



RESPONSIBLE GAMING CODE OF CONDUCT

QUICK GUIDE

A QUICK GUIDE TO THE RESPONSIBLE GAMING CODE OF CONDUCT

Introduction

The purpose of this Quick Guide is to provide licensees and stakeholders in the gaming industry easy access to information related to the Responsible Gaming Code of Conduct.

The **Responsible Gaming Code of Conduct** applies to all providers of gaming activity in the betting, gaming and lottery sector and is **effective as of April 1, 2018**.

This Code of Conduct is a Condition to Licence for all operators holding:

- Track Betting Licence
- Bookmakers' Permit
- Licence to operate gaming machines (imported slots and locally manufactured gaming machines)
- Licence to operate Prescribed Premises
- Licence to conduct Lottery-Type Games
- Licence to operate Off-Track Betting Parlour
- Lottery Agent Licence

FOR MORE INFORMATION

Please visit our website or contact:

The Betting Gaming and Lotteries Commission
78cef Hagley Park Road
Kingston 10

Tele: (876) 630 1353

Fax: (876) 758 7594

Email: info@bglc.gov.jm

Web: www.bglc.gov.jm

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WHAT IS RESPONSIBLE GAMING ?

Responsible Gaming is providing or undertaking gambling activity in a manner to minimize the potential for harm that can be associated with gambling.

Responsible Gaming is a shared commitment between the Government, the gaming industry, the community and individual gamblers themselves.



7 Practices of the Responsible Gaming Code of Conduct

1. Information to Customers
2. Access to Support Services
3. Exclusion Programmes
4. Physical Environment
5. Advertising & Promotion
6. Minors
7. Financial Transactions

WHAT MUST I PUT IN PLACE TO COMPLY WITH THE RESPONSIBLE GAMING CODE?

Licensees should implement the following in order to comply with the condition of licence related to the Responsible Gaming Code of Conduct.

Information to Customers

- Signs to alert customers to the potential harm of excessive gambling and where to go for help.
- Information on Voluntary Self-Exclusion Programme (VSEP).

Access to Support Services

Gaming Lounge Operators should:

- Nominate staff to liaise with RISE Life Management.
- Provide mandatory training on Responsible Gaming for all staff.

All Operators must display a poster with RISE Life Management Problem Gambling Help Line info.

Exclusion Programmes

Gaming Lounge Operators should:

- Provide a Voluntary Self-Exclusion Programme (VSEP) across all customer touch points – such as on premises, website, etc.
- Put systems and procedures in place and monitor to ensure customers on VSEP are prevented from re-entering or re-accessing gambling services.

Physical Environment

- Ensure Minors (Under 18years) are prohibited and excluded from gaming areas.
- Place a clock (analog or digital) to ensure customers are aware of the passing time.
- Discourage customers from extended or highly repetitive play.

Advertising & Promotion

- Include the tagline (18 & over; Game Responsibly) in all promotional materials.
- Should not:
 - Be false, misleading, deceptive.
 - Be directed at minors.
 - Include misleading information on odds, prizes or chances of winning.

Minors

- Minors must be prohibited from entering gaming areas and shall not be induced or allowed to gamble.
- Minors must not be employed at any business offering gaming.
- Check ID for young persons to ensure over 18 years old.


Financial Transactions


- Place limits on cash dispensing machines on premises.

Gaming operators can encourage patrons to Game Responsibly. Share these tips with your customers.


STAY IN CONTROL WHEN YOU GAMBLE


 **Set your limits**

 **Only spend what you can afford**

 **Never chase your losses**

 **Take frequent breaks from play**

 **Never use money needed for daily living expenses**

 **Never borrow money to gamble**



Do you or someone you know have a

GAMBLING PROBLEM?

HELP IS AVAILABLE!

RISE offers treatment through counselling

7 DAYS A WEEK

Call: 1-888-991-4146

OR CALL: (876) 967-3779 after 4:30pm

NOTES

Betting Gaming & Lotteries Commission
78 CEF Hagley Park Road, Kingston 10 Jamaica W.I.

(876) 630-1353

info@bglc.gov.jm

www.bglc.gov.jm



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