

To: Hereford Council Licensing Dept

Date: Wednesday 9th September 2015

Re: Permit Application at the Hungry Horse, Grandstand, Hereford

Dear Fred Spriggs,

Thank you for your recent correspondence regarding the permit application at the Grandstand.

I enclose a plan showing the proposed position of the additional Category D Crane (noted as Red on plan).

The Grandstand currently has 3 Cat C AWP's which are all made available for customer use, in keeping with the licencing objectives of the Gambling Act and the Gambling Commissions Licenced Codes and Conditions of Practice. In addition to this we are applying for this additional permit to install a Cat D Crane into site.

We are fully aware of our responsibilities to adequately supervise all gaming machines and to this effect we have adopted the following procedures:

- All gaming machines are fully supervised by means of either being in line of sight from the bar, being covered by CCTV and by staff frequently being active in the area in which gaming machines are placed.
- All additional Category C & D gaming machines will be supervised by means of the Bar staff in the area & also CCTV.
- All staff, have been trained that no person under the age of 18 may play a gaming machine, in the Grandstand we have in place a think 21/ 25 policy. In terms of Cat D permits, this enables all ages to play the toy crane, with no U18 restriction, due to the nature of the machine.
- All staff are trained that if someone who appears under the age of 21 / 25 attempts to play a gaming machine they must be challenged and asked to produce ID. Acceptable ID includes a passport, photo driving licence or PASS card. Anyone who appears under 21 / 25 who cannot produce appropriate ID is prevented from playing on a gaming machine.
- All of the category C gaming machines installed at our premises have clear signage to show they are not to be used by under 18's and also have details of where a customer may get help should they develop a problem with gambling.
- All gaming machines are positioned so that a customer playing them must cease doing so should they wish to use the ATM.

To date we have not have an instance of a customer requesting that they are self-excluded from our premises.

Yours Sincerely



Craig Taylor
Machines Manager – Greene King