

Away Resorts Responsible Gambling Policy

(Last updated 14th July 2025)

This policy applies to all bingo and gambling-related activities operated under a valid bingo operating licence at Away Resorts parks, including those conducted at entertainment venues within our parks.

1. Introduction

At Away Resorts, we are committed to ensuring that all gambling activities offered on our premises are conducted responsibly, fairly, and in accordance with our obligations under the Gambling Act 2005 and the Licence Conditions and Codes of Practice (LCCP) issued by the Gambling Commission.

Our goal is to promote gambling as a safe and enjoyable form of entertainment, while recognising that for a small number of individuals, gambling may lead to personal, social, or financial harm. This policy sets out how we protect participants and uphold the licensing objectives.

2. Legal Compliance and Licensing

All gambling and bingo activities:

- Are operated under a valid bingo operating licence held by Away Resorts Limited or the respective park;
- Are open only to individuals aged 18 and over; and
- Are offered on a voluntary basis.

By participating, individuals confirm they are over the age of 18. Proof of age may be requested, and entry will be refused to anyone who cannot produce satisfactory identification.

3. Licensing Objectives

In line with the Gambling Act 2005, Away Resorts ensures that all gambling activities are managed to support the following licensing objectives:

- Preventing gambling 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; and
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

4. Protecting Young and Vulnerable People

- Access to gambling activities is restricted to those aged 18 and over. Our staff are trained to operate a Challenge 25 policy and request ID where there is any doubt about a participant's age.
- Children and young persons are not permitted to participate in or assist with gambling-related activities.
- Vulnerable individuals, including those with impaired decision-making capacity or signs of distress, will not be knowingly permitted to participate. Staff are trained to identify and sensitively manage such situations.

5. Marketing and Transparency

- All bingo and gambling promotions will be conducted fairly, clearly and responsibly.
- Marketing materials will be age-appropriate, not misleading, and will not encourage irresponsible gambling.
- All odds, terms and conditions, and prize structures will be made available in an accessible format and in plain English.

6. Responsible Participation

- Participants are encouraged to gamble only what they can afford and to treat gambling as a form of entertainment, not a means of making money.
- Staff are trained to engage appropriately with individuals who may display signs of excessive or harmful gambling.
- Participation limits or restrictions may be applied, and individuals can voluntarily request self-exclusion from future gambling activities.

7. Self-Exclusion

We provide a self-exclusion option for any guest who wishes to restrict their access to gambling activities at our parks.

- Self-exclusion is available on request and is binding for a minimum of six months.
- Individuals who self-exclude will not be permitted to participate in any gambling activity during this period.
- Guests will be signposted to external support organisations for additional help.

8. Sources of Help and Support

If you or someone you know may be experiencing issues related to gambling, we encourage you to seek help. The following organisations provide free, confidential advice and support:

- **BeGambleAware** – www.begambleaware.org
- **GamCare** – www.gamcare.org.uk
- **National Gambling Helpline** – 0808 8020 133

These services are available 24/7 and are free of charge.

9. Complaints and Feedback

We aim to maintain the highest standards of customer service. If you have any concerns or complaints regarding our gambling activities, please contact:

Legal, Away Resorts Limited, Maylands Building, 200 Maylands Avenue, Hemel Hempstead HP2 7TG

legal@awayresorts.co.uk

Please include the date, time, park and a clear description of your complaint. All complaints will be treated confidentially, acknowledged within 48 hours, and resolved in accordance with our internal complaints procedure.

10. Staff Training and Oversight

All team members involved in gambling-related activity at Away Resorts:

- Receive appropriate training in responsible gambling practices;
- Are expected to comply fully with this policy;
- Are briefed on how to identify and respond to vulnerable individuals and underage attempts; and
- Are empowered to act if they observe any breaches or cause for concern.

11. Final Statement

Away Resorts is committed to responsible gambling. We want every guest to enjoy our facilities in a safe, inclusive and supportive environment. If you are ever in doubt, please speak to a member of staff, we are here to help.

This Responsible Gambling Policy is reviewed annually and updated as required to reflect changes in law, regulation, or best practice.