

Guidance Notes

Who should complete this form?

This form should be completed by anyone wishing to:

- Change operating name;
- Add, remove or amend a trading name(s);
- Change head office address;
- Add or remove a licence activity;
- Change the category of a licence activity;
- Add, remove or amend a licence condition;
- Add or remove key personnel (where the operator qualifies for Small Scale Operator exemption);
- Add or remove an on-course representative (where the operator qualifies for Small Scale Operator exemption);
- Change the name of an approved Annex A (where the operator qualifies for Small Scale Operator exemption); or

General information

- An Operating Licence is either remote or non-remote. Operators may hold a single activity Operating Licence or a Combined Operating Licence authorising more than one gambling activity. However, a licence can only contain remote or non-remote activities and not a mixture of the two different types. An operator can hold both remote and non-remote licences but they will always be separate licences. Therefore if you hold a non-remote Operating Licence only and are intending to add remote activities you will need to apply for a separate licence. Please refer to our website www.gamblingcommission.gov.uk for further details.
- If you hold more than one licence (i.e. remote and non-remote) the application fee will be payable for each individual licence to which the change applies.
- This guidance has been written to help you complete the Operating Licence - Application to Vary a Licence form. Please read this document carefully **before** you attempt to answer any questions.
- If there are any changes to your circumstances, or if any of the information contained within this form changes during the period between submitting your application and your application being determined, (for example, if you are charged or convicted of an offence) you **must** notify the Gambling Commission immediately.
- If the fee is not provided, the form is completed incorrectly or supporting documentation is missing or not provided upon request, **your application will be delayed and this may result in your application being determined based on the information we have available which may affect the decision on whether an amended licence can be granted.** If you misrepresent, or fail to reveal information that you are asked to provide, you may have committed an offence under Section 342 of the Gambling Act 2005.

What the Gambling Commission expects from applicants for licences

The Gambling Commission expects applicants for licences to:

- Be able to demonstrate that they can meet the Gambling Commission's suitability assessment;
- Ensure that the activities they plan to carry out will be conducted in a manner which minimises the risks to the licensing objectives;
- Work with the Gambling Commission in an open and cooperative way; and
- Disclose to the Gambling Commission anything which we would reasonably expect to know.

How is your application assessed?

The Gambling Commission will take a number of factors into consideration whilst processing your application. Your application will be assessed against five basic areas:

- **Identity and ownership** – The identity of the applicant and or person(s) relevant to the application and in the case of an operating licence, who ultimately owns a corporate applicant.
- **Finances** – Financial and other circumstances of the applicant past and present and/or person(s) relevant to the application. This will include the resources likely to be available to carry out the licensed activities.
- **Integrity** – The honesty and trustworthiness of the applicant or person(s) relevant to the application.
- **Competence** – The experience, expertise, qualifications and history of the applicant or person(s) relevant to the application.
- **Criminality** – Criminal record of the applicant and/or person(s) relevant to the application.

These will be assessed using both the information provided as part of the application and also information available from other sources (eg government departments, overseas regulators). Further information on how your application is assessed can be found in the [Licensing, Compliance and Enforcement Policy Statement](#) which is available on our website.

For every application, the Gambling Commission has the power to:

- Grant a licence on a remote or non-remote basis;
- Limit the scope of licensed activities that can be carried out in accordance with a licence; or
- Refuse a licence where there are reasons to do so.

What the Gambling Commission expects from licensees:

The Gambling Commission expects licensees to conduct their gambling operations in a way that does not put the licensing objectives at risk. The Licence Conditions and Codes of Practice (LCCP) are designed to ensure this.

The Gambling Commission also expects those holding licences to:

- Conduct their business with integrity;
- Act with due care, skill and diligence;
- Take care to organise and control their affairs responsibly and effectively, and have adequate systems and controls to minimise the risks to the licensing objectives;
- Maintain adequate financial resources;
- Have due regard to the interests of customers and treat them fairly;
- Have due regard to the information needs of customers and communicate with them in a way that is clear, not misleading, and allows them to make a properly informed judgement about whether to gamble;
- Manage conflicts of interest fairly;
- Work with the Gambling Commission in an open and cooperative way; and
- Disclose to the Gambling Commission anything which we would reasonably expect to know.

Completing the form

- The form will be scanned, therefore please complete all sections in **BLACK INK** only.
- Please write clearly within the boxes.
- Use **CAPITAL LETTERS** except when signing or providing an email address.
- Leave a space between words.
- Mark with a cross (X) where a cross box answer is required. Please note the cross box will always be to the right of the relevant text.

Street	Postcode	Date of birth
S T A N L E Y R O A D	L S 2 7 L Y	1 4 0 2 1 9 7 0

Email address
r i c h a r d . g r e g o r y
@ b t i n t e r n e t . c o m

Cross (X) box

Yes - please complete the following details




No - Please continue to the next question



- If you make a mistake, please fill in the box in solid black and write the correction clearly to the right.
- If there is no space to the right, write the correction as close as possible.

Last name **G**

G R E  O R Y

- Do not use correction fluid.
- Do not write over the edge of the boxes.
- Do not staple attachments to the form.

If there is not enough space on the form to answer the questions, please provide the additional information on a separate A4 sheet. Please include your operator and trading name, the question number and ensure you sign and date any additional sheets. If it would be easier to provide this information in an electronic format (eg Excel spreadsheets, Word documents etc.) this is also acceptable.

- Copies of all of our application forms and guidance notes can be downloaded from our website www.gamblingcommission.gov.uk.
- If you have any queries, please check our website or email licensing@gamblingcommission.gov.uk or call our Contact Centre on **0121 230 6666**.

Please return your completed application via email or to:

GAMBLING COMMISSION, VICTORIA SQUARE HOUSE, VICTORIA SQUARE, BIRMINGHAM, B2 4BP

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Section 1. Existing Licence Details

Question 1

1. Please provide the full name in which the operating licence is held.

Operator name. (the company, individual or other entity). If the operator is a partnership, the name of each individual partner must be listed.

G A M B L I N G C O M P A N Y L I M I T E D

Licence number

3 2 1 - 9 8 7 6 5 4 - N - 6 5 3 4 2 1 - 3 2 1

Please provide the name of the operator and the licence number to which the change applies.

Question 2

2. Does this change apply to any other licences? Please note, an application fee will be payable for each licence to which the change applies.

Yes – please complete the following details
(use a continuation sheet if necessary)



No – please continue to question 3



2a. Name of operator

O T H E R C O M P A N Y L I M I T E D

Licence number

1 2 3 - 5 4 3 2 1 0 - N - 9 8 7 1 2 3 - 4 5 6

Please provide the details of any other licences that are affected by this application. These may be other licences held by the same operator in the case of an operator holding a combination of remote, non-remote licences or ancillary licences. Alternatively these may be licences held by other operators in the same group in the case of multiple operators.

Section 2. Type of Variation

Question 3

The variations detailed below are all of the variations which can be made to your licence. Each of these variations incur a separate fee. Please see the [fees calculator](#) on our website to calculate the required fee. Please select the relevant cross box(es) to indicate all variations for which you are applying.

Change of operating name – This is to change the operating name of the operator. Please note, this is for changes in name only. If a business is going to be conducted by a new operator, we will require either a new operating licence application or an application for a change of corporate control depending on the circumstances. If you are unsure about which type of application applies to your circumstances please contact our Contact Centre on **0121 230 6666** or email licensing@gamblingcommission.gov.uk for further information.

Addition of a trading name – This is to add a trading name(s) for the operator.

Removal of a trading name – This is to remove a trading name(s) for the operator.

Amendment of a trading name – This is to change a trading name(s) for the operator.

Change of head office address – This is to change the head office address of the operator.

Addition of licensed activity – This is to add a new activity to your operating licence. This can only be used where the activity is of the same type (e.g. adding a remote activity to a remote licence or a non-remote activity to a non-remote licence). Where you wish to make an application for a different type of licensed activity you will have to make a new application for that type of licence.

Removal of licensed activity – This is to remove a licensed activity. Please note, if your operating licence is a single activity licence you do not need to vary the licence to remove the licence activity. Instead, you should surrender your operating licence.

Change of licence category – This is to change the licence category (e.g. to change the scale of your activities between category A1 and category B1). This cannot be used to move between a remote and a non-remote category (e.g. moving from category A1 to category H1). In this instance a new application would have to be made.

Addition of licence condition – This is to request the addition of a condition to Part 2 of your licence.

Removal of licence condition – This is to request the removal of a condition which has previously been attached by either yourself or the Gambling Commission in Part 2 of your licence.

Amendment of licence condition – This is to request the amendment of a condition which has previously been attached by either yourself or the Gambling Commission in Part 2 of your licence.

Addition of key personnel – This is to add an individual who will occupy a qualifying position for the operator. Please note, this section is for Small Scale Operators (SSO) **only**. Where an operator who doesn't qualify for SSO wishes to add key personnel, this must be done by way of a key event notification on eServices.

Removal of key personnel – This is to remove an individual who occupies a qualifying position for the operator. Please note, this section is for Small Scale Operators (SSO) **only**. Where an operator that doesn't qualify for SSO wishes to remove key personnel, this must be done by way of a key event notification on eServices.

Addition of on-course representative – For general betting (limited) operators who qualify for Small Scale Operator (SSO) exemption **only**. This is to add an on-course representative to Schedule Y of your operating licence to allow them to accept bets on your behalf without your direct supervision.

Removal of on-course representative – For general betting (limited) operators who qualify for Small Scale Operator (SSO) exemption **only**. This is to remove an on-course representative from Schedule Y of your operating licence.

Change of name of Annex A holder – This is to notify us of the change of name of an individual who has previously submitted an Annex A in relation to the Operating Licence. Please note, this section is for Small Scale Operators (SSO) **only**. Where an operator who doesn't qualify for SSO wishes to change the name of an Annex A holder, this must be done by way of a key event notification on eServices.

Section 6. Changes to Licensed Activities

Question 7

Questions 7a) to 7c) ask you to indicate the licence activities you are applying to add, amend or remove. If you hold a non-remote operating licence only and are intending to add remote activities, or vice versa, this is **not** a variation and you will need to apply for a separate operating licence. Please refer to our website www.gamblingcommission.gov.uk for further details.

Please note that you may require more than one type of licence and/or licence activity to fully license all of your operations. Please read all of the descriptions provided **before** completing the application form to ensure that you are applying for the right licence type and activity, as licence application fees are non-refundable.

Policies

Where you are applying to add or increase the category of a licensed activity we will require details of any changes to the following policies which were previously provided:

- Ensuring that the your business is protected from being a source of crime or disorder, being associated with crime or disorder or being used to support crime;
- Ensuring that gambling is conducted in a fair and open way;
- Ensuring that children and other vulnerable persons will be protected from being harmed or exploited by gambling;
- Promoting social responsibility in gambling.

It is important that you show, in your answers to these questions that you are going to run your business in such a way that you will be able to comply and that your policies are appropriate for all of your planned licensed activities.

It may help you to think about each of the questions in relation to three issues:

- Your own working practices;
- Your work arrangements, for example, processes, equipment; and
- Your staff's working practices.

For ALL applicants

Ensuring that the operator's business is protected from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.

- Are you aware of the Proceeds of Crime Act (PoCA) and your responsibilities in relation to the Act?
- How will you ensure that you are not party to any illegal activities, for example, money laundering? What would you do if you suspect someone was attempting to use you as a way of laundering money? How would you try to detect if someone was attempting to pass counterfeit money and what would you do?
- How will you protect your equipment from crime and criminal misuse?
- Will you have CCTV or other crime prevention procedures in place?
- What security measures will be in place for cash handling?
- How will you monitor transactions and accounts for any suspicious activities?
- How will you ensure keys are kept securely (e.g. machine keys, keys for restricted access areas, money boxes)?
- Will you have steps in place to prevent money lending between customers?
- How will you ensure there is no collusion between customers and staff?
- How would you deal with someone if you felt they were trying to cheat in any way?
- How would you deal with someone who you felt was under the influence of alcohol or drugs?
- How will you ensure that other companies you deal with are trustworthy and reputable?
- If it came to your attention that another operator or a staff member was operating in an illegal manner, what would you do?
- For remote operators, how will you ensure there is no peer to peer collusion (e.g. in poker rooms)?

For ALL applicants

Ensuring that gambling is conducted in a fair and open way.

- How will you ensure that you have sufficient resources to cover all your gambling transactions and financial obligations?
- How will you ensure that the rules and conditions of the gambling facilities you provide are available and understood, and that the terms offered are fair to all?
- How will you notify customers when your rules and conditions change?
- How will you deal with complaints or disputes? How is this information made available to customers?
- Will you use a third party arbiter for any unresolved complaints or disputes?
- Will you be offering loyalty and reward schemes? If so, how will you ensure they are compliant with the LCCP?
- How will you ensure compliance with relevant technical standards (e.g. Section 240 of the Gambling Act 2005)?
- How will you ensure any third party providers comply with any relevant technical standards?
- How will you assess whether a new product needs testing and how do you ensure that you comply with the testing requirements set out in the technical standards?
- Will you comply with any codes of practice set by other organisations (e.g. Trade Associations)?

For ALL applicants

Ensuring that children and other vulnerable persons will be protected from being harmed or exploited by gambling.

- What are your policies and procedures to prevent underage gambling?
- What information will you display relating to underage gambling?
- What age verification procedures will you have in place?
- What would you do if you discover someone underage had gambled?
- How will you prevent someone who is underage entering adult only areas?
- What are your procedures relating to the employment of young people?
- What steps will you take to ensure that any products and services you offer are not of particular appeal to children or young people?
- What marketing and advertising will you be carrying out? How will you ensure you are compliant with the Advertising Codes of Practice and the LCCP?
- What would you do if you felt someone was not capable of making an informed decision about gambling, for example, because of mental health problems, learning disabilities or substance misuse relating to alcohol or drugs?
- What age verification procedures will you have in place to prevent underage gambling online?

For ALL applicants

Ensuring the promotion of social responsibility in gambling.

- Are you aware of any organisations that can help problem gamblers? How will you make this information known to your customers?
- What are your policies and procedures where you have concerns that a customer's behaviour may indicate problem gambling? What advice would you give?
- Will you have procedures in place to prevent problem gambling arising? For example, are you aware of your regular customers, how much they usually spend, how often they usually gamble? Would you notice any drastic changes to their gambling behaviour and how would you deal with this?
- What would you do if you felt someone was gambling beyond their means?
- What are your procedures for self exclusion and how will you monitor this?
- Will you set any limits on the size of bet/stake that you take? How will you make this information known to your customers?
- What would you do if someone asked to borrow money from you in order to continue gambling, or if you knew someone was borrowing money in order to fund their gambling?
- How do you intend to contribute to research and public education on the risks of gambling and how to gamble safely (e.g. contributions to Gambling Research Education and Treatment)?

For Casino, Bingo and General betting (standard) applicants ONLY

Ensuring you will satisfy the primary code provision.

In order to demonstrate that the primary gambling activity will be offered in each licensed premises, licensees should have regard to the following general factors:

- The ratio of the space available to customers allocated to the primary gambling activity, to that allocated to other gambling activities
- The extent to which the primary gambling activity is promoted on the premises and by way of external advertising compared to other gambling activities
- The use, either expected or actual, to be made of the different gambling facilities

Licensees should also have regard to the following additional sector specific factors:

Non-remote casino: 1968 Act licensees

- The proportion of the gaming day for which live tables are, or will be, made available on demand.

Non-remote bingo licensees

- The frequency and extent that bingo will be played on the premises, compared with the periods when the premises are open whether there is:
 - Capacity on the premises for the generation of main stage bingo numbers
 - A facility to sell tickets or cards for bingo games on the premises
 - Bingo available to be played whenever sessions are advertised
 - Display of prize board information
 - A means of stopping a game to claim a win.
- What bingo equipment will be used and where will it be sourced from?
- How will you ensure the bingo equipment will comply with the technical standards?
- How many gaming machines (and in which categories) will be offered under the bingo licence?
- Will bingo be offered through the linking of live games to devices such as electronic bingo terminals?
- Will prize bingo be offered only on the same days as licensed bingo games are offered?

Non-remote general betting (standard) licensees

- The range and frequency of events on which bets can be made.
- Will you be using self-service terminals, a counter service or a combination of the two?
- If a counter service will be used when will it be staffed?
- How many self-service betting terminals will be sited per premises? Who will provide them? Who will accept liability for the payouts from them?
- How many gaming machines will be sited per premises and who will provide them?
- How will information on betting events available be displayed and accessed by customers i.e. form, odds, results?
- Will you be showing live pictures of betting events? If so, who will you be subscribing with?

For ALL applicants

Implementing your policies and procedures.

- What training will you provide to your members of staff?
- How will training be delivered, updated and evaluated?
- Will you keep a record of all training provided?
- How will you ensure any training provided is in line with the LCCP?

For ALL applicants

Reviewing and assessing your policies and procedures.

- How do you intend to keep up to date with the gambling industry and changes to the LCCP?
- Will you be joining any trade bodies or relevant associations?
- How frequently will you review and/or assess your policies and procedures and what will be involved?
- When and how will you provide updates or refresher training to members of staff?
- How will you ensure members of staff understand any changes to your policies and procedures?

Finances

The Gambling Commission also has to consider whether an operator has the necessary financial resources available to be able to provide gambling services or facilities in a manner consistent with the licensing objectives of the Act and the Licence Conditions and Codes of Practice.

Where you are applying to add or increase the category of a licensed activity by more than one category the Gambling Commission requires the following information:

- Proof of funding for any business costs incurred to add or increase the category of a licensed activity and to fund the next 12 months of trading.
- An updated business plan;
- Financial projections for the next 12 months and the assumptions you have made whilst considering these figures.
- The latest available annual accounts (preferably audited);

Please note, existing businesses are required to provide a copy of their published annual accounts as provided by their accountant.

Question 7a) Operating licences

For the provision of gambling activities on premises or those that do not provide facilities by means of remote communication. Please also read 7b) and 7c) to ensure you are applying for the correct type of licence and licence activity.

Non remote activities:

Casino: 1968 Act – This applies to operators who wish to provide casino games in a club or location open to the public and where the game is played on the same site. This operating licence applies to existing casinos which were originally licensed under the Gaming Act 1968.

Bingo – This applies to operators who wish to provide bingo games in a club or location open to the public and where the game is played on the same site.

General betting (standard) – This applies to operators who wish to offer non-remote premises-based betting in Great Britain. **This licence will also permit operators to offer betting on tracks in Great Britain.**

General betting (standard) (no gaming machines) – This applies to operators who wish to offer non-remote premises-based betting in Great Britain, but who do not make any gaming machines available for use on their licensed betting premises. **This licence will also permit operators to offer betting on tracks in Great Britain.**

General betting (limited) – This applies to operators who wish to offer non-remote betting on tracks in Great Britain. **This licence does not permit operators to offer premises-based betting in Great Britain.**

Pool betting – This applies to operators who wish to provide non-remote services for pool betting, including racecourse pool operators, football and other sports pool operators and ‘fantasy football’ type competitions. Please select one cross box to indicate the category you will come under and one cross box to indicate the activities you will be undertaking.

Full pool betting with dogs and football: Authorises the holder to offer full pool betting, and pool betting on dogs and football

Pool betting without dogs or football: Authorises the holder to offer pool betting with the exception of pool betting on dogs or football

Pool betting with dogs: Authorises the holder to offer pool betting and pool betting on dogs but not pool betting on football

Pool betting with football: Authorises the holder to offer pool betting and pool betting on football, but not pool betting on dogs

Pool betting restricted to football: Only authorises the holder to offer pool betting on football and not any other types of pool betting

Betting intermediary – This applies to operators who wish to provide a service designed to facilitate the making or acceptance of bets between others by means of non-remote communication.

Gaming machine general: Adult Gaming Centre (AGC) – This applies to operators who wish to make machines available for use in an Adult Gaming Centre. Please see our website for details of the specific machine entitlements.

Gaming machine general: Family Entertainment Centre (FEC) – This applies to operators who wish to make machines available for use in a Family Entertainment Centre. Please see our website for details of the specific machine entitlements.

Gaming machine technical: full – This applies to operators who wish to manufacture, supply, install, adapt, maintain or repair a gaming machine or part of a gaming machine.

Gaming machine technical: supplier – This applies to operators who wish to supply, install, adapt, maintain or repair a gaming machine or part of a gaming machine. **This licence does not permit operators to manufacture a gaming machine or part of a gaming machine.**

Gaming machine technical: software – This applies to operators who wish to manufacture, supply, install or adapt software for a gaming machine. **This licence does not permit operators to manufacture, supply, install or adapt software for any other electronic gambling device other than a gaming machine.**

Gambling software – This applies to operators who wish to manufacture, supply, install or adapt gambling software through non-remote communication. **This licence does not permit operators to manufacture, supply, install or adapt software used in connection with a gaming machine.**

External lottery manager – This applies to operators who wish to act as a non-remote external lottery manager on behalf of a non-commercial society or local authority (of whom they are not a member, officer or employee under a contract of employment).

Society lottery – This applies to operators who wish to manage and promote a non-remote society lottery, ie a lottery for the benefit of a non-commercial society where total proceeds exceed either £20,000 in a single lottery or £250,000 in cumulative lotteries in one calendar year.

Remote activities

Casino – This applies to operators who wish to provide facilities for the playing of casino games and/or participation in other virtual gaming by means of remote communication.

Bingo – This applies to operators who wish to provide facilities for the playing of bingo by means of remote communication.

General betting (standard) (virtual events) – This applies to operators who wish to provide facilities for betting only on the outcome of virtual games, races, events or other processes by means of remote communication.

General betting (standard) (real events) – This applies to operators who wish to provide facilities for betting only on the outcome of real events (as opposed to virtual events) by means of remote communication. If an operator holds a non-remote general betting (standard) operating licence and ancillary remote licence, and their remote gross gambling yield exceeds more than £550,000 per annum and the number of bets taken remotely exceeds the number of bets taken by non-remote means, a full remote betting operating licence will be required in addition to the non-remote operating licence.

General betting (standard) (remote platform) – This applies to operators who wish to use remote platforms, such as websites, to hedge bets in the course of their betting business.

General betting (limited) – This applies to operators who wish to provide facilities for betting by means of a telephone or email, in circumstances where bets placed are manually processed by the operator (as opposed to the bet being automatically processed by computer software). Betting facilities must not be provided from premises for which a premises licence is required. This licence is restricted to a maximum annual gross gambling yield from telephone and email bets of £550,000. A full remote betting operating licence will be required to provide facilities for betting by remote communication under any other circumstances and/or if the gross gambling yield from telephone and email bets exceeds £550,000. If you hold this licence you cannot hold a non-remote general betting operating licence.

Pool betting – This applies to operators who wish to provide remote services for pool betting, including racecourse pool operators, football and other sports pool operators and ‘fantasy football’ type competitions. Please select one cross box to indicate the category you will come under and one cross box to indicate the activities you will be undertaking.

Full pool betting with dogs and football: Authorises the holder to offer full pool betting, and pool betting on dogs and football

Pool betting without dogs or football: Authorises the holder to offer pool betting with the exception of pool betting on dogs or football

Pool betting with dogs: Authorises the holder to offer pool betting and pool betting on dogs but not pool betting on football

Pool betting with football: Authorises the holder to offer pool betting and pool betting on football, but not pool betting on dogs

Pool betting restricted to football: Only authorises the holder to offer pool betting on football and not any other types of pool betting.

Betting intermediary – This applies to operators who wish to provide a service designed to facilitate the making or acceptance of bets between others by means of remote communication.

Betting intermediary (trading room only) – This applies to operators who wish to provide betting intermediary facilities from licensed premises, solely for the use of persons attending those premises, by providing a link to a remote betting exchange or other betting provider by means of remote communication.

Gaming machine technical: full – This applies to operators who wish to manufacture, supply, install, adapt, maintain or repair a gaming machine or part of a gaming machine by means of remote communication.

Gaming machine technical: supplier – This applies to operators who wish to supply, install, adapt, maintain or repair a gaming machine or part of a gaming machine by means of remote communication. **This licence does not permit operators to manufacture a gaming machine or part of a gaming machine.**

Gaming machine technical: software – This applies to operators who wish to manufacture, supply, install or adapt software for a gaming machine. **This licence does not permit operators to manufacture, supply, install or adapt software for any other electronic gambling device other than a gaming machine.**

Gambling software – This applies to operators who wish to manufacture, supply, install or adapting gambling software by means of remote communication (eg file transfer protocol). **This licence does not permit operators to manufacture, supply, install or adapt software used in connection with a gaming machine.**

External lottery manager – This applies to operators who wish to act as an external lottery manager on behalf of a non-commercial society or local authority (for whom they are not a member, officer or employee under a contract of employment) by means of remote communication.

Society lottery – This applies to operators who wish to manage and promote a society lottery, ie a lottery for the benefit of a non-commercial society where total proceeds exceed either £20,000 in a single lottery or £250,000 in cumulative lotteries in one calendar year when lottery tickets are sold via by means of remote communication.

Licence categories:

To determine which category of licence you need you should consider what your estimated business will be. The licence category you select should be based on your projected business for the next 12 months. For existing businesses, any historical data you provide as part of your application may be used to assess whether these projections are realistic.

Terminology:

Gross gaming yield – The annual gross gaming yield is the aggregate of:

- a) receipts from charges (other than admission charges) in respect of dutiable gaming (eg: charges for card room gaming),
- b) bankers' profits and
- c) gaming machine revenue.

Bankers' profits means the amount (if any) by which the value in money or money's worth of stakes staked exceeds the value of prizes provided ie: winnings

Gaming machine revenue means the total amounts paid by persons in respect of the use of gaming machines, less the value in money or money's worth of the prizes won in respect of the use of those machines.

Gross gambling yield – The annual gross gambling yield is calculated in accordance with the following formula:

$A + B - C$

Where:

A = the total of amounts that will be paid to the licensee in stakes in connection with the activities authorised by the licence;

B = the total of other expected accruals to the licensee (exclusive of VAT) directly in connection with the activities authorised by the licence; and

C = the total of amounts that will be deducted by the licensee in respect of prizes or winnings in connection with the activities authorised by the licence.

Value of annual gross sales – The total amount in money or money's worth that will accrue to the licensee from sales of goods and services authorised by the licence.

Annual proceeds (in relation to a lottery) – The total amount paid in respect of the purchase of lottery tickets for all of the lotteries promoted by a non-commercial society or local authority, or managed by an external lottery manager.

Levy Board attendance (in relation to a non-remote general betting (limited) operating licence) – The maximum number of days in the relevant period on which the licence will authorise the licensee to undertake the activity authorised by that licence;

For on-course bookmakers – On-course days are calculated by each different day a licensed bookmaker or their representative works on-course. For example, if a bookmaker works at two tracks on one day this counts as one on-course operator day. However, if a bookmaker works at one track and his representative works at another track on the same day this counts as two on-course operator days.

For Greyhound Stadia Only – On-track days are calculated in accordance with the following formula: $A - B$

A = the total number of working days in the relevant period on which the licensee undertakes the licensed activity; and

B = the total number of working days in the same relevant period on which the licensee **only** provides facilities for betting, at a greyhound track, on greyhound races taking place at that track between the hours of 08:00 and 19:00, which are shown live on television at premises which are operated by holders of a general betting (standard) operating licence.

Number of licensed premises – The maximum number of sets of premises on which the licence will authorise the licensee to carry on the activities authorised by the licence in the relevant period.

Question 7b) Ancillary remote licences

You may only apply for and be granted an ancillary remote licence if you are applying for and are granted, or are an existing holder of the appropriate non-remote licence. The Gambling Commission considers an activity to be ancillary to the **specified** licensed activity when an activity is **only** an additional or secondary activity to the **specified** licensed activity.

An ancillary remote licence allows for the provision of facilities by means of remote communication in the following restricted circumstances. Please also read 7a) and 7c) to ensure you are applying for the correct type of licence and licence activity.

Casino – This licence can be held by the holder of a non-remote casino operating licence and authorises the holder to provide facilities for single-premises gaming (not linked with gaming that takes place on another set of premises) by means of remote communication equipment. This refers to equipment other than a gaming machine used to facilitate remote communication that is situated entirely on the set of premises in which the gaming takes place (e.g. hand-held terminals).

Bingo – This licence can be held by the holder of a non-remote bingo operating licence and authorises the holder to provide facilities for the playing of bingo and the National Game by means of remote communication equipment by people who are situated in licensed bingo premises.

General betting (standard) – This licence can be held by the holder of a non-remote general betting (standard) operating licence. This licence authorises the licensee to provide facilities for betting (1) by means of a telephone or email, in circumstances where bets placed are manually processed by the operator (as opposed to the bet being automatically processed by computer software), or (2) via terminals that are situated on a licensed betting premises (when the liability for bets placed on the terminals rests with that same operator). A full remote betting intermediary operating licence may instead be required by the operator if the liability for bets placed via terminals rests with a third party betting operator. The gross gambling yield from telephone and email bets taken under this ancillary remote licence must be less than the gross gambling yield from bets taken by non-remote means on licensed betting premises. In any event, this ancillary remote licence is restricted to a maximum annual gross gambling yield from telephone and email bets of £550,000. A full remote betting operating licence will be required to provide facilities for betting by remote communication under any other circumstances.

General betting (limited) – This licence can be held by the holder of a non-remote general betting (limited) operating licence. This licence only authorises the licensee to provide facilities for betting by means of a telephone or email, in circumstances where bets placed are manually processed by the operator (as opposed to the bet being automatically processed by computer software). The gross gambling yield from telephone and email bets taken under the ancillary remote licence must be less than the gross gambling yield from bets taken by non-remote means on licensed track premises. In any event, this ancillary remote licence is restricted to a maximum annual gross gambling yield from telephone and email bets of £550,000. A full remote betting operating licence will be required to provide facilities for betting by remote communication under any other circumstances.

Pool betting – This licence can be held by the holder of a non-remote pool betting operating licence. This licence only authorises the licensee to provide facilities for pool betting by means of terminals on licensed track premises, when the liability for bets placed via those terminals rests with the licensee who operates the track premises. A full remote operating licence may instead be required by that operator if the liability for bets placed via terminals rests with a third party betting operator.

Gaming machine technical: full – This licence can be held by the holder of a non-remote gaming machine technical: full operating licence. This licence authorises the licensee to provide software by email only, and by no other remote means.

Gaming machine technical: supplier – This licence can be held by the holder of a non-remote gaming machine technical: supplier operating licence. This licence authorises the licensee to provide software by email only, and by no other remote means.

Gaming machine technical: software – This licence can be held by the holder of a non-remote gaming machine technical: software operating licence. This licence authorises the licensee to provide software by email only, and by no other remote means.

Gambling software – This licence can be held by the holder of a non-remote gambling software operating licence. This licence authorises the licensee to provide software by email only, and by no other remote means.

Society lottery – This licence can be held by the holder of a non-remote society lottery operating licence. This licence authorises the licensee to accept remote payment methods for participation in a lottery, for example, internet, telephone, fax, email and/or direct debit. This licence is restricted to a maximum of £250,000 annual proceeds by remote communication. If the annual proceeds taken by means of remote communication exceed this then a full remote licence will be required.

7b. Ancillary Remote Licences			
Casino	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> Add Remove </div> <div style="display: flex; gap: 5px;"> <input type="checkbox"/> <input type="checkbox"/> </div> </div>	Gaming machine technical: full	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> Add Remove </div> <div style="display: flex; gap: 5px;"> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> </div>
Bingo	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> Add Remove </div> <div style="display: flex; gap: 5px;"> <input type="checkbox"/> <input checked="" type="checkbox"/> </div> </div>	Gaming machine technical: supplier	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; gap: 5px;"> Add Remove </div> <div style="display: flex; gap: 5px;"> <input type="checkbox"/> <input type="checkbox"/> </div> </div>

Please select the relevant cross box to indicate the ancillary licence you wish to add or remove.

Question 7c) Linked licences

You may apply for a linked licence if you are applying for, or are an existing holder of, a non-remote or remote licence and the activities you are planning to carry out under the provisions of a linked licence comply with the following descriptions.

Non-remote Gaming machine technical: supplier – A non-remote gaming machine technical operating licence which does not authorise the licensee to manufacture gaming machines (or parts of, or software for, gaming machines) but does permit supply, installation, adaptation, maintenance or repair of a gaming machine, or part of a gaming machine (including software), provided (1) the licensee is the only operator making that machine available for use and (2) the licensee does not incur costs of more than £50,000 per annum in respect of those activities (eg arcades maintaining their own machines).

Non-remote Gambling software – A non-remote gambling software operating licence which only authorises the licensee to manufacture, supply, install or adapt gambling software for use in connection with gambling facilities provided by them and provided the costs incurred by them in carrying out activities authorised by the licence do not exceed £50,000 per annum (eg a casino installing or adapting software in its automated roulette equipment).

Remote Gaming machine technical: supplier – A remote gaming machine technical operating licence which does not authorise the licensee to manufacture gaming machines (or parts of, or software for, gaming machines) but does permit supply, installation, adaptation, maintenance or repair of a gaming machine, or part of a gaming machine (including software) provided (1) the licensee is the only operator making that machine available for use and (2) the licensee does not incur costs of more than £50,000 per annum in respect of those activities (eg an arcade adapting the software in their machines by means of remote communication).

Remote Gambling software – A remote gambling software operating licence which only authorises the licensee to manufacture, supply, install or adapt gambling software for use in connection with gambling facilities provided by them and provided the costs incurred by them in carrying out activities authorised by the licence do not exceed £50,000 per annum (eg a casino installing or adapting software in its automated roulette equipment by remote means).

Linked Licence Guidance

All linked licences are subject to the following restrictions:

- A linked licence cannot be held on its own. The applicant must hold or be applying for a full operating licence to be able to apply for a linked licence.
- The activity authorised by the linked licence must be a small part of the total business.
- The linked licence must be for an activity on the operator's own premises and on their own machines or equipment.
- There is a financial restriction on linked licences of £50,000 costs in a one year period.

Please answer the questions to indicate how you will adhere to the £50,000 restriction. The restriction includes obvious costs such as buying new parts or paying for new systems, but also less obvious costs such as the time spent on the activity by the holder of the licence or anyone employed by the licence holder. You should consider:

- Whether any staff will be employed specifically to carry out the activities authorised by the licence, e.g. engineers whose sole job is to maintain and repair machines, and if so how much will they be paid?
- If there will be no dedicated staff, how much time will the applicant and their employees spend on the activities and what is the estimated cost to the business?
- How much will be spent on either replacement parts and equipment or development?
- Will there be any additional costs such as travelling expenses or courier costs?

Where an applicant is not able to meet the requirement of £50,000, then a full Operating Licence will be required.

Please note, if costs increase and the operator is not able to stay within the £50,000 restriction in subsequent years, then a full Operating Licence will need to be applied for.

7c. Linked Licences

Non-remote Gaming machine technical: supplier	<input type="checkbox"/>	<input type="checkbox"/>	Remote Gaming machine technical: supplier	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Non-remote Gambling software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remote Gambling software	<input type="checkbox"/>	<input type="checkbox"/>

Please select the relevant cross box to indicate the linked licence you wish to add or remove.

Do I need to submit a Personal Management Licence or Annex A application?

An **Annex A** will be required if:

- You occupy a qualifying position and do qualify for Small Scale Operator exemption; or
- You do not occupy a qualifying position and hold more than 10% equity (whether or not you qualify for Small Scale Operator exemption).

A **Personal Management Licence** will be required if:

- You occupy a qualifying position and do not qualify for Small Scale Operator exemption.

Small Scale Operator exemption (SSO) is calculated based on the number of key personnel with overall responsibility for the management functions (qualifying positions).

The key personnel are:

- The people with overall responsibility for the management functions (qualifying positions).

The management functions (qualifying positions) are:

- Overall strategy and delivery of gambling operations;
- Financial planning, control and budgeting;
- Marketing and commercial development;
- Regulatory compliance;
- Gambling related IT provision and security;
- Management of the licensed activity for a particular locality or area in Great Britain in which you have five or more sets of premises for which you hold a premises licence; or
- Management of a single set of casino or bingo licensed premises.

An operator qualifies for SSO exemption if there are **three or fewer key personnel** with overall responsibility for the management functions.

Key personnel can perform more than one of the management functions (qualifying positions) and still be considered as one qualifying person for the purpose of SSO calculation.

Please note, Bingo Managers are considered to be a qualifying position. Therefore if a bingo operator has three key personnel occupying qualifying positions who run the business **and** they also employ a Bingo Manager, the operator will **not** qualify for SSO exemption.

All key personnel must hold PMLs unless the applicant qualifies for SSO. When an applicant qualifies for SSO the key personnel are exempt from the requirement of holding PMLs. However, they **must** submit an Annex A instead.

This information is important as it is reflected in the licence that is issued.

If you are in any doubt as to whether you qualify for Small Scale Operator exemption, please contact our Contact Centre.

Lottery operators only (excluding external lottery managers)

SSO exemption may apply to lotteries. However, rather than requiring an Annex A for each individual occupying qualifying positions, we only require one Annex A to be submitted for the individual who has overall management responsibility for the promotion and proper management of the lottery (although for business continuity you may wish to submit more than one Annex A).

If you do not qualify for SSO exemption then we require one PML application to be submitted for the individual who has overall management responsibility for the promotion and proper management of the lottery and for compliance with the regulatory regime as a whole (although for business continuity you may wish to submit more than one PML application).

PML holders must be a trustee or officer of an unincorporated society, a director of a corporate society or a partner where the society is a partnership. In the case of a local authority lottery the PML holder must be someone in a senior management post who holds the relevant delegated authority from the licensing authority.

Please note, a lottery cannot be promoted if there is no approved Annex A or PML holder in place, which includes sickness and annual leave. We therefore recommend a minimum of two people submit an Annex A or PML application, ideally the individual who has overall management responsibility for the lottery and the individual who has day to day responsibility for the lottery.

Section 9. Change of Name for an Annex A (SSO only)

Question 14

14. If you wish to notify us of a change of name for an individual who holds an Annex A, please complete the following details.

Please note, you are required to provide proof of the change of name with this application, such as a marriage certificate or Deed Poll documentation.

14a. Date name changed Date of birth

Previous full name

New full name

Reason for change of name

Where an Annex A holder has changed their name, please provide details of the full previous name and full new name. Please also provide the date the name changed, date of birth of the individual and the reason for the change. You must provide documentation confirming the change, e.g. a marriage certificate or Deed Poll documentation.

Section 10. Declaration

The applicant must ensure that the declaration is read and signed:

- If the applicant is an individual, by that individual;
- If the applicant is a partnership, by one of the partners;
- If the applicant is a company and was incorporated **before** April 2008, by one director (who is not also the secretary of the company);
- If the applicant is a company and was incorporated **after** April 2008, by one director; or
- In any other case, by a duly authorised officer of the applicant.

Please note, this form can be signed using a digital signature containing a serial number and code. The Gambling Commission will **not** accept any other form of digital signature which does not contain a serial number and code. The Gambling Commission will also **not** accept **any** form of electronic signature (a scan of a hand written signature).

If the application is being submitted electronically and you do not use a digital signature containing a serial number and code, you **must** sign a paper copy of the Declaration page and submit this by post.

a. First name(s)

Last name

Position in organisation

Signed Date

Please ensure that the form is signed and dated by the appropriate person as detailed above.

Section 11. Enclosures

This section details all of the enclosures that must be sent so that the Gambling Commission can process your application. We require all of this information to process your application. If you fail to provide this information or do not provide additional information when requested, your application will be delayed and this may result in your application being determined based on the information we have available which may affect the outcome.

Please select the relevant cross box(es) to confirm that the required enclosures have been attached:

The appropriate fee (non-refundable)

Annex A or Personal Management Licence application form (as applicable) for all required individuals (as detailed in questions 12 and 13)

Personal identification documents for any associated Annex A or PML applications (as detailed in questions 12 and 13)

Completed DBS or Disclosure Scotland application form or overseas police report for relevant personnel (as detailed in questions 12 and 13)

Policy information (where applicable, as detailed in question 7) (see Guidance Notes)

Financial information (where applicable, as detailed in question 7) (see Guidance Notes)

Documentation confirming change of name or address (where applicable, as detailed in questions 6 and 14)

Contracts of employment for on-course representatives (where applicable, as detailed in question 12)

Continuation sheet(s) (if required)

Please select the relevant cross box(es) to indicate which additional documents have been enclosed with this application. Please note that failure to provide the required enclosures or to provide further information when requested by the Gambling Commission may result in your application being determined based on the information available at the time which may affect the decision on whether an amended licence can be granted.

The Gambling Commission is a data controller under the terms of the General Data Protection Regulation ("GDPR") and Data Protection Act 2018. The information you have provided may be processed by us to meet our legal obligations to carry out our functions. You can find our policy on the GDPR and further information on how we process data on our [website](#).

Any information or material sent to us may be subject to the Freedom of Information Act 2000. We will treat all information as confidential and will only disclose that information to third parties where it is necessary to do so. Our policy on release of information is available on our [website](#).

Section 12. Payment Calculation

Payment Calculation Summary (please see our [fees calculator](#) on our website to calculate your fee).

Total non-remote licences (£)

£																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Total remote licences (£)

£																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Personal licences (£)

£																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Total (£)

£																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Please provide a break down of the application fee. If you hold more than one licence (ie remote and non-remote) the fee will be payable for each licence affected by this change. If a PML application is required, then a fee will always be payable in addition to the fee due for the operating licence(s).

Section 13. Payment

Payments must be made by BACS transfer. The Commission's bank details can be found on our website:

<https://www.gamblingcommission.gov.uk/for-gambling-businesses/Apply-for-a-licence/Annual-fees.aspx>

When paying by BACS transfer, you must quote the licensee's account number and name with the payment details.

Payment by cheque is not accepted. Please note, all payments MUST be made in pounds sterling (GBP)

Please note, fees are non-refundable and your application will not be processed without the correct fee being submitted.

Keeping gambling fair and safe for all

The Gambling Commission regulates gambling in the public interest. It does so by keeping crime out of gambling, by ensuring that gambling is conducted fairly and openly, and by protecting children and vulnerable people from being harmed or exploited by gambling. The Gambling Commission also provides independent advice to government on gambling in Great Britain.

For further information or to register your interest in the Gambling Commission please visit our website www.gamblingcommission.gov.uk.

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