LICENSED BETTING OFFICE RUL



GENERAL BETTING RULES AND TERMS & CONDITIONS GOVERNING ALL BETS PLACED WITH THE ABOVE

As of the 1st of January 2014

A copy of the full rules are available on request from any of our betting offices or can be found

1 GENERAL BETTING RULES

1.1 INTRODUCTION

These Rules set out the terms under which betting in our Licensed Betting Offices is conducted. It is the customer's responsibility to ensure that he/she is familiar with these Rules as we cannot guarantee that our staff will draw them to your attention. By making a bet you accept that these Rules apply to the particular sport or event on which you are placing your bet (including any applicable daily payout limits).

You must exercise your own judgement when placing a bet. You acknowledge that in placing your bet you are not relying on any statement of any employee of Bambury Bookmakers relating to any matter pertaining to that bet.

Bets can only be placed on the outcome of an event yet to be decided. If Bambury Bookmakers mistakenly accept a bet for an event which has already occurred or if there is a clear indication of the likely outcome of an event then the bet will be void and your stake returned. This does not include events where in-running betting is offered.

CONDITIONS OF ENTRY INTO OUR LICENSED BETTING PREMISES

By law you must be 18 years or over to enter any licensed betting premises in the Rep of Ireland. We reserve the right to ask for proof of age and identity from any customer and to carry out checks to verify the information provided. To ensure that only those 18 years or over enter these premises such checks may be undertaken by our staff on anyone who appears to be under 25. Anyone failing to produce satisfactory proof of age will not be able to place a bet and will be required to leave the premises. Further rules regarding the conduct of customers in our betting offices are detailed in our Terms and Conditions for licensed betting offices. The only way Satisfactory proof of age can be a sertained by Bambury Bookmakers is via: The Garda Age Card, Passport, Drivers license

It is an offence for an adult to bring anyone under the age of 18 into licensed betting premises. It is also an offence to consume alcohol in licensed betting premises. We reserve the right to require any customer to leave our premises if we believe they are being disruptive to the smooth running of our business.

1.3 MAXIMUM PAYMENTS

A betting slip is accepted on the basis that it is the investment of one customer maximum amounts that can be won (excluding stake) by any customer in one days betting regardless of stake on any bet or bets involving one or more of the same selections are shown below. These maximum amounts will apply even if, by taking a price, the level of potential winnings exceeds these amounts.

Where selections are taken from different categories listed below and are combined in multiple or accumulative bets, the lowest maximum payout limit will apply.

Where bets have been placed on different days the maximum amount which can be won in one days betting is determined by the day on which the final event on each slip is resolved rather than the day on which each individual bet is placed. Any group of customers who have placed the same combination of selections and we believe have been acting as a syndicate will be treated as one customer for the purpose of the limits below.

Should a number of bets, containing the same selection(s) be placed in one or more of our broad a native we do see, containing the sales that they have originated from one of indicate or a state of the seed of the se The honiss is upon the customer to ensure that his stakes are placed do not exceed our

| Single selection bets | No Limit |
|--|--|
| Horse Racing | |
| UK & Irish selections covered by a full service* in our betting shops | €100,000 |
| Racing in UK & Ireland NOT covered by a full service* in our betting shops | €25,000 |
| Foreign Racing covered by a full service* in our betting shops | €50,000 unless otherwise stated |
| Foreign Racing NOT covered by a full service* in our betting shops | €10,000 |
| Tote | |
| When processed through Tote Direct | No Limit |
| UK/IRE placepots, Quadpots Max not processed through Tote Direct | €7,000 |
| Greyhounds | |
| Greyhounds (BAGS / BEGS) | €25,000 |
| Greyhounds Antepost / Meetings not covered by main SIS service | €10,000 |
| Greyhound Placers | €5,000 |
| Sports | |
| Grade 1 Football (Grade 1 Football includes English/Scottish Premier League, English Championship, Leagues 1 & 2, the Conference National Division, Scottish 1,2,3, English/Scottish Cup matches, Internationals, Champions League & UEFA Cup post qualifying rounds, Bundesliga, La Liga Primera, Le Championnat and Serie A) | €100,000 |
| All Other Football | €25,000 |
| GAA, Rugby League, Rugby Union, Cycling, Tennis, Athletics, Boxing, Darts, Snooker, US Sports, Motor Sports, Cricket and Golf | €30,000 unless otherwise stated |
| All other sports | €10.000 |

* A full service is when pictures and audio of the event together with the runners and riders,

€25,000

€10,000

€10,000

€10,000 ir

1.4 ACCEPTANCE & SETTLEMENT OF BETS

All Lottos and numbers events including Virtual Racing

TV Specials and other non-sport

BGT. Live Betting Terminals

Global Draw Plus

Bets are placed with Bambury Bookmakers by writing instructions on a betting : completing a Quickslip. A Quickslip is similar to the marksense slip used by the Nat Lottery and requires you to indicate your stake, selections and bet type by making a mark in the appropriate rectangular boxes. You must then hand the slip, together wi full stake, to a member of staff who will process your bet by scanning it through our ystem. You will receive a printed receipt which has a unique bet number and shows a image of your bet (or printed details of your bet in case of Quickslip or where a "call o facility is available). The bet number and image or printed bet details must be registered on our EPoS system and be printed on your receipt for the bet to be valid.

Bets are placed with Bambury Bookmakers by writing instructions on a betting slip or

We reserve the right to refuse to accept the whole, or any part of any bet. We reserve the right to void any accepted bets and withhold settlement if we have reason

- believe: a) You are under 18 years of age b) You are involved in fraud, money laundering, collusion, match rigging or cheating of
- b) To distribute in masses in the second of the relevant sport or event in question or joppardise the integrity of the sport or event in question

 d) A bet is mistakenly accepted for an event that has already occurred or there is a clear indication of the likely outcome
- There may be other instances where we may void a bet and these instances are detailed under the specific sport/event included in the General Betting Rules. We also reserve the right to void a bet if required to do so by relevant regulatory body of licensed betting shops in Rep Of Ireland.

We reserve the right to void any bet accepted by us and withhold settlement if we become aware that the bet breaches the governing rules of the relevant sport or event in question

ere we have taken steps to void a bet for one of the above reasons, your actions leading nat shall be considered a breach of our Terms and Conditions and entitle us to terminate on any bets placed by you with us in order to settle any liabilities we may incu

ne bets, postal bets or bets put through letterboxes are not accepted in our licensed

In the event of any difference between the original slip presented by the customer and the customer receipt, the selections as they appear on the receipt as control to the customer and the customer receipt, the selections as they appear on the receipt as control to the responsibility of the customer to check the receipt carefully as mistakes cannot be rectified after the event.

It is your responsibility to ensure your bets are written clearly and also that your tin

in syour responsionity to ensure your bets are written clearly and also that your timing, instructions, spelling and stakes are correct. You should check your receipt to verify that the amount you have paid and your bet details have been correctly recorded. Bets can only be cancelled or changed by mutual consent. You must retain your receipt until all bets on your slip can be fully settled, when any returns due will be paid upon the surrender of your receipt.

- a) We produce an automated "no more bets time" for all horse, greyhound and number
- we produce an automated "no more bets time" for all horse, greynound and number events covered in full service. Bets are valid if accepted up to this time. Except where prior authorisation is given, single bets accepted after the "no more bets time" will be void. In multiple bets, late selections will be treated as non runners. Where the official "off" of a race or event is not announced, bets are accepted up to the advertised start time. Any bet that is inadvertently accepted after this time will be void unless we are satisfied that the bet was placed before the actual start of the event, except in the following circumstances (where betting in play is not available): on gi townament betting up to 15 minutes after the start time; a football match up to 15 minutes after the kickoff, providing there have been no goals scored or players sent off and any of the following sport events up to 5 minutes after the start time: America Football, Baseball, Basketball, Bowls, Cricket, Cycling, Darts, Gaelle Football / Hurling, ce Hockey, Motor Sports, Rugby, Snooker / Pool, Speedway, Tennis. In each of these instances bets will stand, unless the customer receipt confirms that the late selection
- c) Any bet inadvertently accepted after an event has been resolved will be void.

Any bet accepted in error and contrary to these provisions relating to the time of acceptance, will be void even if you have been provided with a valid printed receipt

erve the right to refuse payment on any bet where we are unable to substantiate the ons and the instructions on our EPoS system.

We do not accept any responsibility for a bet not being placed for any reason, including but not limited to; computer or till malfunction, electricity failure, failure of telecommunications systems or services.

A betting shop is, by its very nature, a fast moving environment. Odds move rapidly and bets are taken continuously, consequently mistakes can occur. We will do all that we can to avoid this but we cannot accept responsibility for any obvious errors or omissions in respect of the announcing, publishing or marking of prices, handicaps, place terms, runners or results despite

our every effort to ensure total accuracy

- a) We reserve the right to correct any obvious error made on a bet placed in one of our betting in running" markets and settle at the correct price or terms which were ctually available with Bambury Bookmakers (absent the obvious error) at the time
- ne bet was struck; When a bet is placed on a market offered before an event has started and mo dvantageous odds than those actually available with Bambury Bookmakers are ve will either settle the bet at the correct price or terms available with Bambu we will either settle the bet at the correct price or terms available with bambury Bookmakers or, on condition that you can provide us with verification, at the best price or on the best terms genuinely available with any of the following companies at the time the bet was struck: - Paddy Power, Boylesports, Coral, Ladbrokes, Stan James, The second William (1981)
- Totesport, William Hill. Where the incorrect odds or terms are less advantageous than those available with Bambury Bookmakers the odds or terms will be amended to the correct odds or

If a bet is accepted in error by us at a price or market condition, as indicated above, that is a) Materially different from those available in the general market at the time the bet was b) So obviously incorrect given the relative probability of the event occurring at the time the bet was made; or c) So obviously incorrect having regard to the nature of the betting business,

then we will not pay winnings higher than those that would be paid under the price available in the general market and we will either settle the bet at the correct price or on terms available with us or, on condition that you can provide us with verification, at the best price or on the best terms genuinely available with any of the following companies at the time the bet was struck: - Paddy Power, Boyle Sports, Ladbrokes, Stan James, Totesport, William Hill.

For example: Where Bambury Bookmaker's actual price for R. Keane to score the first goa is 11/2 but you are quoted 11/1 in error then you will be able to determine whether your bet should be settled at 11/2 or the best price available with the companies listed above even i this price is higher than the actual Bambury Bookmakers price.

Where, however, you have been quoted 7/2 on the same bet the price will be amended upwards to the correct Bambury Bookmakers price of 11/2. Bets are settled in accordance with the rules that govern the particular bet made.

If a bet is inadvertently accepted with any prices not written by or endorsed by our staff, the prices will stand provided they are clearly written and were available at the time the bet was processed. Where no price is available at the time the bet is placed, we reserve the right to settle horse and greyhound bets at starting price and sports/special event bets at the next available price. We do not lay "BAR" prices nor do we accept instructions such as "First show" prior to the transmission of a "show" of betting for that race – any such bets taken in error will be settled at starting price.

The advertised times of races, the runners, returns and results as published in the national / sporting press will govern settlement of all bets, errors and omissions excepted. "Through the Card" type instructions are determined by reference to the published race programme, as are the instructions "First Race", "Last Race", etc.

Bets placed on horse racing will be settled in accordance with the official Weighed In Result. Where a result is amended after the Weigh In, for example, further to a successful appeal, the amendment will be ignored for settlement purposes:

the instruction "each-way all each-way" or "each-way equally divided" is clearly specified on the betting slip by the Customer, then the betting slip by the Customer, then the bet (unless it is one of our speciality bets) is settled by this method.

In accumulative wagers where bet contingencies are related or where the same selection is taken to win more than one event, a combined price that reflects the relativity will be applied for settlement, regardless of any individual prices marked on the betting slip. In instances where a combined price cannot be applied the bet will be settled as singles dividing the tota stake available proportionately amongst the selections.

For example: A Scorecast Ireland to win the match & R. Keane to score first. No correct score is specified therefore no price can be applied, the bet will be settled as two half stake

1.5 RESULTS

Horseracing
All bets placed on UK and Irish horse racing will be settled on First Past the Post and th
official result. This offer applies to winning single and multiple bets and the win part of ea
way bets. There is no restriction on staking but a maximum payout of €1,000 will be mac
to any one client in respect of bets placed on any one days business.

The exceptions where First Past the Post does not apply and bets are only settled according

- the official result are;
 a) A selection takes the wrong course
 b) A selection carrying the wrong weight or the jockey failing to weigh-in c) Any Ante Post bet
 d) A Forecast or Tricast bet
- A void race
 Any Tote/Pari-Mutuel bet
 A selection given as the winner in error by the judge
 A bet placed on a two-runner race or a special match bet
 A bet placed in a "without the favourite" market

Any other special market

Bets placed on non-UK/Irish meetings are settled on the official result declared by the racecourse judge and confirmed by the "Weigh-In" announcement. If a winner is disqualified after the official result is announced, the disqualification will not affect the settlement of bets. Greyhounds

Bets placed on Greyhound racing are settled on the official result announced at the conclusion of the event. If a winner is disqualified after the official result is announced, the disqualification will not affect the settlement of bets. Football and other sports

Bets placed on football and other sports are settled on the official result published by the Press Association (PA) immediately after the match/event is finished. If the PA amends its decis afterwards all bets will stand on their originally announced result. If the result is not immediately available from the PA, the result published by the official governing body immediately a the match/event is finished will be used for settling purposes. Any subsequent correction amendments will not apply for settlement purposes.

1.6 EACH-WAY TERMS

Bets are acceptable win or each-way. The place part of a "Win and Place" bet at Starting Price or displayed price is settled in the following manner:

Horses and Greyhounds Horses and Greyhounds In races of less than five runners the place money goes on to win. In races of 5, 6 or 7 runners we pay one quarter of the win odds for first and second places. In races of 8 or more runners we pay one fifth of the win odds for first, second and third places. In any race where a favourite starting Odds on we pay place terms at 1/6th of the Odds

In handicap races of 12-15 runners we pay one quarter of the win odds for first, second and In handicap races of 16 or more runners we pay one quarter of the win odds for first, second third and fourth places.

Where there are an insufficient number of finishers for the placed terms advertised only those runners officially placed will be treated as successful selections and bets on all non-finisher will be lost.

Where a place stake is in excess of the amount staked to win, the difference will be equally

If you place an each-way bet on a race or event that is "win only", the total stake will be For events other than horse and greyhound racing on which bets are accepted, settlement will be based on the odds and place terms advertised and applicable at the time the bet was

"Place Only" bets are not acceptable, except when advertised on specific races, in certain speciality bets and at Tote odds when placed through Tote Direct. When special place on betting is returned for a race this will rulle settlement of all place only bets on the race.

1.7 FAVOURITES

Starting price bets will be accepted, win only, on absolute, first and second favourites, in both horse and greyhound racing. If each-way is taken in error the place part of any such bet will

The favourite is the horse/greyhound quoted in the official starting price returns at the shortesi odds, and the second favourite is the horse quoted at the next shortest odds. If two horses are quoted at the same odds, and those odds are shorter than those quoted for any others, then those two are equal first favourite and equal second favourite. If two or more co-favourites are thus selected, the client's stake will be divided equally between or among them.

ver, if such joint favourites are returned at a price whereby irrespective of result, no profit could accrue to a backer of the favourite, the un-named favourite will be treated as a non-runner. This section and the one preceding will apply equally to greyhound racing. When a returned favourite does not come under starter's orders and is withdrawn, then that

un-named favourite will be treated as a non-runner. The only exception to this is in specialit bets, such as The Place 6-5 etc. where, if the favourite is withdrawn it is replaced by the next

Each-way bets are not accepted on un-named favourites and if taken in error the place part

1.8 INCORRECT STAKES OR INSTRUCTIONS

1.8.1 Incorrect or Incomplete instructions

d name is not necessarily invalid, so long as it is clear what the client' intentions were. If a named selection is wrongly written so that more than one horse conceivably be intended, the stake will be equally divided between or among the se

A named selection which is not doubly engaged but is timed for the wrong race or a differen

If a horse and dog of the same name run on the same day, and it is not clear which is the selection, the bet will be settled as on the horse. If the bet is placed after one of the two has run, it will be on the one still to run. When the only difference in name between two runners engaged on the same day is the suffix

nere a single stake and name of a selection are given with no instructions, the bet will be

Where there is more than one selection in different races and no instructions are given no indication being given by stake unit of the clients intention, the stake will be divided on win singles. If the two selections are in the same race it will be settled as a straight for In all cases, bets will be settled as win bets, unless each way is specified.

nere the same selection is included more than once in a multiple bet, or where select on the same race are included, stakes will be divided equally in those parts of the bet w a selections clash. If, however, one of the selections is also entered for another race on y, the bet will be settled as for the races in which they do not clash.

Where instructions are so illegible that they cannot be understood, the bet will be void 1.8.2 Incorrect number of bets or selections

1.8.2 Incorrect number of Dets of Selections Where an incorrect number of doubles is stated to cover the selections given, the total amount staked on the doubles is divided and invested equally among the correct number of doubles. A similar rule applies to singles, trebles etc. However, where a double, treble, fourfold etc. is specified and it is clear that only one accumulative bet is required, it will be settled as an accumulative bet covering the number of selections given.

Where too many selections appear in a multiple type bet it will be settled in the following

b) For mixed doubles, trebles etc., of different stakes, each constituent part will be

Where there are too few selections in a multiple type bet, then a non-runner or non-will be added. Thus, four selections with a Canadian instructed and staked, will have c

183 Incorrect stakes ne preceding section of this rule:

apportioned as separate bets

a) Should you UNDERSTAKE your slip, the total return from the whole of your slip will be proportioned by the amount you have underpaid thereby reducing any return due (i.e. the return will be multiplied by the amount paid and divided by the amount that

should have been paid).
b) Should you OVERSTAKE your slip, the total return for the whole of your slip will be proportioned by the amount you have overpaid, thereby increasing any return due i.e. the return will be multiplied by the amount paid and divided by the amount that should have been paid). No overstaking will be returned. However, if there is more than one bet involved and it is clear to which bet the understaking applies, then that

only will be apportioned. re a client stakes a through-the-card bet for fewer than the number of races that on the programme, the stake will be apportioned to cover all the races on the

1.8.4 Unnamed selections and favourites

re an un-named selection or favourite in a single or multiple bet is untimed or inco cd, it will be "on" for the next race at that meeting unless the time stated can be r nother horserace meeting covered by a full race-by-race service in which case th time will take precedence. If a selection is not thereby defined, the stakes will be divided those favourites whose race times continue to coincid

Where a favourite bet has no meeting, race time or any other indication of the race intended, it will stand for the earliest advertised race, horse or greyhound, still to be run. When a favourite bet does not have the meeting nominated, the bet will stand for the races timed, providing those times do not clash with other races with the same advertised race time. Where nes of such races clash, the stake will be divided equally between those races having the me advertised times, whose results are being transmitted race-by-race to our offices. The me applies to numbered selections except that the stake is only divided over those races iere the times clash and the numbered selections appear.

Where combination or accumulative bets are involved and the client makes clear by the exact es given, that only one meeting can be intended, he will be on that meeting, even if some e times clash with races at other meetings. Thus if a bet is a Yankee 2.00, 2.35, 3.05, and 5 and those are race times at Ascot, the bet will be on that meeting, even though there other meetings with races at 2.00 and 3.45.

If a client indicates the race by the order it appears on the racecard, it is treated as an ur bet, unless the word "race" appears in the instruction. Thus, "2nd race fav" is timed, but "2nd fav" is not.

Where meeting and time are given, but no selection, it will be taken as for the SP favourite 1.9 DOUBLE ENGAGEMENTS

An untimed single bet for a selection which has more than one engagement will be tak for the first race in which it runs, unless an "if absent" selection is also given on the slip, with will be taken as timing the bet for the race where both were engaged.

Where a selection is doubly engaged and is timed by the client, it will be settled as a bet for that timed race only. Where it is untimed, or incorrectly timed, the bet will be on the first race where it runs, after the time of acceptance.

If two selections, one of which is doubly engaged, are included in an accumulative bet, and run in the same race, the one which is doubly engaged will be deemed to be timed for the race where they do not clash. If both are doubly engaged, the selection written first on the slip will be timed for the race in which it runs, and the other timed for the race where they do not clash. This does not apply to single wagers, which will be treated as entirely separate heats.

1.10 LATE WITHDRAWALS

In all horse races, excluding ante-post bets, if a horse is withdrawn not under starter's obets will be settled in accordance with Tattersalls Rule 4(c), which states that back withdrawn horses will have their stake refunded.

When there has not been time to re-form the market, deductions are made from winning returns on the race, exclusive of stake, according to the table shown below. When there has been time to re-form the market, the deductions if any, will apply only to bets at screen or board prices struck prior to the announcement of the withdrawal.

Tattersalls' Rule 4(c) Deduction Scale (Per Euro)

| Price of the non-runner at the time of withdrawal | | | | Deduction |
|---|-------|----|---------|--------------|
| a) | 1/9 | or | shorter | €0.90c |
| b) | 2/11 | to | 2/17 | €0.85c |
| c) | 1/4 | to | 1/5 | €0.80c |
| d) | 3/10 | to | 2/7 | €0.75c |
| e) | 2/5 | to | 1/3 | €0.70c |
| f) | 8/15 | to | 4/9 | €0.65c |
| g) | 8/13 | to | 4/7 | €0.60c |
| h) | 4/5 | to | 4/6 | €0.55c |
| i) | 20/21 | to | 5/6 | €0.50c |
| j) | Evens | to | 6/5 | €0.45c |
| k) | 5/4 | to | 6/4 | €0.40c |
| l) | 13/8 | to | 7/4 | €0.35c |
| m) | 15/8 | to | 9/4 | €0.30c |
| n) | 5/2 | to | 3/1 | €0.25c |
| o) | 10/3 | to | 4/1 | €0.20c |
| p) | 9/2 | to | 11/2 | €0.15c |
| q) | 6/1 | to | 9/1 | €0.10c |
| r) | 10/1 | to | 14/1 | €0.05c |
| s) | over | | 14/1 | no deduction |

Where a single 5c Rule 4 deduction applies to any one betting show or the SP market in the UK or Ireland, as a concession, the deduction will be waived. If the total Rule 4 deductions exceed 5c, then all deductions will be applied.

1.10.1 Horses - Early Prices The Tattersalls' Rule 4 (c) Deduction Scale will be applied to bet settlement when horses quoted in our Early Prices are withdrawn before coming under starter's orders. In such circumstances, the appropriate level of deduction will be determined by reference to the prices on offer at the time that the bet was placed.

1.10.2 Grevhounds When a greyfound is withdrawn:

a) All bets struck at displayed prices prior to the withdrawal, and not cancelled by the customer, will be settled at starting price. In the event of a NO RACE being re-run, all bets for that race stand at starting price for the re-run race unless previously cancelled by the customer.

All bets struck prior to withdrawal at Bambury Bookmakers prices on individual heats or one off races will be settled at starting price, and bets on the withdrawn greyhoung

will be void.c) See Rule 1.15 for ante-post bets on a greyhound to win a competition.

1.10.3 Sports Betting

We reserve the right to apply a Rule 4 deduction to outright bets on sporting events when a player, contestant or team is withdrawn from the betting after having been declared to play For betting purposes we consider a player to have been declared to play if he is included a first round draw (for sports like tennis, snooker and darts) or its equivalent in other sports.

1.11 EARLY AND SHOW PRICES

Early Prices are prices advertised for a race after the final declarations have been made. The are available each day for selected races up to the first show of prices from the on-cours market or the first show of "Industry Prices" transmitted to our shops.

greyhound races and are transmitted to our shops from the on-course market or are the "Industry Prices" collated by SIS. The following applies to bets at "Early Prices" or at "Show Prices" on screen or board. It events with 3 or more runners, we will lay the current quoted price at the time the bet

Board (Show) Prices are generally available 5-10 minutes before the start of horse and

accepted. Any price given in error for a race of fewer than 3 runners will be settled at SP. Where an "Early Price" or "Show Price" is taken it will apply to the selection wherever it appears on the slip, unless instructions written on the slip specify otherwise. If a bet is inadvertently accepted with any prices not written by or endorsed by our staff, the prices will stand provided they are clearly written and were available at the time the bet was processed Clients who request a price should ensure that the quoted price has been written on the

If there are any palpable errors in the Board Prices laid, transmitted or marked-up, the be will be settled at the corrected price for the time the bet was made or at SP, whichever is

We do not lay "BAR" prices nor do we accept instructions such as "First Show" prior to the n of a "show" of betting for that race. Any such bets taken in error will be settle

at starting price Place terms on each-way bets at displayed odds are governed by the number of starters in the race and not by the number of declared runners at the time the price was taken.

In "Early Price" horserace bets, if any of the horses do not run, stakes will be refunded on the withdrawn horses and all winning returns from the race will be subject to deductions on the Rule 4(c) scale, depending on the odds of the withdrawn horses at the time the bet was

For horses, a bet placed after the final declarations have been made (generally 10am the previous day) is not an ante-post bet and in the event of any withdrawals, the horse will be treated as a non-runner. Returns from bets on other horses in the ubject to deductions on the Rule 4(c) scale, depending on the price of the withdrawn horse

In "Early Price" greyhound bets, if any of the greyhounds do not run, all "Early Price" bets nominating that greyhound, either by trap number or name will be void, with all other "Ear Price" bets on remaining runners in the race settled at SP.

1.12 DEAD-HEATS

In the event of a dead-heat for first place, the stake money on the winning selection will be ers in the dead-heat and full odds will be paid to the divided

stake with the remainder of the stake being lost. where, as a result of a dead-heat, more than the required

1.13 POSTPONEMENTS

If races are set back in time because of eventualities such as weather conditions, bomb threats power loss, traffic delays etc., or if the meeting is postponed to another day and the overnigh defantions stand (meaning that the race is not re-opened) then all bets stand unless a refur is requested by the customer prior to the race taking place.

1.14 RE-RUN RACES

1.14.1 Horses

f a race is re-run, then bets at board prices or early prices in the original race will be settler It SP. Horses which came under starters orders in the first race but did not go to post for e-run will be considered non-runners and returns on the remaining runners will be subjec to a Tattersall's Rule 4(c) deduction

When a race is declared a no-race and is re-run, all bets will stand for the greyhounds when a face is declared a no-race and is re-fun, all nests will stand for the greyholund which take part in the rerun, but single bets may be cancelled by mutual agreement befor the re-run starts. Selections in multiple bets will stand for the re-run race. The starting price returned on the re-run will rule settlement, board prices from the original race will stan unless there is a non-runner in which case they will not be valid and such bets will be settled at starting price. If betting is suspended bets may be cancelled by mutual consent protein the market being reformed. A re-run race is taken as in the order it was originally places.

on the programme, and no notice is taken of the time of the re-run. When a race is declare roid and is not re-run, all bets on that race will be void, and will not count for any addition

1.15 ANTE-POST Ante-post bets are accepted on horse races at quoted prices up to the time that the over declarations are known (10 a.m. on the day before the race where 24 hour declarations ap and 10 a.m. two days before the race where 48 hour declaration apply) and on greyhou racing before the day on which the race is run. Ante-post bets are accepted on the basic all-in, run-on-not, entered-on-not, so long as entry was not precluded by the conditions of race. Returns for accumulative bets will be settled in the same manner as 5P bets.

vise provided for, the following rules apply erwise provided for, the following rules apply. ere an event is postponed, then provided the overnight declarations the swill stand until the event is decided or abandone of the original stands.

arations do not stand then bets will be void b) A selection scratched from or not taking part in an ante-post event is a losing one if at the time the bet was made there was a possibility to win. Single ante-post bets will be void if the race is abandoned, declared void, if the con-of the race are altered after the bet is made, or if the horse selected is balloted under the Jockey Club rule limiting the number of runners in the race. In any st cases, accumulative and combination ante-post bets will stand on the remainii at the prices laid on the selections in those races, with the void selection counting a

a non-runner throughout the bet. the event of horses being balloted out, the liabilities of layers against the horses ren Il be reduced on both win and place parts of such bets, in accordance with the rate nounced before the race by Tattersalls Committee, in accordance with Tattersalls Rule dant upon the odds currently available against the withdrawn horses at the time of the

Where a reserve greyhound is re-introduced into a competition while Ante-Post betting rules apply then all bets remain "all rin run or not". If the re-introduced greyhound goes on to win or be placed in the race all bets will stand. Bets accepted at prices issued after the draw for the penultimate round (semi final) but prior bets accepted at prices issued after the draw for the penultimate round (semi final) but prior to the draw for the final will not be subject to Ante-Post rules, and any non-runner will be treated as void for settlement purposes. Tattersalls' Rule 4 (c) will apply to bets on the remaining greyhounds, with the amount of the deduction based on the price of the withdraw greyhound at the time that the bet was struck. When a greyhound is withdrawn after the draw for the final is made all bets struck after the draw but prior to withdrawal at Bambury. Bookmakers prices will be settled at starting price, and bets on the withdrawn greyhound will be wrid

ited at the price ruling at the time the bet is accepted by us. We reserve the Each-way bets are calculated win-to-win, place-to-place, and for the place part the fractional

acceptance. Place only bets, forecasts and conditional bets such as "any-to-come" are not accepted ante-post, and if taken in error, the "if cash" element will be ignored.

1.16 CONDITIONAL BETS

When the same selection is taken to win two or more races in ante-post doubles or trebles special odds may be laid and those will govern settlement.

1.16.1 "anv-to-come" or "if cash" In "any-to-come" or "if cash" bets, it must be stated clearly from which selections the "any me" is to be taken. Cash-in-hand from one selection cannot go on to the same sele-

or any selection in the same race.

Bets will be executed in strict rotation until the stake plus winnings are exhausted. Should there be insufficient cash-in-hand to cover all selections, the bet will be settled so far as the cash-in-hand will allow, in accordance with written instructions, but, where an each-way bet cannot be fully covered, the win and place parts will be given equal preference.

Stakes must be clearly stated, stipulating the "any-to-come" stake to be re-invested. Where this is not specified, the stake on the immediately preceding selection will be taken as the

One, two or any number of crosses is taken to mean "single stakes about". If double stakes are required this must be written in the instructions.

If 2 selections in the same race are backed in "any-to-come" or "up-and-down", the bet will be treated as 2 singles, with the "any-to-come" ignored, unless either is doubly engaged, which will time the race intended.

Bets are accepted if clearly marked "First Past the Post" (FPP) on the slip. Settlement is then governed by the result first given by the racecourse judge as transmitted by the course betting service provided the winner has completed the correct course. This does not include void races or where the race is determined by incorrect weights carried. It also does not include bets which rely on dividends being declared e.g. Pari-Mutuel, Tote betting, Tricasts, etc., and all bets on racing taking place outside the United Kingdom which will be settled according to

the Rules of Racing.

Bets are accepted only for selections in different races. If a "stop at a winner" bet on selections in the same race is accepted in error, then the bet will be settled as single bets. "If lose" (i.e. the selection does not occupy or deadheat for first place) will be read as "if lose or a nonrunner". "If win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read as "if win" (i.e. the selection wins or dead-heats for first place) will be read

Selections will be settled in the order written on the slip.

1.16.4 Jockey's mounts, Owner's or Trainer's selected

Each-way "stop-at-a-winner" bets continue until one of the selections either occupies or dead-heats for first place. A non-runner will not be counted as a winner in "stop at a winner" bets.

When backing a jockey's mounts, the number of doubles, trebles, accumulators must be specified. If 15 doubles are instructed and the jockey rides in only 4 races the bet will be settled as on 4 mounts plus 2 non-runners.

Where a meeting is not specified and a jockey rides at more than one meeting, doubles trebles, etc., will be settled as for the first meeting at which the jockey rides, after the time of acceptance of the bet.

Where it is only a single bet and the race is not timed, it will be on the next race to be run in which the jockey has a mount. Owner's or trainer's selected is the horse of the named person quoted in the official SP at the shortest price. If two or more start at the same lowest price then stakes will be divided equally between them. Accumulative bets are settled in the same manner as for jockey's

Where specific races are requested and the jockey has no mount in a specified race, this will be treated as a nonrunner. This also applies to owners and trainers selected.

1.17 FORECASTS Subject to the following rules, forecasts are accepted in singles, doubles and trebles only Accumulators are not accepted, unless in speciality bets available in our office accepted they will be settled as trebles with the stakes being equally apportion

Forecasts are available in races of 3 or more runners and will be settled in accordance with the computer straight forecast dividend. Any forecast accepted in error on races with less than 3 runners or where a race is reduced to less than three runners will be void.

Un-named favourites cannot be used in forecasts, where selections must be named or numbered, and forecasts including "fav" selections will be void.

If a forecast contains a non-runner, or the same selection is repeated or a lone se specified, the forecast will be settled as a single. If the selections run in different the stake will be split as two half stake singles on each selection. Returns for forecast doubles or trebles will be calculated by multiplying the appropriate return

Written instructions for a selection with the field or a selection against the field will be taken as for the selection to win. Instructions for the field with, or the field against, will be taken as for the selection to finish second.

Where a permutation is used which could apply either to forecasts or tricasts and neither is Should there be no Computer Straight Forecast returned bets will be settled as Tote Exacta. If neither is returned bets will be void for settlement purposes.

In all circumstances where a Greyhound Computer Forecast is not declared settlement wbe based on the N.S.L. Straight Forecast Chart. We do not accept bets on Greyhound Tote

Forecasts and if accepted in error will be settled at Computer Straight Forecast returns or where no Computer Straight Forecast is declared at NSL Straight Forecast returns.

1.18 TRICASTS

straight tricasts

Tricasts, in which selections must finish first, second and third in correct order, in races for which an official computer tricast return is declared, are accepted in singles on Stakes for tricast doubles or trebles, where taken in error, will be divided equally to ach tricast race in singles only. "Any-to-come" or "if cash" bets are not acceptable and, if ccepted in error, the A.T.C. or "if cash" instructions will not be actioned.

Tricasts may be declared on certain greyhound races not transmitted live into our offices. Bets accepted for races not specified, or for which no tricast dividend is declared, will be settled as computer straight forecasts on the selections nominated to finish first and second with the selection nominated for third place disregarded.

Only named selections or racecard numbers will be accepted in tricasts, with name taking precedence where both are used. In the event of any ambiguity, the tricast will be declared void, as will any tricast which contains an unnamed favourite. Where the same selection is repeated the stake will be invested as a CSF on the two different selections in the order written. Should a tricast contain a non-runner the total stake will be invested on a straight forecast or the remaining selections in the order written. In the case of a full cover combination, the total stake will be divided equally as a reverse forecast on the remaining 2 selections.

Should there be 2 non-runners the total stake will be invested on a win single at SP on the remaining runner. For the purposes of settlement, a permutation is considered as a series of

1.19 TOTE BETTING We are authorised by the Horserace Totalisator Board to accept bets for settlement at In most shops we have a Tote Direct system, which allows Tote Bets to be included into the on course pool. All Tote bets placed via the Tote Direct facility are subject to the rules as stipulated on the reverse of the "mark sense" cards. Any Tote bets processed through the Tote system are NOT subject to our Maximum Payments rules (Rule 1.3).

We do not accept bets on unnamed favourites at Tote odds except in bets such as the Jackpo and Placepot. When selecting the Favourite for any Tote bet and the result is Joint or Co-Favourite, the favourite with the smallest racecard number will apply for settlement.

Tote Direct Connection Failure Tote Direct Connection Failure
In the event of a connection failure between any of our shops and the Tote Direct system, which results in a bet being accepted initially by Bambury Bookmakers but not by Tote Direct for any reason, the following rules will apply:

a) Bets are accepted on Win, Place, Exacta, Trifecta, Tote Placepot and Quadpots.

b) We will not accept Scoop6 or Tote Jackpots outside the Tote Direct pool. If a Scoop6

We will not accept Scoop6 or Tote Jackpots outside the Tote Direct pool. It a Scoopo is taken in error, and not fed into the Tote Direct pool it will be settled as an eachway accumulator at starting price odds. A Tote Jackpot taken outside the pool will be settled as a win accumulator at starting price odds.

"Tote" must be clearly marked to enable settlement to be made at these odds. If "Tote" is not written, bets will be settled at Starting Price unless otherwise indicated in the properties. Exclusions
Bets at Tote odds are not acceptable for meetings where race by race results are not to our shops, greyhound racing, Irish Racing (except Irish Tote Placepots) or for ou bets i.e. Lucky 15/31/63. If taken, settlement of such bets will be made at Startia accordance with our General Betting Rules.

2 TERMS AND CONDITIONS Bambury Bookmakers operates licensed betting offices in Ireland. The followers and conditions (the "Terms and Conditions") govern the acceptance of the conditions of the "Terms and Conditions".

Bambury Bookmakers betting offices

hout these Terms and Conditions any reference to "the Company", "we" or "us" shall e to Bambury Bookmakers Limited and customers of the Company are referred to as

Bambury Bookmakers Limited is fully licensed under the relevant laws of the Republic of APPLICABILITY OF THESE TERMS AND

CONDITIONS These Terms and Conditions will be displayed in Rambury Bookmakers offices or will be provided to you on request. It is your responsibility to make sure that you ha understood these Terms and Conditions before placing a bet with us but we answer any questions you may have or if you would like a copy of our Terms & and General Betting Rules please contact us by telephoning 1800 521 421.

orts to ensure that any significant changes to these Terms and Conditions. However, we will make reasonable orts to ensure that any significant changes to these Terms and Conditions will be notified Customers by an appropriate method (which may include a notice being posted in our titing offices). emains the Customer's responsibility to periodically check the Terms and G ure that they continue to agree with them and Customers are advised to ms and Conditions when they visit a Bambury Bookmakers office. Your con any Bambury Bookmakers betting office will be deemed to be your acceptance of the Tern

id Conditions and Privacy Policy and any changes to them. Any bets received (but not settled for to the time of amendment of our Terms and Conditions will be subject to the ms and Conditions. If you do not accept any amendr

These Terms and Conditions are effective from 1th April 2013 and supersede all previous r attention is drawn to our Privacy Policy which describes how we deal with and p r personal information and by accepting these Terms and Conditions you ar r attention is drawn to our Privacy Policy which describes how we deal with and protect r personal information and by accepting these Terms and Conditions you are also nowledging and accepting that Policy. As well as your accepting our privacy polic erally, you also acknowledge that we are entitled to share your personal information in regulators, sports bodies and authorised bodies (including the Police and the Serious anised Crime Agency) for the purpose of investigating fraud, money laundering or sports grib insure.

You should also be aware that B2 and B3 gaming machines available on our premises may be subject to separate terms and conditions and these are available on our prentises may the Help Menu and include maximum payouts. It is your responsibility to read these rule before you make use of the machines. Also see "Gaming Machines" in the general section our General Betting Rules.

2.2 YOU AND YOUR CAPACITY

of your using any services provided by us, you warrant and represent that you ge of 18 and have the mental capacity to take responsibility for your own actions into a legally binding agreement with us. You are reminded that it is an offence for you to participate in gambling if you are under 18

years of age. It is also a criminal offence for anyone to help a young person (a person betweer the ages of 16 and 18) or child (a person under the age of 16) to gamble.

You understand that by using our products and services you may lose money and you accept full responsibility for such losses. You must exercise your own judgment in choosing to place a bet. You acknowledge that, in placing a bet you are not relying on any statement of any employee of Bambury Bookmakers relating to the subject matter of a bet. In order to prevent underage gambling, we reserve the right to ask for acceptable forms of identification (see below) for anyone who appears to be under the age of 18. Acceptable forms of identification must:

Contain a photograph from which you can be identified; State your date of birth; Be valid (i.e. not out of date or expired); Be legible and show no signs of tampering. If you cannot produce acceptable identification documents when requested you will be required

CUSTOMER CONDUCT IN OUR

LICENSED BETTING OFFICES We reserve the right to remove or ask any customer to leave our premises if we believe they are being disruptive to the smooth running of our business. Without in any way limiting the

- Customers may not bring onto the premises any intoxicating liquor for consumpti on the premises. Any sale or resale of any items or products on the premises is strictly forbidden.
- b) Customers are not permitted to smoke on the premises, save in relation to those
- utside areas which are clearly indicated. ustomers are forbidden from passing, dealing in or taking an illegal substance on the premises.

 d) Customers will not be allowed into or to remain on the premises if we or any membe of our staff in its discretion considers him/her to be drunk, rowdy or where the leve of consumption of any substance may, in the view of any member of our staff, give rise to the customer being difficult or unpredictable, or a danger to him or herself, staff and other customers, or likely to bring the character of the premises and the Company into disrepute, or undermine the security of the premises in any way.

We reserve the right to exclude and/or bar Customers from any or all of our offices if a

customer on the premises is involved in, responsible for (whether wholly or partly), or complicit in any of the following acts or instances of behaviour. He or she may be removed from the premises and/or be barred from entering the premises in relation to prior instances of such

acts or behaviour:
a) Smoking (where not otherwise permitted) or use of, passing of or dealing in illegal substances Sale or resale of any items

Sale or resale of any items
 Any lewd, drunken or offensive behaviour or behaviour likely to put that customer, any other customer or any member of staff in danger or likely to result in any impairment of the enjoyment by other customers of the games and services on offer on the premises or impede the provision of those services, or impact in any way on the reputation of the Company
 Any attempt by a customer to assist or encourage any person under the age of 18 to

d) Any attempt by a customer to assist or encourage any person under the age of 18 to gamble on the premises e) Where the Company reasonably suspects that the customer is using the premises to conduct any form of illegal behaviour f) Where the Company reasonably suspects that the customer is attempting to cheat or does cheat at any of the games provided at the premises including on any terminal/machine or defraud the Company either on his own or in conjunction with any other person or entity or is attempting to and/or assisting another person/entity to cheat or defraud the Company g) The customer is involved in systematic money lending to other customers on the premises (save that "systematic" for these purposes may involve instances of money lending which has taken place, or which the Company suspects may have taken place, on other premises owned or controlled by the Company or other companies in a group of which the Company forms a part).

It is within the Company's discretion whether to allow any Customer removed or barred from entering the premises in the above circumstances back into the premises and the customer will be notified to that effect when he or she attempts to attend the premises again. Any Customer attempting to assist any other customer to avoid such a ban may similarly be excluded.

The Company may also determine in its absolute discretion whether to inform the police, the Gambling Commission or the Local Authority in relation to any refusal of entry, removal or exclusion of a Customer, and it reserves the right where relevant to bring a prosecution itself and claim damages where the inappropriate use of premises by the Customer or his or her use contrary to these terms and conditions may cause the Company loss.

The Company is entitled to exclude from the premises any person who we reasonably suspect to be under the age of 18 unless such person is able to immediately produce satisfactory ID. In any instance where an under 18 has been found to be gambling on the premises, all monies (if any) and bets made by him or her will be voided and any winnings will be retained by the pany pending a police investigation

Payment will only be made on presentation of the official original receipt. Where this has been lost you must complete a Lost Receipt Claim Form and payment will be released provided we are satisfied with the bona fides of your claim and you agree to indemnify Bambury Bookmakers in the event of a further claim on the bet. To enable the company to carry out necessary checks, the earliest payment on a Lost Receipt Claim Form will be 24 hours after a properly completed claim form is lodged with the company. You will be required to sign for the payment and in most cases provide photographic proof of identity. It is the responsibility of the customer to ensure the safety of their slip and where payment has already been made on the official receipt prior to your claim being lodged, we regret that no further payment can be made.

We do not guarantee payment of returns from any bet claimed later than 60 days after the time the final result affecting settlement of the bet was known. If any claims are made after this date we will do our utmost to trace the bet but cannot guarantee that any payment will

In this section a "complaint" means a complaint about any aspect of our conduct in relation to your dealings with us and a "dispute" means any complaint which is not resolved through the Complaints Procedure and which relates to the outcome of a gambling transaction. All disputes are dealt with under our Dispute Resolution Policy, Complaints will not be heard by us unless they are raised with us within 12 weeks of the date of the event or events to which the bet relates.

It shall be a condition of your agreement with us that any complaints and disputes are and remain confidential both whilst we seek a resolution and afterwards. You agree that you shall not disclose the existence, nature or any detail of any complaints and disputes to any third party (which shall include the discussion of any such complaints and disputes in any chat room, forum, blog or social networking site offered by any third party). If you do so, that shall be considered a breach of these Terms and Conditions and we will no longer be obliged to continue to seek a resolution of your complaint and we will exclude you from entering our shops.

STAGE 2 If having spoken to our shop staff your query is not resolved, then you can contact our Head

Email: info@bamburyleinster.com estigate your complaint in detail with the staff concerned and inform you in writing

2.5.2 Dispute resolution policy

If a complaint is not resolved to your satisfaction by the use of our Complaints Procedure



If your complaint is about a betting related problem, such as the way your bet has been settled. or about the operation of a Category B gaming machine then you can write to the Independent Betting Adjudication Service (IBAS). They are an independent body who will investigate you complaint and their independent panel of experts will rule on the correct settlement of your bet or the correct resolution of a dispute involving a gaming machine. In doing this they will ask us to provide any relevant information to help them with their enquiry. Bambury

of litigation, court action or objection to the operator licence and/or premises licence unless the dispute has been submitted for adjudication in accordance with the these Rules and the decision of the adjudicator has not been implemented by the relevant party.

ers will always abide by a decision made by IBAS.

2.6 SELF EXCLUSION AND GAMCARE

to keep information relating to instances where we have cause for concern and to prov such information to the Gardai. For those customers who wish to restrict their gambling, we provide a self-exclusion policy nich enables you to restrict your ability to place bets in a particular shop or shops for a inimum period of six months. The restriction will last indefinitely until you take positive

We will put all reasonable safeguards in place to ensure that once you self-exclude you will We will put all reasonable safeguards in place to ensure that once you self-exclude you will not be permitted entry onto the premises from which you have elected to be self excluded irrespective of your wishes to the contrary. However, should you be able to gain entry to these premises (despite our reasonable efforts to prevent this), we will have no liability in relation to your gambling losses or any related damages or claims made by you or a third party. Likewise you will have no claim against us for refusal to permit you entry or for not barring you from premises other than offices operated by Bambury Bookmakers.

The National Association for Gambling Care Educational Resources and Training (GAMCARE)

provides information, advice and counselling to individuals, their family and friends who hav concerns about problem gambling. If you require any information the Manager of this branch will be pleased to assist you. The Helpline number for Gamcare is 0845 600 0133 or visit

3 PRIVACY POLICY

This privacy policy sets out the data processing practices carried out by Bambury Bookmakers. Any personal information the customer supplies to us will only be used for the purposes of determining the customer's suitability as a betting customer and processing his/her bets. Provided that the customer has indicated their acceptance, then Bambury Bookmakers may from time to time contact the customer regarding related products and services that may be of interest. Where required by law, your personal information may also be disclosed to an applicable governmental, regulatory, sporting or enforcement authority. Additionally, your personal information may be disclosed to any fraud prevention organisation, regulatory or sports governing body in connection with policing the integrity or enforcing the rules of a sport or game and/or prevention and detection of crime and with whom Bambury Bookmakers has agreements from time to time for the sharing of such data and where we consider that there are reasonable grounds to suspect that you may be involved in a breach of such rules or the law, have knowledge of a breach of such rules or the law, have knowledge of a breach of such rules or the law or otherwise pose a threat to the integrity of the relevant sport or game. Those bodies may then use your personal information to investigate and act on any such breaches in accordance with their procedures.

The Company may at its discretion decide that the Customer should be barred from (and if so for what period of time) any other premises owned or controlled by the Company or any other company in a group of which the Company forms a part and where reasonably possible it will inform the customer by post or email to that effect.

Without prejudice to the above, the Company may take all steps within its discretion in connection with a customer's acts or behaviour on the premises that it considers appropriate in order to preserve the security of the premises, any items or cash on the premises, the health and safety of staff or other customers, or the enjoyment by customers of the facilities

CCTVs are used on our premises. You agree that by entering these premises your image may be captured and used and disclosed to third parties in so far as Bambury Bookmakers has legitimate concerns about the security of the premises, or items or cash on the premises, adherence by customers to these terms and conditions, and the safety of customers and staff

2.5 COMPLAINTS AND DISPUTES

In relation to all complaints or disputes, we reserve the right to record all telephone and email communications with you and any other person. In the event of a dispute as to the content of any such communication, reference will be made to such records where they exist and to our transaction database which, in the absence of any contrary evidence, shall be decisive.

2.5.1 Complaints procedure

We take complaints seriously. If you have a problem regarding any aspect of our service, we always try in the first instance to resolve the issue "face-to-face". You should bring your query to our attention by speaking to the person in charge of the shop at the time, either the Manager or Assistant Manager, who will endeavour to resolve your problem.

stage 1 and 2) you may, in the case of a betting related problem, refer the matter to an ndependent adjudicator by use of our Dispute Resolution Policy (stage 3). Where a dispute s referred to 18AS the resulting decision shall be final and binding and you therefore will not have further recourse to the courts.

I-B-A-S

se note that you should always progress through stages 1 and 2 before contacting IBAS. r contact details are as follows:

Independent Retting Adjudication Service PO Box 62639 O Box outlined to the control of the

If your query is about the service you have received rather than a betting or gaming machine related problem, then you should write to our Head Office at the address above. The matter will be investigated and we will contact you with a solution at the conclusion of our investigation.

We recognise that for a very small number of customers gambling ceases to be fun and Bambury Bookmakers is committed to a policy of providing support and assistance wherever it can. Information in relation to help with problem gambling is available in all our shops. Pleas talk to the shop manager if you wish to discuss any problems that you or a family member may have related to gambling using our betting facilities.

e reserve the right to approach you in instances where we consider you may ne

action to end it by visiting one of our shops and undertaking a review meeting with a manage when you will be required to take twenty four hours to consider your decision to return to gambling. If you require any information relating to this facility please speak to the shop manager in the first instance or alternatively, call our Customer Service Department. If we believe that gambling has ceased to be fun for you and that your gambling will cause you financial or personal difficulties then we reserve the right to exclude you (in so far as we reasonably can) from our betting offices in a particular area.

Bambury Bookmakers may use information that it collects from you when placing a bet to collate statistics and betting patterns. By placing a bet, you consent to Bambury Bookmaker's use of such information.

immediately leave the betting shop

2.4 CLAIMING YOUR WINNINGS