

Operator licences – regulatory decisions

The Commission has the power to apply the following sanctions to operating licences, following review:

- warning
- imposing additional conditions or amending existing ones
- financial penalty (only in the event a licence condition is breached)
- suspension
- revocation.

In this table, we publish the names of companies or individuals whose licences have lapsed, been revoked, forfeited, expired, suspended or surrendered in the last three years only.

The regulatory sanctions to date are set out below:

Licence Holder	Trading name	Licence type	Decision	Date of decision	
Boylesports Enterprise	bingo.boylesports.com boylebingo.com boylecasino.com boylegames.com boylelotto.com boylepoker.com boylesports.com boylevegas.com casino.boylesports.com games.boylesports.com livecasino.boylesports.com lotto.boylesports.com mbingo.boylesports.com mcasino.boylesports.com mgames.boylesports.com mlivecasino.boylesports.com mlotto.boylesports.com mobile.boylesports.com mvegas.boylesports.com poker.boylesports.com vegas.boylesports.com	Remote: Bingo, Casino, General Betting Standard – Real Event, General Betting Standard – Virtual Events, and Pool Betting	Warning, attached conditions and financial penalty	26 October 2020	<p>Following a review of the operating licence undertaken against Boylesports Enterprise t/a Boylesports.com (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> • breached licence condition 12.1.1 (Anti money laundering - Prevention of money laundering and terrorist financing), paragraphs 1-3. • breached licence condition 12.1.2 – Anti-money laundering measures for operators based in foreign jurisdictions. <p>In line with the Commission’s <i>Licensing, compliance and enforcement policy statement</i>, the <i>Indicative sanctions guidance</i> and the <i>Statement of principles for determining financial penalties</i>, the Commission has decided to:</p> <ul style="list-style-type: none"> • give the Licensee a warning under section 117(1)(a) of the Gambling Act 2005 (the Act) Act). • attach additional conditions to the Licensee’s operating licence under section 117(1)(b) of the Act • impose a financial penalty of £2.8 million.

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					The Licensee co-operated with the investigation and acknowledged the failings from the outset.
Silverbond Enterprises Ltd	Park Lane Casino	Non-Remote Casino Operating Licence Ancillary Remote Operating Licence	Revocation	21 October 2020	<p>After a hearing before the Regulatory Panel, the Commission has decided to revoke the operating licence under section 102(4)(b) of the Gambling Act 2005. This is because the Commission is not satisfied that it would have granted the operating licence to the Licensee had the new controller been a controller of the company when the application for the operating licence was made.</p> <p>In particular, given the Licensee's failure to provide full and proper explanations with supporting evidence timeously the Commission is not satisfied as to the source of funds (SOF) used to acquire and support the Licensee at the time of the change of corporate control or to whom future profits of the Licensee would be paid.</p> <p>The Commission also identified concerns with the suitability of the new controller because of its unsatisfactory history in providing information requested as part of the Commission's enquiries.</p> <p>Subject to appeal, the revocation takes effect on 18 November 2020.</p>
Martin David Verrall, Ian John Verrall & Neil Kenneth Faulkner	Martyn of Leicester	Non-remote general betting limited	Warning	11 May 2020	<p>Following a review of the licence issued to Martin David Verrall, Ian John Verrall & Neil Kenneth Faulkner t/a Martyn of Leicester, the Commission found:</p> <ul style="list-style-type: none"> The Licensee failed to comply with social responsibility code provision 3.2.7 by failing to put into effect policies and procedures designed to prevent underage gambling The Licensee failed to consider paragraph 2 of ordinary code provision 3.2.8 relating to putting into effect procedures that require their staff to check the age of any customer who appears to them to be under 21. <p>In line with the Commission's Licensing, compliance and enforcement policy statement and the Indicative sanctions guidance, the Commission has decided to:</p> <ul style="list-style-type: none"> issue a warning under section 117(1)(a) of the Act.

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Liles Bet Limited	Fraser Bet Blake Bookmakers	Non-remote general betting limited	Warning	11 May 2020	<p>Following a review of the licence issued to Liles Bet Limited, the Commission found:</p> <ul style="list-style-type: none"> The Licensee failed to comply with social responsibility code provision 3.2.7 by failing to into effect policies and procedures designed to prevent underage gambling The Licensee failed to consider paragraph 2 of ordinary code provision 3.2.8 relating to putting into effect procedures that require their staff to check the age of any customer who appears to them to be under 21. <p>In line with the Commission's Licensing, compliance and enforcement policy statement and the Indicative sanctions guidance, the Commission has decided to:</p> <ul style="list-style-type: none"> issue a warning under section 117(1)(a) of the Act.
Sportjumping Tote Limited	-	Non-remote pool betting and ancillary pool betting	Revoked	19 March 2020	<p>Following a licence review under section 116 of the Gambling Act 2005, the Commission determined to revoke the operating licence issued to Sportjumping Tote Limited under the provisions of section 119 of the Act on the grounds of the continued need to hold the operating licence.</p> <p>The Commission found that the operating licence was issued on 28 August 2012. Since the issue of the operating licence the operator has failed to provide facilities for gambling in reliance on that licence.</p>
Triplebet Limited	Matchbook	Combined remote betting intermediary, casino and pool betting	Suspension, attached conditions and financial penalty	17 February 2020	<p>Following a review of the licence issued to Triplebet Limited t/a Matchbook (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> breached conditions of its licence relating to anti-money laundering measures failed to comply with social responsibility codes of practice failed to act in accordance with Ordinary Code provision 8.1.1. <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative sanctions guidance and the Statement of principles for determining financial penalties, the</p>

Licence Holder	Trading name	Licence type	Decision	Date of decision	
					<p>Commission has decided to:</p> <ul style="list-style-type: none"> suspend the operating licence under section 118(2) of the Gambling Act 2005 (the Act). impose additional conditions to the Licensee's licence under section 117(1)(b) impose a financial penalty under section 121 of the Act in the sum of £739,099. <p>More information can be found in the Commission's decision notice, which can be found on the Gambling Commission's website.</p>
William Grimes	Starbets Limited	Non-remote General betting standard (no gaming machines) and Ancillary General betting standard	Revoked	23 January 2020	<p>Following a review, the Gambling Commission decided to revoke the operating licence in accordance with sections 117(1)(f), 119(1) and 120(1) of the Gambling Act 2005. The Licensee had not traded since 2007 and failed to provide sufficient evidence it would provide facilities for gambling within a reasonable period. The Commission determined the Licensee failed to co-operate with the review and is unsuitable to carry on licensed activities. Revocation was necessary in order to uphold appropriate standards and competence.</p>
Martin Bailey	Bailey's racing	Non-remote to provide facilities for betting other than pool betting	Warning and financial penalty	21 November 2019	<p>Following a review of the licence issued to Mr Martin Bailey t/a Bailey's Racing (the Licensee), the Commission found:</p> <ul style="list-style-type: none"> The Licensee breached a condition of its licence relating to reporting key events and other reportable events licence condition 15.2.1. The Licensee breached condition 15.3 of its licence relating to the submission of regulatory returns The Licensee failed to consider ordinary code provision 3.6.4 relating to the employment of children and young people The Licensee failed to consider ordinary code provision 8.1.1 relating to the provision of information to the Commission The Licensee's integrity, and therefore suitability to hold a licence, was brought into question. <p>In line with the Commission's Licensing, compliance and enforcement</p>

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					<p>policy statement, the indicative sanctions guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ol style="list-style-type: none"> 1. issue a warning under section 117(1)(a) of the Gambling Act 2005 (the Act); 2. impose a financial penalty under section 121 of the Act in the sum of £5,000. <p>The reason for this decision was because the Licensee:</p> <ul style="list-style-type: none"> • allowed their 17- year old son to work for them, and provide facilities for gambling, at Lingfield Park racecourse on Saturday 11 May 2019 • knowingly submitted an identification document containing a false date of birth for their son, to a betting ring manager • did not report the matter to the Gambling Commission as required by Licence condition 15.2.1 Reporting key events and other reportable events • failed to consider ordinary code provision 3.6.4 Employment of children and young people
Contagious Sports Limited		Remote Gambling Software, Pool Betting, Casino, General Betting Standard - Real Events and General Betting Standard - Virtual Events	Revocation	1 October 2019	<p>Following a review the Commission decided to revoke the operating licence issued to Contagious Sports Limited (the Licensee) under section 119 of the Gambling Act 2005 on the grounds that it was unsuitable to carry out the licensed activities.</p> <p>The Commission found that</p> <ul style="list-style-type: none"> • the licensee failed to provide assurances that the Licensee intends to provide facilities for gambling • the licensee has failed to provide evidence of the details of the financial investment to cover costs over the next three years • the licensee failed to provide details of the proposed third-party management services or the date the service will commence.

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Silverbond Enterprises Limited	Park Lane Club	Non-remote casino	Warning, conditions attached and financial penalty	17 January 2019	<p>Following a review of the licence issued to Silverbond Enterprises Limited (Silverbond) t/a Park Lane Club (the Licensee), the Commission found the Licensee:</p> <ul style="list-style-type: none"> breached specific conditions of its licence in relation to ensuring complete full Enhanced Due Diligence (EDD) on its top 250 customers within its customer profiling system failed to comply with anti-money laundering (AML) requirements failed to comply with social responsibility (SR) codes of practice. <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the indicative sanctions guidance and the Statement of Principles for determining financial penalties, the Commission has decided to:</p> <ul style="list-style-type: none"> impose a financial penalty under section 121 of the Act in the sum of £1.8 million. issue a warning under section 117(1)(a) of the Gambling Act 2005 (the Act); and impose additional conditions to the Licensee's licence under section 117(1)(b) of the Act. <p>More information can be found in the Commission's decision notice, which can be found on our website</p>
Bingo Forever Limited	Dabbers Bingo	Non-Remote Bingo	Warning	28 August 2019	<p>The Commission conducted a review under section 116 of the Gambling Act 2005 of Bingo Forever Limited's operating licence on the grounds of suitability, breach of licence conditions and because we considered a review would be appropriate.</p> <p>Following a licence review, the Commission decided it was appropriate to issue Bingo Forever Limited trading as Dabbers Bingo a warning under section 117 of the Gambling Act 2005.</p> <p>The reason for the decision was because the Licensee breached the following:</p> <ul style="list-style-type: none"> Section 279(6) of the Act - Offering exempt gaming facilities, namely bingo, to children and young persons

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					<ul style="list-style-type: none"> Paragraph 1 of social responsibility code provision 5.6.1 of the LCCP - Compliance with advertising codes Paragraph 3 of social responsibility code provision 5.6.1 of the LCCP - Compliance with advertising codes
Maxent Limited	Maxent NRR Entertainment	Remote casino and remote linked gambling software licence	Revoked	21 May 2019	<p>After a hearing before the Regulatory Panel, the Commission has decided to revoke the operating licence under section 102(4)(b) of the Gambling Act 2005. This is because the Commission is not satisfied that it would have been granted the operating licence to the licensee had the new controller been a controller of the company when the application for the operating licence was made.</p> <p>In particular, the Commission is not satisfied as to the source of funds used to acquire and support the Licensee at the time of, and following, the change of corporate control. The Commission also identified concerns relating to the new controller's suitability, in that it appeared that he had provided conflicting information and had failed to be full and frank in his dealings with the Commission.</p>
Bestbet Limited		Remote Casino	Warning with financial penalty	03 April 2019	<p>Following a review of the licence issued to Bestbet Limited (the Licensee), the Commission found the Licensee:</p> <ol style="list-style-type: none"> breached conditions of its licence relating to anti-money laundering measures licence conditions 12.1.1 and 12.1.2 failed to comply with social responsibility code provisions 3.4.1 and 3.4.1(e) <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative sanctions guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ol style="list-style-type: none"> issue a warning under section 117(1)(a) of the Gambling Act 2005 (the Act); impose additional conditions to the Licensee's operating licence under section 117(1)(b) of the Act; and impose a financial penalty under section 121 of the Act in the sum of £230,972.

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					<p>The reason for this decision was because the Licensee failed to:</p> <ul style="list-style-type: none"> • comply with the requirement to conduct an assessment of the risks to its business being used for money laundering and terrorist financing as required by Licence condition 12.1.1(1) - Anti-money laundering - Prevention of money laundering and terrorist financing • establish and maintain appropriate risk-sensitive policies, procedures and controls relating to the management of its customers in order to prevent activities related to money laundering as required by Licence condition 12.1.1(2) • ensure that such policies, procedures and controls were implemented effectively, kept under review and revised appropriately as required by Licence condition 12.1.1(3) • put into effect adequate anti-money laundering controls that complied with the Money Laundering Regulations 2007 and 2017 as required by Licence condition 12.1.2 Anti-money laundering measures for operators based in foreign jurisdictions • comply with the requirement to comply with social responsibility code 3.4.1. Compliance with an SRCP is a condition of the licence by virtue of section 82(1) of the Act. <p>The failings were systemic within the business but since the Licensee's assessment, it has proactively put remedial provisions in place to mitigate the risk to the licensing objectives.</p> <p>More information can be found in the Commission's public statement.</p>
Lucky 8 Limited	Lucky 8	Remote Casino, General Betting Standard – Real Event and Gambling Software	Revoked	8 November 2018	<p>Following a licence review, the Commission decided to revoke the operating licence issued to Lucky 8 Limited (the Licensee) under section 119 of the Gambling Act 2005 on the grounds that it was unsuitable to carry on the licensed activities.</p> <p>The Commission found that:</p> <ul style="list-style-type: none"> • the Licensee failed to report two key events in breach of

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					<p>licence condition 15.2.1.4</p> <ul style="list-style-type: none"> the Licensee failed to report key events in breach of licence condition 15.2.1.6 the Licensee had not been acting in reliance on their licence since 2011, despite repeated assurances as to when trading would begin satisfactory assurance in relation to the Licensee's source of funding had not been provided it is unclear where management responsibility for the Licensee rests and has rested the Licensee failed to submit change of corporate control applications in relation to two changes in shareholdings it was difficult to accept that the link between the Licensee and GlobeCas (an unlicensed entity claiming the Licensee's licence as its own) could have been made without the knowledge and consent of one of the Licensee's directors.
Casumo Services Limited	Casumo	Remote Casino	Warning, conditions attached and financial penalty	6 November 2018	<p>Following a review of the licence issued to Casumo Services Limited (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> breached conditions of its licence relating to anti-money laundering measures failed to comply with social responsibility codes of practice. <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative sanctions guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ul style="list-style-type: none"> issue a warning under section 117(1)(a) of the Act; impose additional conditions to the Licensee's licence under section 117(1)(b) of the Act; and impose a financial penalty under section 121 of the Act in the

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					<p>sum of £5.85 million.</p> <p>More information can be found in the Commission's decision notice, which can be found on our website.</p>
Daub Alderney Limited		Remote Bingo, Casino, Gambling Software, General Betting Standard – Real Event	Warning, conditions attached and financial penalty	6 November 2018	<p>Following a review of the licence issued to Daub Alderney Limited (the Licensee), the Commission found that the Licensee:</p> <ul style="list-style-type: none"> breached conditions of its licence relating to anti-money laundering measures failed to comply with social responsibility codes of practice. <p>In line with the Commission's Licensing, compliance and enforcement policy statement, the Indicative Sanctions Guidance and the Statement of principles for determining financial penalties, the Commission has decided to:</p> <ul style="list-style-type: none"> issue a warning under section 117(1)(a) of the Act; impose additional conditions to the Licensee's licence under section 117(1)(b) of the Act; and impose a financial penalty under section 121 of the Act in the sum of £7.1 million. <p>More information can be found in the Commission's decision notice, which can be found on our website.</p>
Joanne Rowan	Joanne Rowan	Non-Remote General Betting Standard Operating Licence	Revoked	05 July 2018	<p>Following a licence review under section 116 of the Gambling Act 2005 the Commission determined to revoke the operating licence issued to Joanne Rowan under the provision of section 119 of the Act on the grounds of the continued need to hold the operating licence.</p> <p>The Commission found that the operating licence was issued on 08 May 2009. Since the issue of the operating licence the operator has failed to provide facilities for gambling in reliance on that licence.</p>
Mad Gaming Limited	SpotSportShares	Remote Combined Pool Betting and Linked	Revoked	25 June 2018	<p>Following a licence review under section 116 of the Gambling Act 2005 the Commission determined to revoke the operating licence issued to Mad Gaming Limited under the provision of section 119 of the Act on the grounds of the continued need to hold the operating</p>

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		Gambling Software			<p>licence.</p> <p>The Commission found that the operating licence was issued on 21 January 2015. Since the issue of the operating licence the operator has failed to provide facilities for gambling in reliance of that licence.</p>
SHUA Limited	Bongo's Bingo	Non-Remote Bingo	Warning	14 May 2018	<p>Following a licence review, the Commission decided it was appropriate to issue Shua Limited trading as Bongo's Bingo a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p> <ul style="list-style-type: none"> • Commission specific conditions set out in Part 2 of the Licensee's operating licence, which required that the Licensee must notify the Commission and local authority at least 28 days before any event taking place in new premises by providing a description of the event taking place, a copy of the premises contract, and any amendment to the rules to the bingo. • Paragraph 1 of social responsibility code provision 3.2.5 (Access to gambling by children and young persons) • Paragraph 1 of social responsibility code provision 3.4.1 (Customer interaction) • Paragraph 1 of social responsibility code provision 3.3.1 (Responsible gambling information) • Paragraph 1 of social responsibility code provision 3.5.1 (Self-exclusion)
John Codona's Pleasure Fairs Limited	John Codona's Pleasure Fairs Limited	Non-remote gaming machine general – AGC, gaming machine general – FEC,	Conditions attached to the operating licence	11 May 2018	<p>Following a review of the operating licence held by John Codona's Pleasure Fairs Limited, the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by</p>

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		general betting standard (non-remote and ancillary)			<p>making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff must be present within the licensed betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>
Remco Leisure Limited		Non-remote gaming machine general – AGC, general betting standard, ancillary general betting (standard)	Conditions attached to the operating licence	11 May 2018	<p>Following a licence review of the operating licence held by Remco Leisure Limited the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff must be present within the betting premises at all times in which the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>
Star Amusements Limited	Star Amusements, Stardust, Electric Avenue, Sunspot, Monte Carlo	Non-remote gaming machine general –	Conditions attached to the operating	11 May 2018	<p>Following a licence review of the operating licence held by Star Amusements Limited, the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p>

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		AGC, Gaming machine general – FEC, General betting standard	licence		<p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires that a member of staff will be present within the betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>
The Noble Leisure Company Limited		Non-Remote Bing, General Betting Standard, and Gaming Machine General: Adult Gaming Centre	Conditions attached to the operating licence	11 May 2018	<p>Following a review of the operating licence held by The Noble Leisure Company Limited the Commission decided it was appropriate to impose a condition on their licence under section 117(1)(b) of the Gambling Act 2005.</p> <p>The reason for attaching the condition is that the Licensee failed to comply with Social Responsibility Code Provision (SRCP) 9.1.1.1 by making gaming machines available for use in a licensed betting premises without there being substantive facilities for non-remote betting available in the premises, and failed to provide appropriate supervision of the facilities for gambling by a member of staff.</p> <p>The condition imposed requires a member of staff to be present within the betting premises at all times when the betting premises are open to the public. Whilst carrying out their duty within the betting premises, the staff member must not undertake concurrent duties in any neighbouring premises (licensed or otherwise) and must be trained and capable of providing facilities to customers for placing bets by non-remote means. The operator accepted the imposition of the licence condition.</p>

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Kevin Grace	North Ormesby Institute	Non remote Bingo	Revoked	3 April 2018	<p>Following a licence review, the Commission determined to revoke the operating licence issued to North Ormesby Institute under the provisions of section 119 of the Act on the grounds that activity has been conducted in a manner which was inconsistent with the licensing objectives.</p> <p>The Commission found that the Licensee had failed to put in place policies and procedures for social responsibility, anti-money laundering and complaints and disputes. Licence conditions had also been breached in respect to regulatory returns and researching, prevention and treatment of gambling related harm. The operator failed to address the breaches despite repeated requests to comply.</p>
Malcolm Rankin	GamezMonkey	Gaming Machine Technical - Supplier	Warning	5 February 2018	<p>Following a licence review the Commission has decided it was appropriate to issue a warning to Mr Malcolm Rankin t/a GamezMonkey under the provisions of section 117(1)(a) of the Gambling Act 2005 (the Act).</p> <p>The reason for the decision was because the Licensee:</p> <ul style="list-style-type: none"> promoted a lottery without the required operating licence, contrary to section 258 of the Act failed to submit regulatory returns on time for the period 2014 through to 2017, breaching Licence Condition 15.3.1.2.
The Royal Air Forces Association	Wings Pub Lotto	Non-Remote Society Lottery	Warning	5 February 2018	<p>Following a licence review, the Commission decided it was appropriate to issue The Royal Air Forces Association a warning under section 117(1)(a) of the Gambling Act 2005. The reason for the decision was because the Licensee breached the following conditions of its licence:</p> <ul style="list-style-type: none"> Licence condition 11.1.1(1) (societies and local authorities). Social responsibility code provision 1.1.2(1) (responsibility for third parties).

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ElectraWorks Limited	Bwin.com Partycasino.com Casinoking.com Noblecasino.com Partycasino.com Partypoker.com Scasino.com	Combined Casino and Bingo - Remote	Warning with Financial Penalty	26 January 2018	<p>Following a licence review, the Commission decided it was appropriate to give ElectraWorks Limited a warning under section 117(1)(a) of the Gambling Act 2005 (the Act) and to impose a financial penalty of £350,000 under section 121 of the Act.</p> <p>More information can be found in the decision notice on the Gambling Commission's website.</p>