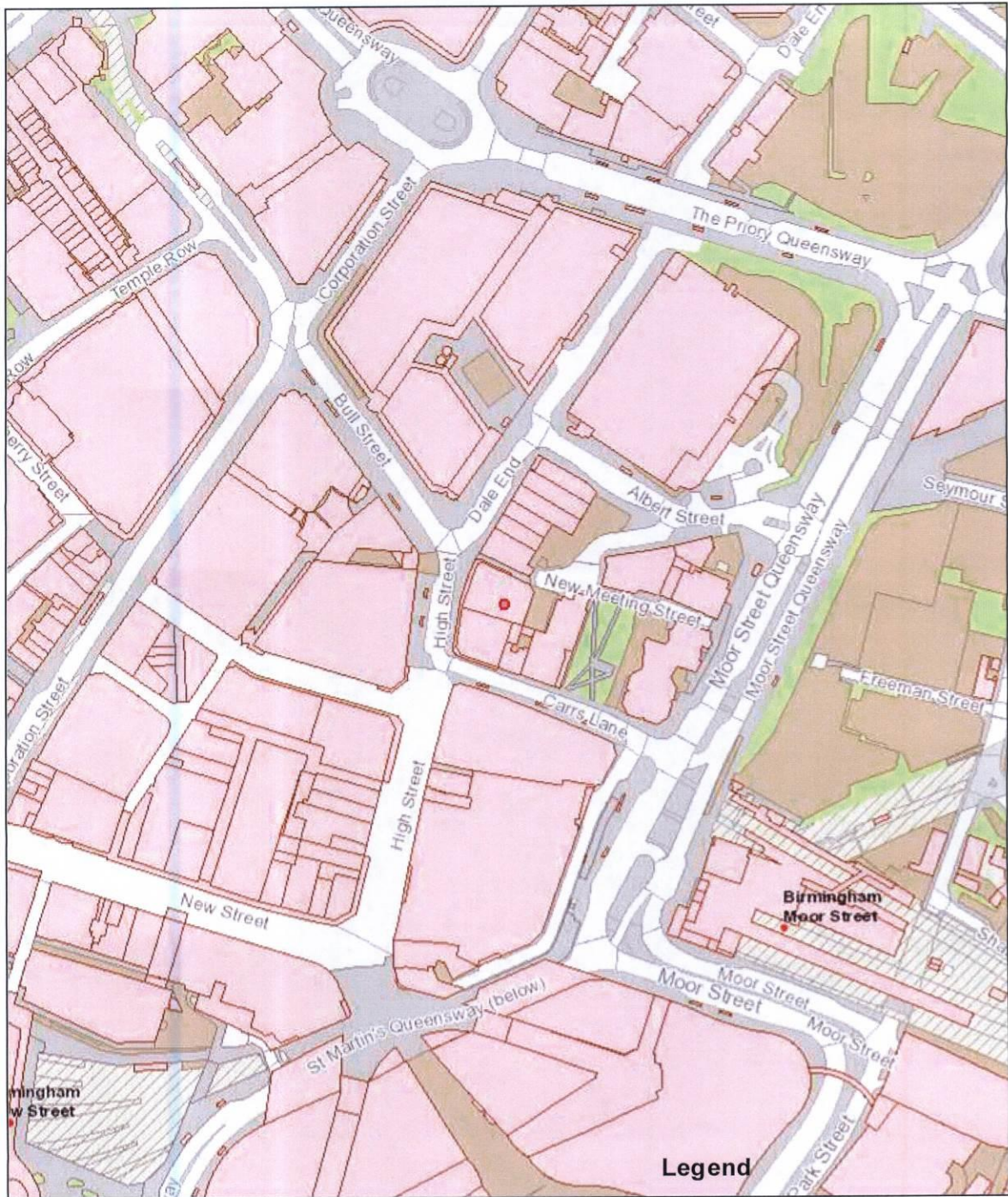
(c) Crown copyright. All rights reserved.
Birmingham City Council 100021326 (2016).
You are not permitted to copy, sub-licence,
distribute or sell any of this data to third
parties in any form.
(c) GeoPerspectives, supplied by Bluesky
International Ltd

Cities Revealed® copyright by The GeoInformation®
Group, 2014 and Crown Copyright © All right reserved
Notes

Legend

Legend

Scale:
1:4,000



Map Created By:

Date of Map Creation: 18/10/2017

(c) Crown copyright. All rights reserved.
 Birmingham City Council 100021326 (2016).
 You are not permitted to copy, sub-licence,
 distribute or sell any of this data to third
 parties in any form.
 (c) GeoPerspectives, supplied by Bluesky
 International Ltd

Cities Revealed® copyright by The GeoInformation®
 Group, 2014 and Crown Copyright © All right reserved
 Notes

Scale:
 1:2,500

Legend



THE 3 KEY OBJECTIVES

This Social Responsibility Folder and its contents are provided to make sure that we all strive to meet the 3 Key Objectives under which the Gambling Commission operate.

1. Keeping crime out of gambling

2. Ensuring gambling is fair and open

3. Protecting children and the vulnerable from being harmed or exploited from gambling



SIMPLIFY



STANDARDISE



SHARE



INDEX OF DOCUMENTS

1. **Talarius Code of Principal Concepts for Social Responsibility & good practice for the Adult Gaming Centre (AGC) Environment – V2 06.04.2016.**
2. **Talarius Venue Age of Entry Control and Return of Stakes Policy and Procedure – V4 08.05.2015.**
 - **Venue Age of Entry Log – V6 02.06.2016.**
3. **Talarius Venue Customer Interaction & Protection of Vulnerable Policy and Procedure – V4 08.05.2015.**
 - **Venue Customer Interaction Log – V5 02.11.2015.**
 - **Venue Restricted Access Form – V1 08.05.2015.**
4. **Talarius Venue Self-Exclusion and Procedure – V4 06.04.2016. including;**
 - **Venue Self Exclusion Request Form – V5 08.05.2015.**
 - **Venue Self Exclusion Extension / Resume Gaming Form – V1 08.05.2015.**
 - **Venue Self Exclusion Log – V3 06.07.2012.**
5. **Talarius Venue Money Laundering and Suspicious Transactions Policy and Procedure – V4 08.05.2015.**
6. **Talarius Venue Complaint and Dispute Policy and Procedure – V4 08.05.2015. including;**
 - **Talarius Venue Customer Dispute Form – V1 06.07.2012.**
 - **Talarius Complaints and Disputes Log – V4 19.10.2015.**
7. **Talarius Venue Compliance Officers Rights Policy and Procedure – V2 06.07.2012.**
8. **Talarius Gambling Local Risk Assessments Policy and Procedure – V1 06.04.2016.**
9. **Talarius Social Responsibility Summary of Initial Colleague Training and Re Training – V4 06.04.2016.**



TALARIUS CODE OF PRINCIPAL CONCEPTS FOR SOCIAL RESPONSIBILITY & GOOD PRACTICE FOR THE ADULT GAMING CENTRE ENVIRONMENT

***The responsibility for an individual's gambling is their own,
The responsibility to exercise a duty of care is that of the Operator.***

Statement

The Company recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice.

Social responsibility awareness is an important aspect of our day-to-day operating practice, and monitoring of procedures is subject to regular inspection. Policy procedures are periodically reviewed as part of our ongoing risk assessment process.

Licensing Objectives

1. Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Policy and Procedures

We put into effect policies and procedures intended to promote socially responsible gambling that includes making an annual contribution towards research into the prevention and treatment of gambling disorders, public education on the risks of excessive gambling, and how to gamble safely. We also contribute to the identification and treatment of persons with gambling disorders.

- We operate an on-going training program for staff to ensure awareness and compliance of our social responsibility and other statutory requirements. Individual written policies and procedures are in place and adhered to in respect of:
 - (a) Age of entry and return of stakes policy and procedure
 - (b) Customer Interaction & Protection of vulnerable policy and procedure
 - (c) Self-Exclusion policy and procedure
 - (d) Money Laundering and Suspicious transactions policy and procedure
 - (e) Complaint and dispute policy and procedure
 - (f) Compliance officer rights policy and procedure
 - (g) Local Gambling Risk Assessments
- We operate our business with integrity, due care and diligence with necessary systems in place to combat crime and disorder. Written policies and procedures are in place concerning the handling of cash designed to minimise the risk of crime, such as money laundering and the avoidance of illicit credit.
- Conflicts of interest between the Company and our customers are managed transparently and fairly.
- Gaming machines comply with the Gambling Commission's technical standards, exhibit the applicable stakes and prizes levels and the chances of winning. The rules of each game are either available to customers in writing or communicated by staff.
- We do not provide credit in connection with gambling nor participate in, arrange, permit or knowingly facilitate the giving of credit in connection with gambling.

- We seek to prevent systematic or organised money lending between customers on the premises, and staff are trained to be alert to such practice, and to report any instances of substantial money lending to the Duty Manager if they become aware of them.
- It is prohibited to consume alcohol on our premises.

ADVERTISING & PROMOTION

It is appropriate that gambling activities and venues are advertised and that an Operator is able to promote the facilities available, however: -

- All advertising, marketing and promotions conform to current and relevant guidelines of the Advertising Standards Authority's Committee of Advertising Practice Independent Television Commission (ITC) and Radio Authority (RA). Also to abide by the industry Code of Practice.

Principles

- All advertising is legal, decent, honest and truthful.
- All advertising is prepared with a sense of responsibility to consumers and to society.
- All advertisements respect the principles of fair competition generally accepted in business.
- No advertisement should bring advertising into disrepute.

Betting & Gaming

- The gaming industry and the advertising business accept responsibility for ensuring that advertisements contain nothing that is likely to lead people to adopt styles of gambling that are unwise.
- Advertisements and promotions are socially responsible and do not encourage excessive gambling.
- Care is taken not to exploit the young, the immature or those who are mentally or socially vulnerable.
- Advertisements are not directed at people under 18 through the selection of media, style of presentation, content or context in which they appear. No medium should be used to advertise betting and gaming if more than 20% of its audience is under 18 years old.
- People shown gambling should not be, nor should they appear to be under 21 years of age.

Additional Requirements: -

- There is honesty at all times with regard to the chances of winning, the likelihood of a big win, and the odds or payout ratio that applies to the gambling on offer.
- Similar to the cautionary statement that appears on financial investment documentation, promotional material carries a reference to the need to keep gambling under control.
- It is never suggested or implied that gambling is a means of getting out of financial difficulty.

Marketing and Promotion

Any incentive or reward scheme or other arrangement under which the customer may receive money, goods, services or other advantage (including the discharge in whole or in part of any liability (the benefit)) is designed to be operated in such a way that:

Neither the receipt nor the value or amount of the benefit is:

- Dependent on or calculated by reference to the length of time or the frequency with which the customer gambles or has at any time gambled; or
- Dependent on the customer gambling for a pre-determined length of time or with a pre-determined frequency.

If the value of the benefit increases with the amount the customer spends it does so at a rate not greater than that at which the amount spent increases.

PRODUCT PURCHASE

It is perfectly appropriate to make customers feel welcome, advise them about the gambling activities on offer and help them if they do not understand. However, customers are never enticed to:

- Re-stake their winnings; it should be their own decision.
- Increase the amount they have decided to commit to the gambling activity.
- Chase their losses.
- Continue playing when they have indicated that they wish to stop.
- Continue gambling as a means of obtaining more credits on a smart card.

The facility of changing coins back into notes is always made available to customers.

FAIR AND OPEN PRACTICE

We offer gambling on fair and open terms under the *Unfair Terms in Consumer Contracts Regulations 1999* and, where applicable, meet the reasonableness test under the *Unfair Contracts Act 1977*.

SUPPORTING SOCIAL IMPACT INITIATIVES

It is important for the industry and organisations addressing social impact issues to work together. This is achieved by: -

- Recognition that the demonstration of a socially responsible approach is advantageous to the company as well as to its customers.
- Contributing appropriate financial support to develop treatment, training, education and research programmes that are provided by organisations addressing the social impact of gambling.
- Supporting and encouraging the work of such organisations and giving a high profile to joint initiatives undertaken with them.
- Consulting with social impact organisations at product planning, design and promotion stages.
- Inviting appropriate organisations to contribute to the development of socially responsible procedures including induction and on-going training programmes.

COMMITMENT

- Recognition that social responsibility is essential to the healthy development of the gambling industry.
- Develop a culture throughout the company that is supported by policies and procedures that demonstrate total commitment to social responsibility.
- Strive to achieve an appropriate and fair balance between maximising opportunity and minimising harm.
- Provide the Gambling Commission with any information that they suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code of practice provision having the effect of a licence condition.
- Ensure that Compliance/Enforcement officers are given right of entry to premises and relevant information/documentation in order to demonstrate adherence to this Code of Practice and the Gambling Act 2005.

TALARIUS VENUE AGE-OF ENTRY CONTROL AND RETURN OF STAKES POLICY AND PROCEDURE

It is illegal for any person who is under 18 years of age to be permitted entry to our premises. It is a gross misconduct offence for a member of staff to be negligent in carrying out appropriate checks or to knowingly allow entry to anyone below the age of 18.

CONTROL PROCEDURES

1. Clear signage at the front doors, as appropriate, stating the minimum age of entry.
2. The point of entry is sufficiently controlled and supervised so as to make transgression of the rule difficult. The structure and layout of your venue must be considered when manning the venue floor:
 - a. Can you visibly see all entrance points, you must consider smoking areas where customers could enter the venue.
 - b. Venues with Gold Rooms you must be able to monitor the access from the main AGC floor.
3. Any person known to be under 18 years of age / viewed to be under 21 must be refused entry to the premises, unless they can prove their age.
4. Any person who appears to be under 21 years of age, and who has not previously provided satisfactory proof to the contrary, must be challenged at the point of entry. (we think "21")
5. If the person admits to being under 18 years of age, they must be refused entry.
6. If they claim to be 18 years of age or over, satisfactory proof of age must be requested and provided before entry is allowed. We only accept identification which:
 - contains a photograph from which the individual can be identified
 - states the individuals date of birth
 - is valid
 - is legible and has no signs of tampering or reproduction
7. Where there is doubt over whether a person has attained the age of 18 years, that person shall be required to produce documentary evidence of their age before they are allowed access. Such documents must contain a photograph from which the individual can be identified, state the individual's date of birth, be valid and legible.

Below are the only items of ID we accept:



Military Pass



The expiry date of the card appears at the bottom right. The holder's rank, date of birth, height and name appear on the left hand side of the card. The holder's Service Number is reproduced at the top centre. The holder's photograph and a crown is superimposed over the bottom left of the photograph. Signature - There is no requirement for a Military Identification Card to be signed. There must be a holographic feature - The holographic feature is the MOD badge, made up of the fouled anchor of the Royal Navy, the crossed swords of the army and the eagle of the RAF, contained within a circle of laurel leaves and surmounted by the Royal Crown. If you have any doubts over the authenticity of the card, you must refuse service.

You must of course carry out a careful examination of each and every Military card, and remember that members of the Army, Navy or Air Force may be 16 or 17.

ID should bear no visible signs of tampering or reproduction.

8. Where the person cannot produce this, they should be politely advised that they will not be permitted to enter until such time as they can provide such proof.
9. They should be shown, have explained to them, and be offered, a Proof of Age Card Application Form or an explanation on how to apply for a card.
10. All attempts by an under 18 / or viewed to be under 21 to enter the premises will be recorded on the 'Age of Entry Log' retained in the Social Responsibility folder. (Details will include date, time and identity of the person if known, or detailed description if unknown, action taken and the outcome.)
11. Should the person then refuse to leave, they should be advised that the age restriction is a legal requirement and if broken, the police will be involved.
12. If they still will not leave, the Duty Manager must be called to take over the situation.
13. Entry is refused in all cases where any adult is accompanied by a child or young person.
14. Stakes are returned to under 18's attempting to gamble. Under 18's are not allowed to retain any prize.
15. Consideration will be given to permanently excluding from our Adult Gaming Centre any adult who has previously or repeatedly attempted to gain entry when accompanied by a child or young person.
16. In instances where a child or young person repeatedly attempts to gamble or where repeated oral warnings have been issued, consideration will be given to reporting the matter to the Gambling Commission and, where appropriate, police or local education welfare department.
17. All colleagues must complete the "Think 21" training module to ensure they fully understand their obligations and are confident in challenging customers where required.
18. Talarius utilise the services of a third party vendor to test our "Think 21" policy, all venues are tested at least once a year.

TALARIUS SOCIAL RESPONSIBILITY - Age of Entry and Return of Stakes Log

Venue Name:Venue Address:.....

Attempts by Persons under the Age of 18 Years / Viewed Under 21 to enter our Premises

This Log must be used to record all entries into the venue by persons under 18 / viewed that look under 21 years of Age.

Return of Stakes

Instances where a child or young person having gained entry and has attempted or been able to play a machine must be specifically recorded under the 'circumstances' column. Including how much was returned and if applicable how much was retained. NB: STAKES MUST BE RETURNED TO UNDER 18's. Under 18's are not allowed to retain ANY prize. eg. if they staked £5 and win £20 – the £5 must be returned and the £20 retained.
(The initial stake is the only amount returned not the winnings that may have been re-staked)

[illegible]

TALARIUS SOCIAL RESPONSIBILITY - Age of Entry and Return of Stakes Log

Venue Name: **Venue Address:**.....

[illegible]



TALARIUS VENUE CUSTOMER INTERACTION & PROTECTION OF VULNERABLE POLICY AND PROCEDURE

In line with our compliance with the Gambling Act 2005 and our obligations in respect of our customers, we will offer assistance in those circumstances where we believe they are not in control of their gambling, or that it is in danger of causing them harm.

Criteria for Interaction

- When a customer admits to having lost control of their gambling.
- When a customer displays acute symptoms of distress.
- When a relative asks for help or information on behalf of someone they feel has a problem with their gambling.
- In instances where a child or young person repeatedly attempts to gamble on premises, or where repeated oral warnings have been issued, consideration will be given to reporting the matter to the Gambling Commission and, where appropriate, police or the local education welfare department.

Response

In the above circumstances, we should respond positively to the situation by communicating to the customer or relative the courses of help available, including the possibility of self-exclusion.

Process

1. Customer informs a venue employee that they feel their gambling is out of control; or displays acute symptoms of distress, such as crying, loss of control, violent behaviour towards staff, other customers or machines, approaching other customers for money, etc., or a relative indicates they believe a person has a problem with their gambling.
2. However all staff colleagues have a requirement to recognise behavioural 'triggers' which may lead them to believe that a customer is showing signs of developing a gambling problem, These could include:
 - Antisocial behaviour / criminal damage to venue or machines
 - Chasing losses, displaying signs of anxiety believing that continued play will retrieve their losses
 - Paranoid games are fixed
 - Obvious money difficulties
 - Creates arguments over losses
 - Displays rude behaviour and anger at losses
 - Frequently spends all the money they have bought with them
 - Tries to borrow money from staff or customers
 - Repeated trips to ATMs either in the venue or externally

3. The above is not an exhaustive list, and all customers may not exhibit overt signs of distress, the Duty manager acknowledges the concern / distress and, tactfully and privately, explores with the customer the background to this in a meaningful and confidential manner.
4. Limited Exposure – As part of the process where customers inform staff they have a difficulty with their gambling, as a caring company we discuss with them "Limited Exposure" both in terms of time and money where this may be beneficial to the gambler, A Venue colleague must complete with the customer the "Limited Exposure" form and enter details in the Interaction Log. Once the period has elapsed and the customer decides to resume gambling, the interaction log must be updated to show the customer has returned.
5. The following are further examples of possible outcomes, which could occur either during or following interaction with the customer:
 - A general discussion on how to play responsibly including ways the customer may control their spending.
 - The customer is issued with a "Play for Fun, Play Responsibly" leaflet outlining the help and support available.
 - The last option of self-exclusion and the implication of this is explained to the customer especially mention once an agreement is entered into it cannot be cancelled, If this option is completed with the customer it comes into force immediately.
6. There could be occasions where a venue colleague witnesses a customer's behaviour, decides to not interact with the customer directly, however must log the issue and concern in the Interaction log as the customer could exhibit the same signs during their next visit to the venue.
7. Talarius staff members are not permitted to gamble (play machines) on our premises, however if they are known to be showing signs of gambling related harm, as a business we must be supportive and offer the same advice as we would to a customer.

i.e. this should involve providing the staff colleague with contact details for recognised problem gambling organisations and providing copies of our "Play for Fun, Play Responsibly" leaflets.

The option of self-exclusion will also be explained and the colleague should be encouraged to sign up to this process with the operator they gamble with.

Colleagues should also be encouraged to use Talarius's Health Assured scheme, they can be contacted by the free phone telephone number 0800 030 5182 or website www.healthassuredeap.co.uk logon and password is RAL1.

TALARIUS SOCIAL RESPONSIBILITY - Customer Interaction & Protection of Vulnerable Log

Venue Name:Venue Address:

To be completed in circumstances when a customer has either requested information on who to contact for help with the extent or nature of their gambling or where an appointed member of management considers it to be appropriate to interact with a customer in relation to the person's gambling activity.

An entry should also be made where an approach has been made by a relative or friend of a customer considered by them to be experiencing difficulties with their gambling.

[illegible]



TALARIUS VENUE SELF-EXCLUSION POLICY AND PROCEDURE

Whilst most customers are able to enjoy and control their gambling, we recognise our duty of care to those few who cannot. Accordingly we provide a self-exclusion facility for such clients to request their exclusion for a fixed period, no less than 6 months, from one or more of our venues within the locality. (Customers should be given the option of specifying a period greater than 6 months nor more than 12 months).

Procedure

1. Ask the customer have they considered the **"limited exposure"** as part of our Customer Interaction policy option prior to requesting that they be refused entry to our premises via **Self-Exclusion**, Are they requesting exclusion due to genuine gambling issues or are they frustrated by the events of the day.

The customer and the venue colleague (ideally the Venue Manager or Team Leader) will formally acknowledge and document their request on the tablet your venue has to complete the Self-Exclusion process (no manual forms to be used). **Refer to the SmartEXCLUSION application – user guide supplied separately.**

Before starting the process on the tablet the venue colleague must make it clear to the customer:

"Once this process has been completed the customer will be excluded from all AGC's (Adult Gaming Centres) within the locality (500 or 1000 Metres) and there is **NO option to revoke** the self-exclusion period".

We should discreetly give to the customer the **"Know your limits, set your limits"** leaflet and ensure they are advised to ring the Gamecare Helpline.

2. The Duty Manager will authorise the customer's exclusion for a minimum period of six months and instruct staff not to permit the customer entry during this period.
3. The exclusion should apply to all AGC venues in the locality. It must be made clear to the customer that they **cannot revoke the self-exclusion during this time.**
4. Once completed on the tablet a copy of the self-exclusion form will be automatically sent to the venue printer *, the venue should distributed as follows:
 - 1 copy given to customer
 - 1 copy retained in venue, an entry must also be made on the self-exclusion log kept in the Social Responsibility File

****(Short term the completed SE form will be emailed to the venue from the support centre, this is due to initial set up system issues)***

The Customers details MUST be removed from the Online Marketing system 'Impact Data'; this will be the responsibility of the venue to complete (see appendix 2),

5. At the end of the minimum self-exclusion period the customer has two choices:
 - Extend the self-exclusion with a further minimum period of 6 months.
 - Make a positive return to gaming.

Extended Self Exclusion:

Where a customer decides to extend their exclusion period on the App there will be a button to allow this process, If however the customer has previously completed a manual form then you will need to record the extension on the App in the normal way, however the printed record should then be attached to the original manual form to validate the exclusion period has been extended and update the SE log.

Returning to gaming:

Where a customer chooses not to renew their exclusion and makes a positive request to begin gambling again, they will be given a 24hr "cooling off" period before being allowed access to the gambling facilities.

The venue manager and customer must complete the Venue Self Exclusion / Resume gaming request document, venue copy to be attached to the original self-exclusion record and update the SE log.

6. Wherever practicable, individuals should be able to self-exclude without having to enter gambling premises or the facilities for gambling. I.e. Manual forms can be posted direct to the customer from the support centre and then returned to the support centre who will make arrangements for the customer to be added to the SmartEXCLUSION App.
7. When manning the venue floor, consideration must take into account the structure and layout of the venue floor, Can the venue colleagues see all external access points (Gold Room entrances, Dogleg shapes, external smoking areas).
8. For a period of time venues will be operating with two self-exclusion processes, **Manual Forms / SmartEXCLUSION APP**, for all self-exclusions entered into with a customer prior to the 6th April 2016 the manually completed forms will continue to be valid until such a time the exclusion period finishes. In tandem from 6th April 2016 all Self-exclusions must be completed on the tablet App. (Blank Manual SE forms to be kept secure in the venue office for such times as system failures).
9. All customers that wish to self-exclude must be signposted to counselling and support services, ensure the customer is supplied with a copy of the SE form and our "Know your limits, Set your limits" leaflet.
10. Some Customers may attempt to breach their Self Exclusion agreement (either directly themselves or asking someone to gamble on their behalf) and gain access into our venues to gamble. All staff colleagues must be made aware of recently added SE customers (**All venue colleagues must view the carousel on the tablet weekly**) to aid in the prevention of breaches.
11. Venue colleagues are trained as part of their induction and SR refresher training process in the understanding of and the strict adherence to this policy. All colleagues must sign the training log in the SR folder.

12. Manual Records should be kept for 6 months post the expiry date of the exclusion in the archived file in the venue office and SmartEXCLUSION App records will be retained on the secure server systems.

Appendix 1

Impact Data - SELF EXCLUSION PROCESS

1. Select the venue , then select the 'Self Exclusion Registration'

[smart-venue](#)

036 Quicksilver Great Yarmouth

[New customer registration form](#)

[Self-exclusion registration](#)

[Update customer details & promotion redemptions](#)

2. Enter the member's number



Log In

Log in here to update your details
Member ID: * 987654

3. Review the members details



Member Found

Please check the details below to confirm this is the correct customer.
Then click **SUBMIT** Below.

A confirmation email will then be sent to the venue and Talarium Head Office.

Member Number 987654
First Name Kate
Last Name
Date of Birth
Mobile Number None
Email test15@impactdata.com.au
House number/House name
Street Address None
Suburb/Town/City None
Postcode
Receive Email Yes
Receive Mail Yes
Receive SMS Yes

4. Hit submit



Customer Has been removed

A confirmation email has been sent to the venue and Talarium head Office.

[CLICK HERE TO RETURN TO VENUE MAIN MENU](#)

- At this point the customer will be removed from the database and stored in the OPT OUT report
- An Email will also be sent to the following email address – selfexclusion@tattsgroup.com as a reference for the Support Centre.










TALARIUS SELF EXCLUSION LOG

Ref	Week No	S/E Start Date	Customer Name	Date of Birth	Address	Photo Y/N	Customer Details removed from Impact Data Sign to Confirm	Attempts to Enter / Gamble	Preventative Measures	S/E End Date	Cooling Off Period Date	Resumed Gambling Y/N
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												

Ref	Week No	S/E Start Date	Customer Name	Date of Birth	Address	Photo Y/N	Customer Details removed from Impact Data Sign to Confirm	Attempts to Enter / Gamble	Preventative Measures	S/E End Date	Cooling Off Period Date	Resumed Gambling Y/N
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												



TALARIUS VENUE MONEY LAUNDERING AND SUSPICIOUS TRANSACTIONS POLICY AND PROCEDURE

Introduction

This policy has been implemented in order to comply with the Money Laundering Regulations 2003 that requires processes to be adopted to avoid the possibility of money laundering.

New obligations in respect of money laundering were imposed by the Proceeds of Crime Act 2002 ('POCA') and the money Laundering Regulations 2003. This legislation broadens the definition of money laundering and increases the range of activities caught by the statutory control framework.

As a result of this legislation we are required to establish procedures to prevent the use of resources for money laundering.

Money Laundering Definition

Money laundering is a process by which the proceeds of crime are converted into assets which appear to have a legitimate origin, so that they can be retained permanently or recycled into further criminal enterprises. This definition of money laundering means that potentially any employee could contravene the Regulations if they were to become aware of or suspect the existence of proceeds of crime being expended in our venues.

Policy

- The Company is committed to ensuring that all necessary safeguards are in place with regard to the receipt of money in order to avoid it being used to launder money that may originate from the proceeds of crime.
- The Company has appointed a Designated Money Laundering Officer (MLO). * The Compliance Manager will act as the (MLO) for Talarius
- All relevant staff are trained on the requirements of the Regulations and told of the need to report **any suspicious** cash transactions over £1,000 or any **series of suspicious** transactions amounting to £1,000 or any other suspicious money to the MLO for the purpose of informing the relevant authorities.
- The MLO will determine whether or not to submit – online or otherwise- a suspicious activity report (SAR) to the National Crime Agency (NCA) and will maintain records of all notifications received detailing the method of verification used to identify the suspected person.

NB – A report should be made when we have a real concern over where the funds originate from.

What to look for

- Customers who load large amounts of notes / coins into the banks on machines or TRM's who then do not play off and collect in full majority of the cash loaded.
- Anyone acting in a suspicious manner especially keeping notes out of view (stained stolen notes can be used in change machines / gaming machines / TRMs that cannot be used elsewhere)
- Requests to change out cash/coin or coin/cash that are not genuine customers

Cash Handling

Operating policies and procedures are in place with regard to accounting practices and record keeping in respect of:

- (i) Monetary stakes introduced to machines (gross takings),
- (ii) Money introduced to re-float machines
- (iii) Customer refunds due to machine malfunctions.
- (iv) Money removed from machines (net takings)
- (v) TRM machines have a pre-set tolerance that instigate an investigation process where money is simply swapped out. (Supplier led investigation by LP).

Disclosure Procedure

- Where it is suspected by a member of staff that money laundering activity is taking/has taken place, it must be reported immediately by telephone to the Compliance Manager on Tel No: 01908 326900.
- No discussion should take place with colleagues as confidentiality is paramount.
- The MLO will maintain records of all notifications received detailing the method of verification used to identify the suspected person.
- The MLO will also disclose to the Commission suspicious transactions, theft or fraud over £10,000.

Members of staff, where appropriate, are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.



SIMPLIFY



STANDARDISE



SHARE



TALARIUS VENUE COMPLAINT AND DISPUTE POLICY AND PROCEDURE

Statement

Talarius is committed to providing a high quality, accessible and responsive service to customers and the local community. Dissatisfied customers may communicate an issue to us either verbally or in writing. All service issues are taken seriously investigated thoroughly and handled in a confidential manner. A copy of our procedure for dealing with complaints should be supplied to the customer if the Duty Manager is unable to resolve the complaint/dispute. The Duty Manager should then complete the Talarius Venue Customer Dispute form, (if a gambling transaction issue), the white copy filed in the Social Responsibility Folder behind the Log, the yellow copy to the Compliance Department in Milton Keynes.

The Complaints and Disputes Log should then also be updated for a dispute or a complaint.

A 'complaint' means a complaint about any aspect of the Company's conduct of the licensed activities, and a 'dispute' is any complaint which:

- (a) is not resolved at the first stage of the complaints procedure; and
- (b) Relates to the outcome of the complainant's gambling transaction.

1. If the Duty Manager is unable to resolve the service issue in the venue the "Play for Fun, Play Responsibly leaflet" should be given to the customer to enable them to ring the Customer Care line. The details of the issue will then be forwarded to the BDM for them to make contact with the customer, (usually within 24 hours) (Play for Fun, Play Responsibly leaflets must be held in stock & ordered through Marketing Toolkit)

2 In the unlikely event that the BDM is unable to resolve the issue the complaint/dispute will be passed up to the Regional Operations Manager (for service issues- not a gambling transaction dispute - the Regional Operations Manager decision will be final).

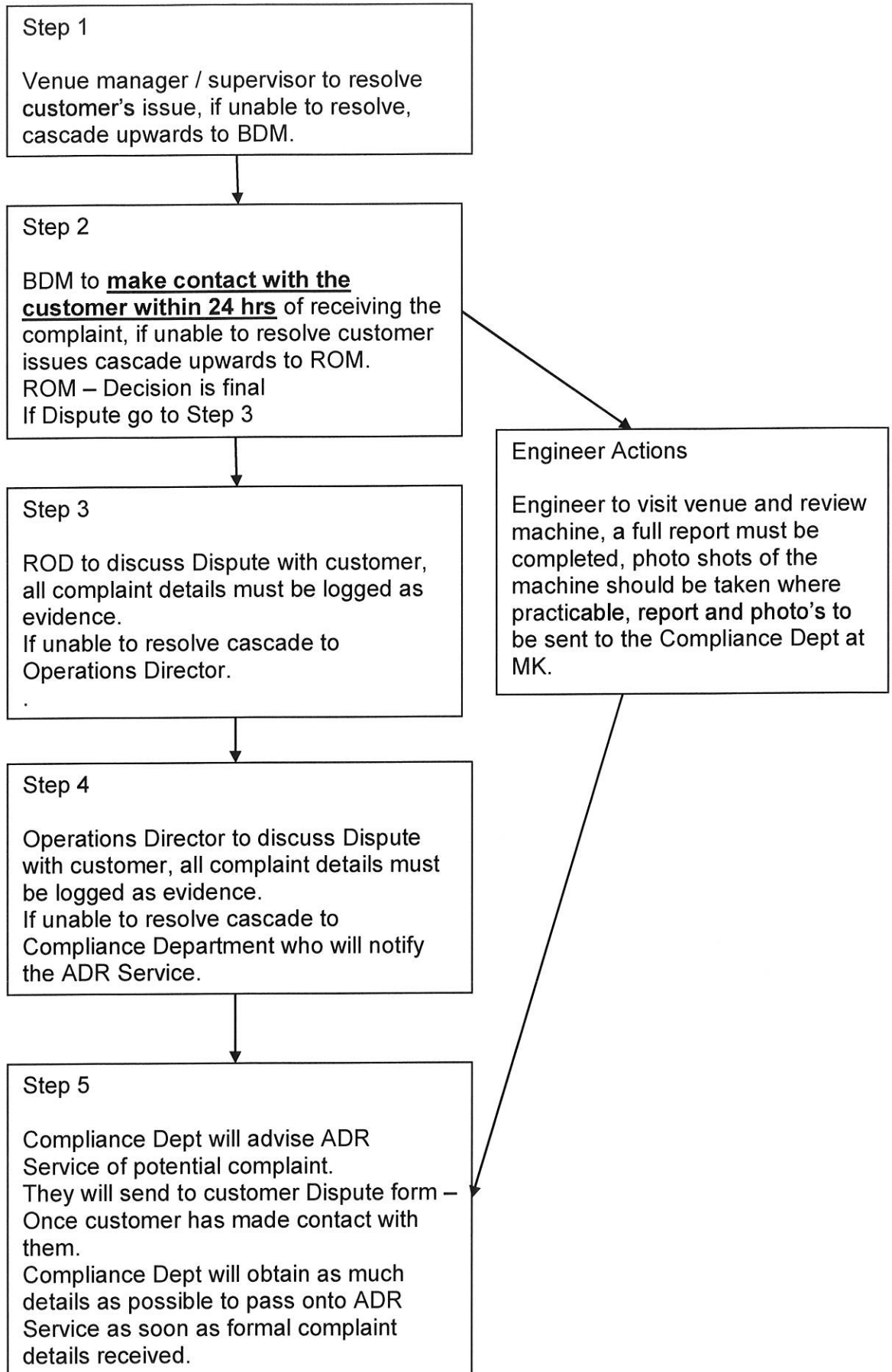
3 For gambling transaction issues that cannot be resolved by the Regional Operations Manager or Operations Director the customer should be offered the services of Alternative Dispute Resolution (ADR) service. This service is free of charge to the customer, Details of this option will be supplied direct to the customer by the Operations Director **and is available within the venue "Play for Fun, Play Responsibly Leaflet."**

NB- The proposed resolution by the independent third party ADR Service may but need not be binding on both parties. The details of this Service are fully available from the Compliance Manager at the Support Centre in Milton Keynes.

Talarius also have a requirement to report to the Commission on a quarterly basis full details of any disputes that are referred to ADR, so it is very important that the venue, the BDM and the Regional Operations Director keep a record of all communication and update the Compliance Department in Milton Keynes.

T&C Poster / Pay for Fun, Play Responsibly must be in place in each venue as per Compliance POS Guidelines.

Step by Step Guide



TALARIUS SOCIAL RESPONSIBILITY - Customer Complaints and Disputes Log

Venue Name: Venue Address

Logs must be completed in week number order, pages must be numbered concurrently with no gaps, if no challenges are logged in a week then N/A needs to be entered on the line and signed by the manager.					
Date	Week No	Customer Name	Complaint / Dispute Details	Action	Initial to confirm details entered on SR data entry
30/5/08		A.N.Other EXAMPLE	(Dispute) Customer complained not enough "wins" within time she was playing.	4/6/08 - Sent to BDM, and given "card" to customer. Percentages were checked and logged as "all okay". BDM to deal, if unable pass to ROD, if ROD unable pass to Ops Director, if unable to deal pass to Arbitration Service via Compliance Dept at Support Centre	



TALARIUS VENUE COMPLIANCE OFFICERS RIGHTS POLICY AND PROCEDURE

Policy and Procedures:

Talarius acknowledges its obligation to ensure that management and staff co-operate with the Gambling Commission's Enforcement Officers and that they are made aware of those officers' rights of entry to the premises, contained in the Gambling Act 2005.

- We will provide the Gambling Commission with any information that they suspect may relate to the commission of an offence under the Act, including an offence resulting from a breach of a licence condition or a code of practice provision. We will provide the Gambling Commission with such information as they may require from time to time about the use of facilities provided such as:
 - (i) the numbers of people making use of the facilities and the frequency of such use;
 - (ii) the range of gambling activities provided by the Company and the number of staff employed in connection with them; and
 - (iii) our policies in relation to, and experience of, problem gambling.
- The Duty Manager should be informed immediately a Gambling Commission Enforcement Officer properly identifies himself on the premises, and will attend to the Officer without undue delay. We will co-operate at all times with the Commission's Enforcement Officers.
- Members of staff are trained as part of their induction process in the understanding of, and the strict adherence to this policy, and required to sign to this effect retaining a copy for their future reference. The original is retained on the employee's personnel file.

N.B. If in doubt please contact the Compliance department at Milton Keynes for advice
– on Tel No: 01908 326900.



TALARIUS LOCAL GAMBLING RISK ASSESSMENTS POLICY AND PROCEDURE

Policy and Procedures:

The purpose of risk assessment is to identify the health and safety risks to company employees, as well as others affected by Talarius's activities, in order that measures can be taken to either remove such risk from the workplace or reduce those risks to as low a level as practicable. Following changes to the LCCP "Licence Conditions and Codes of Practice" in April 2016 we have introduced a **Local Gambling Risk Assessment**.

Talarius must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making Local Gambling Risk Assessments, Talarius must take into account relevant matters identified in the licensing authority's statement of licensing policy.

Talarius will consult its employees with the implementation of any new risk assessments that are required as part of Talarius' operations.

Talarius will share our local gambling risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

We will review (and update as necessary) our local risk assessments:

- A** to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;
- B** when there are significant changes at a licensee's premises that may affect their mitigation of local risks;
- C** when applying for a variation of a premises licence; and
- D** in any case, undertake a local risk assessment when applying for a new premises licence.

Your venue **Local Gambling Risk Assessment** must be placed within this section (8) of the SR folder and be available at any time for either Gambling Commission or Local Authority officers to read on request, following this any required updates to the risk assessment must be notified to the compliance manager who will update and issue a revised hard copy to the venue.

LOCAL GAMBLING RISK ASSESSMENT

Premises Name:	Quicksilver	Person Writing this Assessment:	Rob Capener
Premises Address:	4 Priory Square, Priory Square Shopping Centre, Birmingham, West Midlands, B4 7LG	Position within Company:	Compliance Manager
Premises Licence Number:	99/2	Date that Original Assessment was Written	6 th April 2016
Category of Premises:	Adult Gaming Centre	Gambling Act 2005 – The Licensing Objectives The Gambling Act 2005 sets out the three licensing objectives (LO), which are: (A) Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime; (B) Ensuring that gambling is conducted in a fair and open way; and (C) Protecting children and other vulnerable people from being harmed or exploited by gambling.	
Operating Company:	Talarius Ltd		
Operating Licence Number:	001191 – N- 103508 – 013		
Local Area Profile			

The AGC is located in the town centre within a primary shopping street. There is a wide range of retail outlets in the close vicinity including banks, licensed betting offices, fast food outlets. There are 178 public houses within 1 mile, no night clubs. 1 primary, 2 senior schools within 1 miles no colleges in the immediate vicinity.

Footfall of the local area mainly comprises of shoppers and people visiting premises such as our for entertainment purposes.

The venue is in the shape of a square with double door which leads directly to the licence area, there is a small wall divide however to gain access from both left and right of the internal foyer and glass frontage. No auxiliary activities or facilities are offered other than gambling machines of category B3, C and D.

There are no known local problems with crime or anti-social behaviour in the venue and the council advises the area is low level within the borough however there is a certain amount of anti-social behaviour such as litter and graffiti. The crime stats for December 2015 show 1,579 reported incidents this is about average for an area such as this.

Our regulatory return data does not reflect any specific problems associated with consumer complaints, the need to call police for assistance or attempts by children and young persons to enter the premises.

The venue trades 7 days per week. Mon-Sat 09:00-19:00 Sun 10:00-16:00.

The full suite of CCTV includes door entry viewing, venue colleagues wear panic alarms whilst on the venue floor, there is an element of one person working within the venue, however this is mainly restricted to the morning shift and we have a separate health & safety risk assessment in place. Senior Management also have the ability to remotely view CCTV.

The venue is managed within Talarius Ltd Social Responsibility Manual which is similar to the BACTA tool kit to effectively operate the AGC.

LO	Risk Assessment	Level of Risk	Risk Impact	Existing Control Measures in place	Appropriate Control measures	Review Date
A	Failure to identify the occurrence to launder money on our premises (e.g. dyed stained notes) and to adhere to reporting policies and procedures.	Low	Severe to business Low to customers	Staff interaction with customers Staff trained on the requirements to comply with the Money Laundering Regulations. Reporting all suspicious cash transactions to the designated Money Laundering Officer at the support centre. BACTA Security alerts/photo of suspects shared with all operators nationally.	Effective supervision/vigilance of gaming machine areas. Staff interaction with customers and being able to identify potential suspects, behaviour, spend patterns and the use of change machines. Monitoring of CCTV system. Suspicious Activity Report (SAR) completed for all suspicious cash transactions. Information shared with the Gambling Commission through Key Events and or Regulatory Returns.	
A	Poor security control measures which may increase vulnerability to crime	Low	Severe to business Severe to customers	Mobile panic alarms in use and tested monthly to ensure they are working. Panic Alarms provided. Maglocks installed in 24 hour venues. CCTV system installed in premises. Time lock safe installed in premises. Fire doors/security/locks checked regularly. Intruder alarm system installed in premises. Machine data monitoring systems in use in premises.	Staff provided with mobile panic alarms for their own safety. Panic Alarms can be activated by staff who may be in danger, or when a difficult situation occurs, and when immediate Police assistance is required. CCTV footage is kept for 4 weeks and can be reviewed and shared. Remote viewing of CCTV footage is available.	
LO	Risk Assessment	Level of Risk	Risk Impact	Existing Control Measures in place	Appropriate Control measures	Review Date
A	To identify aggressive customers to prevent crime and disorder (will be dependent on customers who frequent premises)		Severe to business Severe to customers	Policies and reporting procedure in place to identify the possible causes associated with aggression and violence.	Staff trained to deal with aggressive customers and situations which may also require police assistance. Logs are completed when these incidences arise including crime reference details. Customers will be barred if appropriate.	
A	Awareness of local crime issues in the local area			Policies and reporting procedures in place.	In line with national urban levels. No heightened risk identified (to be defined by local area) http://www.police.uk http://www.ukcrimestats.com http://www.gov.uk/government/collections/crime-statistics	

B	Failure to resolve customers complaints and disputes regarding our gambling premises	Moderate to business Severe to customer	Legal 3 (A1) poster displayed as close to venue entrance. This includes terms and conditions relating to Complaints and Disputes. Complaint & Disputes Policy information within "Know your limits, Set your limits" leaflets. Ensuring gambling machines comply with technical standards. Stakes, prize levels and % pay-outs are clearly displayed on all machines.	We operate a four stage complaints procedure. All customer complaints are recorded and our internal complaints procedure policy adhered to. Any unresolved issues will be referred to the ADR entity (BACTA) British Amusement and Catering Trade Association.	
B	Failure to resolve customers complaints and disputes regarding our gambling premises (continued)			Staff witness pay-outs. Faulty machines are switched off immediately. Machines are maintained by a qualified engineer. Machines are only acquired from licensed suppliers. Internal audits are completed on a regular basis to maintain machines standards.	
C	Ensuring under 18's do not have access to the premises	Low Severe to business Severe to person	Proof of Age scheme in place. We operate a Think 21 policy and posters are displayed in the premises. Staff wear Think 21 badge. Entrance door signage and machines state No Under 18's. Age verification report testing carried out by Serve Legal (3 rd party). Marketing and Promotions complies with standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP)	Venue colleagues monitor door entrance and machines area. Customers are asked to produce proof of age documents if staff suspect them being under the age of 21. Failure to produce documents will result in them being asked to leave the premises. Citizen Card Application form are available at venues. All incidents are recorded in SR folder "Age of Entry log". Advertisements are not directed at people under the age of 18 years through the selection of media, style of presentation, content or context in which they appear. Persons shown gambling are not, nor do they appear to be under 25 years of age.	
LO	Risk Assessment	Level of Risk	Existing Control Measures in place	Appropriate Control measures	Review Date
C	To identify signs associated with problem gambling and people who may be at risk of gambling related harm	Moderate Severe to business Severe to person	Staff trained on customer interaction and how to identify such situations.	Player positions effectively monitored and changes to player behaviour monitored closely. All incidents are recorded in SR folder "Customer Interaction log".	
C	Failure to provide information to customers on responsible gambling	Low Severe to business Severe to customer	All venue poster include Gamcare logos.	Know your limits, Set your limits posters are prominently displayed, leaflets are displayed in holders below the posters in the premises, including the toilets and replenished as and when required.	

Page 65 of 74

					All machines display Gamble Responsibly stickers including national help line number.	
C	Failure to maintain and administer the self-exclusion process, including breaches and reinstatement reviews	Low	Severe to business Severe to customer	Policies and procedure in place for customers who wish to Self-Exclude from our premises in the local area.	Effective staff interaction with customer to explain the process and complete self-exclusion request form. All self-exclusions are recorded on self-exclusion log and other venues advised in the locality. Copy of self-exclusion request form sent to Talarus support centre to ensure no marketing material sent to customer thereafter. Customers have to complete a self-exclusion review form should they wish to resume gambling after expiration.	
	Training & Social Responsibility		Severe to Business	The Compliance folder contains all our Social Responsibility Policies & Procedures and logs. All new employees complete Induction workbook on joining the business. Yearly SR refresher training conducted by all venue colleagues.	All logs are checked and signed by the venue Manager. Auditors and Compliance Manager conduct regular visits and reviews of our Policies and Procedures. All staff complete yearly refresher compliance training modules and in-house training.	

Useful websites:

<https://www.xxxxxxxx.gov.uk> (insert local government website)

<https://www.findmyschool.co.uk>

<https://www.google.com/maps/>



TALARIUS SOCIAL RESPONSIBILITY SUMMARY OF COLLEAGUE TRAINING

Venue Name: Venue Address:

The undersigned management and staff have declared that they have read and understood the following documents and are fully aware of the Company's policy and procedures relating to them:

- Talarius Code of Principle Concepts for Social Responsibility & good practice for the Adult Gaming Centre (AGC) Environment
- Talarius Venue Age of Entry Control and Return of Stakes Policy and Procedure
- Talarius Venue Customer Interaction Policy and Procedure
- Talarius Venue Self-Exclusion Policy and Procedure
- Talarius Venue Money Laundering and Suspicious Transactions Policy
- Talarius Venue Complaint and Dispute Policy and Procedure
- Talarius Venue Compliance Officers Rights Policy and Procedure
- Talarius Gambling Local Risk Assessments
- Talarius Social Responsibility – Protection of Children and the Vulnerable Log
- Talarius Social Responsibility Summary of Colleague Training and Refresher Training Log

Each venue colleague following initial induction must ensure on their yearly anniversary they re-visit each policy and sign below to validate they have refreshed their knowledge.

Name of Employee	Position in Company	Date of employment	Staff Signature	Induction Dates	Documents issued from Starter Pack Y / N :	Refresher Training Date	Refresher Training Date	Date of Termination

SR FOLDER Section 9 V1 06.04.16

Code	Name	Postcode	Date	Result	Secondary Result
132	Quicksilver, Birmingham P	B4 7LG	19/04/2010	PASS	
132	Quicksilver, Birmingham P	B4 7LG	08/09/2010	PASS	
132	Quicksilver, Birmingham P	B4 7LG	05/07/2011	PASS	
132	Quicksilver, Birmingham P	B4 7LG	04/01/2012	PASS	
132	Quicksilver, Birmingham P	B4 7LG	26/05/2012	PASS	
132	Quicksilver, Birmingham P	B4 7LG	15/04/2013	PASS	
132	Quicksilver, Birmingham P	B4 7LG	04/10/2013	PASS	
132	Quicksilver, Birmingham P	B4 7LG	14/02/2014	PASS	Challenge Whilst Browsing / Before Machine Play
132	Quicksilver, Birmingham P	B4 7LG	12/05/2015	PASS	Challenge Whilst Browsing / Before Machine Play
132	Quicksilver, Birmingham P	B4 7LG	03/10/2015	PASS	Challenge Whilst Browsing / Before Machine Play
132	Quicksilver, Birmingham P	B4 7LG	11/02/2016	PASS	Challenge On Entry
132	Quicksilver, Birmingham P	B4 7LG	29/10/2016	PASS	Challenge On Entry
132	Quicksilver, Birmingham P	B4 7LG	13/02/2017	PASS	Challenge Whilst Browsing / Before Machine Play
132	Quicksilver, Birmingham P	B4 7LG	14/10/2017	PASS	Challenge Whilst Browsing / Before Machine Play

BIRMINGHAM CITY COUNCIL

No: 265 / 1

ADULT GAMING CENTRE PREMISES LICENCE

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

Birmingham City Council

Part 1 – Details of person to whom licence is issued

This premises licence is issued to:

Talarius Ltd

of the following address:

Silbury Court, 368 Silbury Boulevard, Milton Keynes, Buckinghamshire, MK9 2AF

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

000-001191-N-103508-001

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:

Quicksilver, Unit 1, 54-57 High Street, Birmingham, B4 7SY

BIRMINGHAM CITY COUNCIL

Part 3 – Premises licence details

This licence came into effect on: 17/01/2008

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:

NOT APPLICABLE

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:

NOT APPLICABLE

The plan of the premises with reference number 51745-265/1 which is retained with the public register kept by Birmingham City Council and available free of charge for inspection between the hours of 9am – 4pm Monday, Tuesday and Thursday, 10am – 4pm Wednesday and 9am – 3.30pm Friday (excluding Bank Holidays etc) at the Licensing Service, Crystal Court, Aston Cross Business Village, 50 Rocky Lane, Aston, Birmingham B6 5RQ.

Signed on behalf of the issuing licensing authority



BIRMINGHAM CITY COUNCIL

No: 265 / 1

**SUMMARY OF THE TERMS AND CONDITIONS OF
A PREMISES LICENCE**

**This summary is issued under section 164 of the Gambling Act 2005 by
Birmingham City Council**

This summary is issued to:

Talarius Ltd

of the following address:

Silbury Court, 368 Silbury Boulevard, Milton Keynes, Buckinghamshire, MK9 2AF

A premises licence of the following type:

Adult Gaming Centre

has been issued in respect of the following premises:

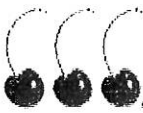
Quicksilver, Unit 1, 54-57 High Street, Birmingham, B4 7SY

BIRMINGHAM CITY COUNCIL

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;
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 authorises the premises to be used for:
 - making available up to 4 Category B gaming machines and any number of Category C or D gaming machines;
 - prize gaming in accordance with conditions set out in Part 13 of the Act.
4. 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.
5. 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.

02/12/2010 15:02:47


TALARUS

Our Ref: RC / 12927

01st December 2010

RECORDED DELIVERY
Principal Licensing Officer
Birmingham City Council
Licensing Section
Crystal Court
Aston Cross Business Park
50 Rocky Lane, Aston
Birmingham
B6 5RQ

Public register updated

Dear Sir / Madam


RE: **SURRENDER OF PREMISES LICENCE No 265 / 1**
QUICKSILVER, Unit 1, 54-57 High Street, Birmingham, B4 7SY

As per your email of 1st December 2010, Please find enclosed the Original Licence documents

May I please request that you acknowledge receipt (by letter or email) and **confirm the surrender** has taken place.


I look forward to hearing from you in the near future. Please do not hesitate to contact me if you have any queries.


Yours faithfully



Rob Capener
Compliance Controller
Direct Dial: 01908 246 072
Mobile: 07970 114 112
Email: robcapener@talarus.com

enc/s

 Telephone: +44 (0)1908 096100 Fax: +44 (0)1908 915565 Website: www.talarus.com
Registered Office: Talarus Ltd, Solihull Court, 36A Solihull Parkway, Birmingham, B37 7YF
Registered in England No. 5687152



Print

Zoom In

Zoom Out

Close