

Guidance for Betting Ring Managers

These guidelines have been developed to cover specified situations not dealt with in the Racecourse/Bookmaker Licences, Special Conditions E, or Licence Conditions and Codes of Practice issued by the Gambling Commission.

The content of this section is the result of collaboration between Bookmakers associations, the Technical sub-Committee, racecourse representatives and betting compliance practitioners. It provides extensive guidance which those engaged in betting ring compliance management will find of assistance.

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1. Standard Joint Specification

Clause 2.7.4 of *Special Conditions E* (the terms and conditions of bookmakers' entry into racecourses) state that bookmakers must 'conduct bookmaking activities from a stand and equipment (including display boards) known as a joint that is compliant with the specification agreed by the RCA, NAB, ARB and RBA from time to time.'

The agreed specification is reproduced below.

Standard Ring Joint

- Maximum height from ground including signage but excluding umbrella – 2800mm
- Maximum width of base (standing) section – 1300mm
- Maximum depth of base (standing) section – 630mm
- Maximum height and width of display board – 1210mm x 650mm
- Maximum width of display board including signage – 650mm*
- Maximum width of top/header board – 650mm*
- Maximum width of umbrella - 2100mm

*NB. Bookmakers who already had 'full surround' signage and/or a top/header board up to 800mm width as at 21st February 2017 may continue to use such equipment if (a) they use a display board no wider than 550mm and (b) they have registered their entitlement with RBC.

It is the bookmaker's responsibility to ensure that the Joint and equipment are safe and fit for purpose. This includes a responsibility to check that the weight-bearing capacity of the Joint is suitable to accommodate the size and weight of any equipment or personnel which will be attached to or occupy the Joint. The umbrella and all signage must be safely secured.

Joints must always be tethered to the anchorage points provided. Where anchorage points are not provided, it is the racecourse's responsibility to source and provide suitable anchorage method.

It is not permitted to attach a second LED Board to the Joint. Secondary non-LED odds boards (e.g., at Festival meetings to display odds for the later / feature races) may be used at floor level at the discretion of the BRM, so long as they do not impact negatively on crowd flow or other bookmakers (including 'blocking off' footfall or sight lines to other bookmakers).

Standard Rails Joint

- Maximum height from bottom of base, including signage but excluding umbrella – 2800mm.
- Maximum width of base (standing) section – 1300mm but may be up to 1800mm wide with the prior permission of the racecourse)
- Maximum depth of base (standing) section – 620mm
- Maximum height and width of display board – 1210mm x 650mm
- Maximum width of display board including signage- 650mm*
- Maximum width of top/header board - 650mm*
- There is no maximum size for rail flaps, so long as they do not encroach on the space of the adjacent pitch.

*NB. Bookmakers who already had 'full surround' signage and/or a top/header board up to 800mm width as at 21st February 2017 may continue to use such equipment if (a) they use a display board no wider than 550mm and (b) they have registered their entitlement with RBC.

Rails Umbrellas – After 1st June 2014

- **Any new Rails umbrella purchased must be 1300mm square.**
- The rails umbrella must not exceed 1300mm square or be of such a shape or design that enables it to encroach upon the adjoining pitch.
- Umbrellas which encroach in any way on the adjoining pitch must not be used.
- Pre-existing non-standard umbrellas which are smaller than 1300mm square (ie any shape or size which fits entirely within a 1300mm square) may be used.
- All umbrellas (including non-standard versions) must be securely attached to the joint using a strap or other appropriate device.
- The umbrella canopy may be supported by any number of struts so long as it falls within the specification for size.
- The drapes that attach to the umbrella must be transparent.
- Any manufacturer or supplier may be used so long as the specification is met.
- All third-party advertising on any umbrella must be covered completely (not partially).

The standard Rails Joint is bolted to a railing which is fixed into the ground. At some racecourses no such railing exists and bookmakers are permitted to use Ring Joints in the appropriate location.

It is the bookmaker's responsibility to ensure that the Joint and equipment are safe and fit for purpose. This includes a responsibility to check that the weight-bearing capacity of the Joint is suitable to accommodate the size and weight of any equipment or personnel which will be attached to or occupy the Joint. All signage must be safely secured.

It is not permitted to attach a second LED Board to the Joint. Secondary non-LED odds boards (e.g. at Festival meetings to display odds for the later / feature races) may be used at floor level at the discretion of the BRM, so long as they do not impact negatively on crowd flow or other bookmakers (including 'blocking off' footfall or sight lines to other bookmakers).

2. Signage

The Gambling Commission's *Licence Condition and Codes of Practice*, alongside the racecourses' *Special Conditions E*, place great emphasis on the need for Operators to display clear, prominent signage on their Joints. All Operators should take great care to ensure that signage is displayed in an accessible and customer-friendly manner, such that the terms of betting are clearly visible at the time each customer places a bet.

'Clear and prominent' signage is characterised as being permanently displayed (i.e. not scrolling) and not obscured by any other signage or tucked away on an obscure part of the joint.

It is preferable, but not obligatory, for all signs to be professionally pre-printed. In such cases the minimum height of the letter or number must be 12mm. Alternatively,

the LED board may be used to display mandatory signs (although such signs should not be scrolling).

Signage should also be of an appropriate size. In the absence of professionally pre-printed signage, the characters in hand-written signage should be at least 35mm high (i.e. the same height as the characters on an LED board).

3. Operating the Pitch and Taking the Pick

(a) Accredited Persons

Each pitch must be under the control of an accredited person. Only persons who hold appropriate accreditation are permitted to take a pick at pitch allocation time.

'Appropriate accreditation' is defined by the following criteria:

1. The Operator must hold a current Operating Licence issued by the Gambling Commission.
2. The Operator must be registered with RBC and must satisfy all the necessary criteria to maintain such registration.
3. The Operator must hold a 2052 Bookmaker's Licence as issued by the racecourse or, at the racecourse's discretion, must hold a day licence.
4. Only persons named on schedule X or Y of the Operating licence may take a Pick.
5. If somebody is named on the Schedule X or Y of more than one Operating Licence, s/he may take the pick for only one Operator and they must proceed to work for that Operator exclusively throughout the rest of the day.
6. A Schedule X or Y person may take the pick of more than one pitch to be used by a single Operator but only if those pitches are networked (i.e. the books are remotely linked).
7. Large Scale operators (LSOs) do not have Schedule X or Y persons listed on their Operating Licence. Consequently, LSOs must provide RBC with a list of the on-course representatives who are entitled to take a pick on their behalf, maintained and updated as necessary.

(b) Late Arrivals

If the Operator is late, the BRM will select a pitch for that Operator based on the BRM's assessment of the 'next worst' pitch in the ring relative to the last Operator who exercised a pick at the official pitch allocation time. For example, where seven operators have taken pitches 1-7 on the front line and the eighth Operator is late, the BRM may elect to put the late Operator into the first pitch on the second line rather than the advantageous pitch 8 on the outer edge of the front line. This applies whether the BRM considers the late arrival to be deliberate or otherwise. It is not possible for operators to benefit by being late, nor is it possible to determine different categories if 'late' (for instance, by treating an Operator more favourably if they have telephoned the BRM to advise that they will be late or if they are unavoidably late for an evening meeting because they were betting elsewhere in the afternoon). Lat is Late.

Operators who miss their pick but arrive while the pitch allocation is still in progress will be allocated a pitch at the first available opportunity, at the BRM's discretion.

Any bookmaker who is persistently late may receive a letter from the RBC office advising him/her that the BRM may refuse to allocate a pitch in the event of a future failure to arrive on time.

(c) Temporary Moves

At the BRM's discretion, Operators will be allowed to move if an allocated pitch becomes vacant – for example, if an Operator leaves early. Otherwise Operators must remain in the pitch they have selected, other than in exceptional circumstances and only then at the BRM's discretion.

(d) Early Betting

Operators are permitted to take bets prior to pitch allocation but they must do so from a pitch which is reasonably close to where they could expect to pick at the official pitch allocation time. For example, number 25 on the Bookmakers' List must not bet early from pitch one on the front line.

(e) Joint Alignment

Standard Joints must stand square to the line of bookmakers in which they are located, facing the front. It is not permitted for Joints to be set at an angle.

(f) Declining to Bet

Under normal circumstances, it is not possible for bookmakers to take out a badge and elect not to bet. This might occur, for instance, where a bookmaker was deliberately trying to restrict the number of competing bookmakers in the ring. However, common sense will be used if a bookmaker decided not to bet, for instance, because his computer had broken down or weather conditions were appalling. Conversely, any bookmaker who decided at pitch time that s/he was not betting would not later be allowed to change his/her mind. This also applies to a bookmaker who had initially turned down a Rails pick but then changed his/her mind because s/he was not subsequently allocated an acceptable Tattersalls pick.

Under normal circumstances, no action will be taken if a bookmaker bets only on the first race and then leaves the track. However, if this becomes a habit, or if the BRM considers that it is done cynically to restrict competition, then further action may ensue.

Bookmakers should note that Badge Box fees will only be refunded at the sole discretion of the racecourse; the main racecourse groups have a policy that Badge Fees will not be refunded under any circumstances.

(g) Rails Bookmakers

Rails Bookmakers must be present at the Rail at pitch allocation time in order to be allocated a pitch on the rails.

(h) Inappropriate Trading Names

RBC reserves the right to prevent bookmakers from using inappropriate trading names even if such names have been approved by the Gambling Commission. Such action will be taken in cases where the trading name is lewd, distasteful or may involve misrepresentation (known as 'passing off'), although these examples are not exhaustive.

4. Last Pick and End of the Line

(a) Last Pick

All operators must take their pick in accordance with their position on the Bookmakers' List. The concept of electing to have 'last pick' – i.e. where an Operator attempts to forego his pick in the numerical sequence of his List Position relative to other Operators on the Bookmakers' List – is not permitted.

(b) End of the Line

Operators will sometimes elect to pick the 'end of the line' which is an unspecified pick designed to secure the outside pitch. This is acceptable but it does carry its own dangers which Operators should be aware of.

When choosing the 'end of the line' an Operator is nominally assigned the last pitch in the line. Similarly, it is possible for another Operator to choose 'one inside the end of the line' and so on. It is then permissible for the Operator(s) at the 'end of the line' to shuffle up to those Operators in the main body of the line. The Operator(s) in the main body of the line do not have the right to veto the shuffle-up.

E.g. 1: Pitches 1 to 13 are occupied and there is then a gap to pitches 18,19 and 20. The three Operators at the 'end of the line' want to shuffle up to pitches 14,15 and 16. The shuffle-up would be permitted.

E.g. 2: Same as above but the operator in pitch 13 objects to the shuffle-up. The objection must be overruled and the shuffle-up would be permitted.

E.g. 3: Same as above but the Operators in pitches 19 and 20 want to shuffle-up and the Operator in pitch 18 does not wish to do so, having specifically chosen pitch 18 as opposed to 'two from the end of the line'. The shuffle-up would not be permitted. Nor would 19 and 20 be allowed to 'leapfrog' 18 and move to any of the vacant pitches 14 to 17.

E.g. 4: Same as example (3) above but the Operators in pitches 19 and 20 want to shuffle-up and the Operator in pitch 18 does not wish to do so, having specifically chosen 'two from the end of the line' as opposed to 'Pitch 18'. The shuffle-up would be enforced for all three Operators, as partial 'shuffle-ups' are not permitted.

E.g. 5: Same as example (1) above but the Operators in Pitches 19 and 20 do not want to shuffle-up whereas the Operator in pitch 18 does. The shuffle-up would be enforced for all three Operators, as partial 'shuffle-ups are not permitted.

E.g. 6: Same as above but the Operator in pitch 13 wants to shuffle-up to pitch 17. The shuffle-up would not be permitted as the Operator in pitch 13 has chosen a pitch number, not the 'end of the line'.

The 'end of the line arrangements above do not apply to the Rails. Rails bookmakers must choose a specific pitch number and, on request, may shuffle up at the BRM's discretion.

5. Secondary Payouts and Single Payouts for Operators of Multiple Joints

Secondary payout locations (i.e. a payout location other than the Standard Joint itself, whether that location is adjacent to or away from the Joint) are allowed only where the racecourse has specifically given advance permission and where a prior Health and Safety assessment has been carried out to ensure that crowd safety is not adversely affected. Such permission will usually only be given for (but is not restricted to) Festival race meetings. Any Operator using a secondary payout must carry out a risk assessment which must be produced in request, for any equipment used. Secondary payouts must be used for paying out winning bets only; it is not permitted to lay bets at the secondary payout, or to display a list of runners at that location.

Where an Operator is using more than one Standard Joint (i.e. he/she has more than one list position), all the Joints must be used for payout purposes. It is not permitted during racing for the Operator to direct customers to a single Joint for payout when they have multiple pitches. This does not apply, however, if the Operator is using an approved secondary payout location as the single payout for multiple pitches and there is no adverse impact on customer flow.

6. The Treatment of Non-Runners and Horses Finishing Alone in Fixed-Odds Forecast Betting.

Operators are entitled to apply their own terms for the treatment of non-runners (i.e. withdrawn horses) in fixed-odds forecast betting. Such terms must be clearly and prominently displayed. Unless otherwise stated, the recommended treatment for a race where there has been a withdrawn horse (or horses) however, is as follows:

- All winning bets taken prior to the withdrawal should be settled in accordance with the official Computer Straight Forecast dividend.
- All losing bets taken prior to the withdrawal should be settled as losers.
- All bets taken prior to the withdrawal which contain one non-runner should be settled as an SP win single on the remaining selection. Therefore, stakes are only void when both horses in a Forecast bet have been withdrawn.
- All bets taken after the withdrawal should be paid in full at the revised fixed odds that were applied when the bet was struck.

In a race where only one horse finishes (assuming there were more than two starters -see below), if the bookmaker was offering a 'horse to finish alone'(or simply 'Finish Alone') option, then that should be settled as the winner and all other bets settled as

losers. For bookmakers not offering the 'horse to finish alone' option, Forecast bets should be settled as an SP win single on Forecasts that included the winner as the first selection.

However Forecast bets will be made void where a race is reduced to just two starters because of withdrawals that have taken place after the Forecast bet had been struck, unless the bookmaker's own rules (which must be prominently displayed) stated otherwise.

Betting Ring Managers will follow the above guidelines in the event of a query or a dispute.

7. Encroachment

It is not permissible for an Operator to adversely impact upon the space or crowd flow available to any adjacent Operator for whatever reason. This is termed 'encroachment' and it includes instances where the free movement of people around the betting ring is restricted by bookmakers' staff or equipment.

Encroachment occurs when a bookmaker or his staff/equipment advances beyond the proper limits of the space available to him/her and intrudes into the space which is available for another bookmaker to use without impingement. Such encroachment might occur because of excessive apparatus (e.g. storage boxes, display boards or other equipment) or even because of the physical size of one of the staff members. Generally, this is more likely to occur on the Rails, where each Standard Joint is by design only 4'2" wide. In such instance, the BRM will ask the offending Operator to take the necessary action to resolve the issue. If resolution is not possible, the BRM may stand down the offending Operator.

8. Tidiness in the Betting Ring

Bookmakers should make every effort to be clean and tidy around the racecourse. In particular, bookmakers should:

- Retain paid tickets and odds sheets rather than discarding them around the Joint.
- Ensure that storage boxes and equipment are stored safely in a designated area (where provided).

9. Transferred, Additional, Mixed and Double Meetings

1. Where a race meeting is transferred to another racecourse, the bookmakers' lists for the racecourse staging the race meeting shall be used.

E.g. If Chepstow NH is transferred to Wolverhampton AWT, the bookmakers' list for Wolverhampton AWT will be used.

2. Where a race meeting is in the official BHA annual fixture list and is transferred between codes but remains at the same racecourse, the bookmakers' lists for the original code will be used.

E.g. If Lingfield park Turf is in the official BHS annual fixture list and it is transferred to Lingfield Park AWT, the bookmakers' list for Lingfield Park Turf will be used.

3. Where a race meeting is not in the official BHA annual fixture list (i.e. it is an additional or transferred fixture), the bookmakers' lists for the surface on which it is being run will be used.
E.g. If Southwell AWT hosts an additional or transferred fixture restricted only to horses eligible to run in NH Flat races ('jumpers for bumpers'), the bookmakers' lists for Southwell AWT will be used.
4. In all cases, Flat or Turf bookmakers' lists will always take priority over NH or AWT lists in the event of a mixed meeting. This will apply even if just one race takes place on the Flat or Turf.
E.g.1 If Sandown Park stages a race meeting with one Flat race and five NH races, the bookmakers' lists for Sandown Park Flat will be used.
E.g.2 If Southwell stages an additional meeting with one Turf race and seven AWT races the Southwell Turf bookmakers' lists will be used.
5. Where two race meetings take place at the same track on the same day – e.g. Wolverhampton AWT afternoon and evening – there will be two separate pitch allocations. Bookmakers attending both meetings will be required to pay only one Betting Administration Fee, although a Betting Badge may be payable for both.

10. Retention of Paid Tickets

Bookmakers are strongly advised to retain all paid tickets in an orderly manner. This assists the Betting Ring Managers in dealing with the lost ticket queries and enables the bookmaker to produce documentary proof where a customer is claiming a lost ticket payment but the payout has already been made to someone who has found the lost ticket and presented it for payment. It is recommended that retained tickets are partially but not fully ripped to signify payment but nevertheless enable the paid ticket to be examined.

In any event, bookmakers must be able to demonstrate within a reasonable amount of time whether a bet has been paid or not. Most bookmakers will do this by crossing off and retaining paid bets or by using a scanner, although any method is acceptable.

11. No Finishers

Under the Rules of Racing (Part 5 (B)66 as updated), any race which has no finishers will be declared void by the Stewards. Consequently, all stakes on such races must be returned. Bookmakers must not, therefore, offer prices on 'No Finishers'.

12. Voiding of Bets by Mutual Consent

The voiding of bets can only take place by mutual consent between bookmakers and customer unless the customer was unavailable, in which case after due consideration the Betting Ring Manager could authorise the voiding of a bet (for instance a bet which was evidently on the wrong horse or which contained the wrong stake). In such cases the incorrect bet would be made void and the correct bet would be generated in its place. Bookmakers should note, however, that some customers

might not accept s 'remote' voiding, in which case the dispute might be referred to Tattersalls Committee.

13. Betting Ring Layout where there are no Anchorage Points

After due consideration and consultation, the Betting Ring Manager may restrict the number of pitches available in a ring where there are no Anchorage Points and the number of bookmakers in attendance is likely to be significantly less than the official Bookmaker Number (e.g. certain race meetings at Chester Course).

14. Bookmaker Promotional Material

Bookmakers should note that promotional material (such as leaflets or free bet tokens) can only be distributed with the express advance permission of the racecourse.

15. Accidents and Incidents

Any bookmaker who is involved in an accident or incident at the racecourse should inform the BRM without delay. The BRM will then relay such news to the relevant racecourse personnel, who would undertake the necessary accident reporting procedures. This includes situations where the bookmaker or his/her staff have caused an accident by, for instance, a flying umbrella or a fallen Joint, or where the bookmakers or his/her staff are themselves a victim of an accident or incident.

16. Each-Way Betting

When there is a withdrawn horse in a race, each-way bets automatically revert to the default place terms. Bookmakers are required to bet to standard terms so this is a straightforward matter in all races except where there are four or three runners, where the bookmakers have discretion to bet each-way 1/5 odds 1-2. (Normally such races would be 'win only').

In such cases, each-way bets taken prior to a withdrawal in a 5-horse race will automatically go 'all up to win' unless a sign is clearly displayed stating that the bookmaker will still pay two places in the event of a withdrawal or withdrawals. This applies equally if the bookmaker is already offering 1/5 odds for two places on a 4-horse race when the withdrawal occurs. In the event of such a race being reduced to three runners, all each-way bets taken prior to the withdrawal will automatically go 'all up to win' unless a sign is clearly displayed stating that the bookmaker will still pay two places in the event of a withdrawal or withdrawals.