

THE
GAMBLING ACT (CLASS 4) GAME RULES
2004

GAME RULES FOR ALL GAMES PLAYED ON GAMING MACHINES IN CLASS 4 VENUES

Pursuant to Section 367 of the Gambling Act 2003 (“the Act”)

These rules apply to those games authorised pursuant to the Act as listed on the Department of Internal Affairs website and are supplementary to any requirements prescribed in the Act, any Regulations made under the Act, and Minimum Standards for gambling equipment prescribed under section 327 of the Act.

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1 Interpretation

In these rules, unless the context otherwise requires -

“*Act*” – means the Gambling Act 2003.

“*bank note acceptor*” - means a device within or attached to a gaming machine that validates banknotes and either accepts and stores valid banknotes in return for the granting of credits playable on the machine, or rejects and returns to the player invalid bank notes, or those of denominations other than those for which it has been enabled to accept.

“*cancelled credit(s)*” - a method of manual payment (“hand-pay”) for credits that have been accumulated on a gaming machine which cannot be paid out automatically by the machine itself.

“*Cancelled Credit and Short Pays Report*”- a report that records and details the cancelled credits and short pays paid for each gaming machine at a venue (see also “*Short Pay*”).

“*Cancelled Credit, Short Pays and Refills Report*”- a report that that records and details the cancelled credits and short pays paid and hopper refills for each gaming machine at a venue

“*cash box*” - a lockable container within a gaming machine cabinet or base that holds coins inserted by players that are diverted from entering the hopper when the hopper is full.

“*cash float*”- a pool of money provided by a venue operator, or from a source that is completely separate from, and independent of, any bank account established for and dedicated to the receipt of gaming machine profits.

“*cash clearance(s)*” - the physical removal of coins from the cash box of a gaming machine and notes from the bank note acceptor a gaming machine.

“*Cash Clearance Details Report*”- a report for each gaming machine detailing the amount of money physically cleared from the cash box and bank note storage device (if present), hopper refills put into the machine, and cash box, bank note acceptor, and refill meter readings.

“*Cashless Gaming Machine Analysis*” - a report detailing gaming machine meter readings and differences and cashless data to be used by venues with Cashless Gaming Machine Systems in substitution for the Gaming Machine Analysis report

“*cashless gaming machine system*” - a system that utilises “smart cards” or cards which are able to be read electronically and a card interface system to transfer credits to and from a gaming machine, and whereby generally no cash (notes or coin) is inserted into, or paid automatically from, a gaming machine. Some cashless systems may be connected to gaming machines and/or jackpot devices that require cancelled credit payments. Cashless systems may also incorporate a facility to accept bank notes.

“*coin jam*” - a gaming machine fault caused by a coin that has passed the coin acceptor but has not reached the sensors.

“*collect button*” - a button pressed by a player to collect payment for available credits displayed on a gaming machine player credit meter. The payment may be made by coins automatically delivered by the machine, by credit transfer to a card in the case of cashless gaming machine systems, or by a hand pay where a gaming machine has a cancelled credit capability. Also known as a “cash out button”.

“*electronic meters*” - means all non-volatile meters provided on a gaming machine that store player credit and audit information in RAM using a fault tolerant methodology and whose value is reset only when a memory reset is performed. Also known as “soft meters”.

“*electro-mechanical meters*” - means meters that record data by means of electronic pulses that in turn activate a mechanically-driven display. Also known as “hard meters”

“*electronic management system*” - a system that records information by counting the electrical pulses used to drive electro-mechanical meters.

“*logic compartment*” - a compartment within a gaming machine that houses electronic components that have the potential to significantly influence the operation of the gaming machine

“*gaming machine profit(s)*” - has the same meaning as in section 12B of the Gaming Duties Act 1971.

“*gaming machine proceeds*” means the amount calculated on a weekly basis for each class 4 venue by:

- (a) subtracting from the increase in metered total turnover of every gaming machine at that venue:-
 - (i) the increase in metered total wins; and
 - (ii) where a linked jackpot system is operated and the jackpot system does not increase metered total wins, the total of any jackpot prizes awarded;
- (b) adding to the increase in metered total turnover of every gaming machine at that venue the amount of any prize awarded by a gaming machine or jackpot system that has not been paid.

“*hand pay*” - means manual payments made for cancelled credits, jackpots and short pays.

“*hopper*” - the container in a gaming machine that holds coins inserted into the machine by a player or by way of a hopper refill and from which coins are mechanically delivered for collection by the player.

“*hopper refill*” - the process of placing a predetermined amount of coins into the *hopper* when the *hopper* is empty.

“*hopper jam*” – a gaming machine fault caused by a coin blocking the hopper output sensors.

“*jackpot equipment*” - any gambling equipment forming part of a linked jackpot system.

“*jurisdictional meters*” – the electronic and/or electro-mechanical meters recording game play and operational functions of gaming machines or equipment specified or required as being applicable to that jurisdiction.

“*linked jackpot system*” - an arrangement where two or more gaming machines are linked to a device that -

- (a) receives data from each gaming machine to which it is linked and
- (b) records an amount which may be payable as winnings, in the event of a jackpot or other result being obtained on one of those machines.

“*lock-up*” – a mode where game play and/or jackpot play and money input/output is no longer available to the player that is not a fault condition. The method of clearing is dependent on the reason for the lockup (e.g. cancelled credit).

“*malfunction*” – a failure of gambling equipment to function in the way it was designed and programmed to function.

“*Monthly Machine Analysis*” - the report detailing the metered and actual figures for each gaming machine on each venue at which the holder of a class 4 venue operator’s licence operates gaming machines.

“*period meters*”- specific electronic meters that are re-settable either by a memory reset or after a planned external event, e.g. cash clearance. Also known as “periodic meters”.

“*player credit meter*” - means an electronic display on a gaming machine that is prominent and visible to a player and which –

- (a) increments when money, or credits are put into the machine, or when prizes are awarded, and
- (b) decrements when credits are bet on a game, or when a player presses a collect button to collect a prize, or when a cancelled credit reset switch is activated.

The meter must accurately represent the number of credits and/or the monetary value available to the player at all times the machine is in play.

“*RAM*”- Random Access Memory

“*RAM clear*” - the process by which the memory of a gaming machine is reset, which configures the gaming machine into the “as new” state.

“*Regulations*” – means any regulations made under the Act

“*service*” means the installation, connection, configuration, repair, maintenance, disconnection or removal of gambling equipment, where the work involves internal access to the gambling equipment, or access to sensitive components of the equipment, and “servicing” has a corresponding meaning.

“*short pay*” – a gaming machine fault that occurs when a machine fails to discharge the amount of coins won by a player that corresponds with the value indicated by the player credit meter

“*total wins*” - means the total value of all prizes paid from approved games on an approved gaming machine, including individual game wins and jackpot wins if the jackpot wins are recorded separately to game wins.

“*turnover*” - the total amount of all bets made on a gaming machine.

“*Weekly Gaming Machine Proceeds Report*” - a report which details the amount of money to be banked for each venue on a weekly basis

“*Weekly Gaming Machine Proceeds Summary Report*” – a report which summarises several Weekly Gaming Machine Proceeds Reports for the same period and/or enables permitted adjustments to be made to the calculation of gaming machine proceeds.

Any term or expression that is defined in the Act and used, but not defined, in these Rules, has the same meaning as in the Act.

Part 1

Rules relating to playing and participation in games played on gambling equipment

General

- 2 Nothing in these rules derogates from the obligations of any person under any provision of the Act or any rule or regulation made under it.
- 3 Any win that results from a breach of these Rules may amount to illegal gambling under the Act and the receipt or payment of a prize achieved by such a breach may constitute an offence.

Initiation of games

- 4 Only NZ legal tender and/or any other method approved in the relevant minimum standard made under the Act may be used to operate gaming machines.
- 5 Rule 4 shall not apply to any testing procedure carried out by a person contracted to service gambling equipment for a purpose necessary to the installation, servicing or repair of that equipment.

Players responsibilities and entitlement to prizes

- 6 No person shall tilt, rock or in any way, damage or interfere with gambling equipment, or in any way seek to gain an undue advantage by any manipulation of the equipment or its parts.
- 7 A player must cease play and immediately inform venue personnel on becoming aware that any fault, malfunction or irregularity in the operation of the gambling equipment has occurred or is occurring.
- 8 No player shall play more than one gaming machine at a time.
- 9 In relation to any linked jackpot system, no person shall engage in syndicated play with any other player or players, or solicit or induce any player to take part in such an arrangement, or induce or intimidate any player to vacate a gaming machine. For the purposes of this rule, “*syndicated play*” can be established when venue personnel or the venue manager consider, on reasonable grounds, that two or more players participating in gambling involving a linked jackpot are acting in concert to affect the opportunity of any person or persons to strike the jackpot.
- 10 Subject to rules 3 and 11, prizes shall be paid in accordance with the schedule of prizes displayed on the artwork or screen of the relevant gaming machine, or where applicable, on the relevant jackpot display.
- 11 Where malfunctions of any gambling equipment occur -
 - (a) no prize is valid; and
 - (b) no player shall be entitled to payment of a prize.
- 12 Where the prize value exceeds the capacity of a gaming machine to pay out the amount automatically, or where a prize is awarded by a linked jackpot system that does not have the functionality to deliver prizes by way of a connected gaming machine, the player will receive a manual payment from the venue manager or venue personnel equal to the amount of the prize, subject to having both verified the amount and then acknowledging receipt of that payment by signing the appropriate form as required by Rule 56(h).

Part 2

Rules for the systems, processes, information and documentation associated with games played on gaming machines at class 4 venues

Provision of cash float

- 13 Where, in relation to any class 4 venue, a venue agreement is required in terms of section 65(3) of the Act, the venue operator shall provide a cash float that meets the requirements of Rule 16.
- 14 The corporate society and the venue operator must ensure that the cash float is not funded from gaming machine proceeds.
- 15 Where the class 4 venue operator is a club and the gambling equipment is operated at a non-commercial class 4 venue that it owns or leases and is mainly for the use of club members, a cash float that meets the requirements of Rule 16 must be provided from a source that is completely separate and distinct from any account held and operated for the purpose of receipt and/or disbursement of the proceeds of class 4 gambling.
- 16 The venue operator must ensure that the cash float is of a sufficient amount to enable -
 - (a) hopper refills and the payment of cash prizes to players to be made in the course of the day-to-day operation of gambling equipment; and
 - (b) the full amount of gaming machine proceeds to be deposited within the period specified in licence conditions or regulations made under the Act, where net cash clearances for the relevant period are insufficient to meet these requirements.
- 17 It shall be the responsibility of the venue manager to ensure that -
 - (a) the cash float referred to in Rule 16 is kept entirely separate from any other cash float or floats that may be required for any purpose other than class 4 gambling;
 - (b) all cash float transactions are recorded; and
 - (c) the cash float is reconciled at intervals of no greater than 7 days.

Security of keys and equipment

- 18 The venue manager must ensure that all keys to gambling equipment are -
- (a) only made available to authorised venue personnel for a necessary purpose in connection with the day-to-day operation of the gambling equipment;
 - (b) in the case of keys giving access to sealed or locked areas (e.g. logic compartments or jackpot controllers), issued only to persons contracted to service gambling equipment at the class 4 venue and authorised by the corporate society in that regard, or to gambling inspectors;
 - (c) signed for by the user, and signed in when returned;
 - (d) locked away in a secure place when not in use, or in the immediate possession of the person who has signed for the keys; and
 - (e) accounted for at the beginning and end of every working day.

For the purposes of this rule a key register must be kept at every venue. The register must record, in addition to the date, time and name of the user, the reason key access was required.

- 19 In the case of a venue that operates cashless gambling equipment or electronic management systems, Rule 18, with any necessary modifications, shall apply to any master or system cards that enable access to data or transactions to be performed. Any passwords or PIN numbers required to gain access to any such system must be subject to a suitable password/PIN security policy.
- 20 Every venue manager, member of venue personnel, and every person contracted to service gambling equipment must ensure that security and integrity of gaming machines and gambling equipment is not compromised by -
- (a) ensuring that the gaming machine or gambling equipment is securely locked before leaving it; and
 - (b) promptly reporting to the venue operator, venue manager, or holder of the class 4 venue licence, any potential breaches such as faulty or broken locks or seals,

or the loss of keys and any apparent or suspected faults or malfunctions of gambling equipment.

- 21 Any person to whom a report is made under Rule 20(b) must take immediate steps to remedy the potential breach. This includes-
- (a) taking the equipment out of service until repairs, replacement of locks or other necessary measures can be effected; and
 - (b) where applicable, recording the matter on a “Gambling Equipment Fault/Player Dispute Report”.
- 22 The venue manager must ensure that every item of gambling equipment that is required to have a security seal fitted is not played or operated unless the security seal is present and intact and that the details listed below have been recorded in a log kept at the venue for that purpose. Such a log must be kept separately for each individual gaming machine, and where applicable, each jackpot controller or other item of gambling equipment, and must record, as a minimum -
- (a) the date the seal was fitted;
 - (b) the unique seal number;
 - (c) by whom it was fitted; and
 - (d) the reason it was fitted.
- 23 If any security seal is found to have been removed, broken, tampered with, or cannot be accounted for in the seal log, the venue manager must ensure that -
- (a) the affected gambling equipment is switched off and not returned to play mode; and
 - (b) the corporate society is immediately notified.
- 24 Upon being notified of a security seal anomaly pursuant to Rule 23, the corporate society must -
- (a) investigate the reason for the removal, breakage, tampering, or failure to account for the seal as appropriate; and

- (b) arrange for verification of the software of the affected gambling equipment by the manufacturer or distributor of that equipment or by a person authorised on their behalf; and
- (c) not permit the operation of the affected gambling equipment until such time as
 - (i) the verification process has taken place and the software has been verified as correct in all respects; or
 - (ii) the software has been replaced with identical software provided by the manufacturer or distributor of the gambling equipment; and
 - (iii) the investigation of the breakage or tampering has been concluded and any deficiencies in seal management have been rectified.

25 Where an investigation in terms of Rule 24(a) discloses an intent to interfere with the operation or functions of the gambling equipment, the corporate society must-

- (a) ensure that all gambling equipment at the venue is taken out of service until it has been checked and verified by the manufacturer or distributor of the equipment, or by a person authorised on their behalf as conforming to the approval issued for that equipment; and
- (b) notify the Secretary of the circumstances and action taken.

Record-keeping - general requirements

26 The corporate society and the venue manager must ensure that the relevant standard gaming machine accounting reports, as made available by the Secretary, are fully, accurately and correctly completed and maintained at all times in accordance with the requirements of the relevant rules. These include, but are not necessarily limited to:

- (a) in the case of gaming machines -
 - (i) Cash Clearance Details Reports;
 - (ii) Cancelled Credit and Short Pays Reports, or alternatively, Cancelled Credit, Short Pays and Refills Reports;
 - (iii) Weekly Gaming Machine Proceeds Reports, and, where applicable, Weekly Gaming Machine Proceeds Summary Reports; and
 - (iv) Monthly Machine Analyses, or, where applicable, Cashless Gaming Machine Analyses.

- (b) in the case of linked jackpot systems–
 - (i) Daily Jackpot Turnover Reports;
 - (ii) Daily Jackpot Cancelled Credit Reports; and
 - (iii) Weekly Jackpot System Analysis Reports (where required)
- (c) in the case of all gambling equipment -
 - (i) Gambling Equipment Fault/Player Dispute Reports.

27 Rule 26 does not prohibit the generation or partial completion of the required gaming machine accounting reports electronically, whether by the gambling equipment itself, by an approved electronic management system, or as part of a separate computer accounting program where base gaming machine or gambling equipment meter information is input, subject to the following conditions:

- (a) the reports shall comply in all respects with the format specified by the Secretary and record the same information;
- (b) all applicable procedures for gathering and analysing required data and information, as specified in these Rules, must be adhered to;
- (c) any source records from which data was derived or entered must be preserved and retained with the relevant reports and forms;
- (d) the electronically generated reports must be printed out on the date they were compiled, checked for clarity and accuracy, compared with source meter readings and signed and dated by the person responsible for their compilation;
- (e) printed copies must be retained and may not be substituted by a later-generated version;
- (f) any errors must be corrected by ruling out the original entry and legibly entering the correct information, which must be initialled by the person making the change; and
- (g) a subsequent, corrected copy may be printed out and kept with the original record for purposes of clarity only.

28 For the avoidance of doubt, every reference to soft or electronic meters, the reading and recording of such meters and associated processes or procedures in these rules refers to those meters that are jurisdictional meters only. Where any gambling equipment is equipped

with period meters, such meters may not be used as a substitute for, or alternative to, the use of jurisdictional meters.

- 29 When any gaming machine is first installed at a class 4 venue, the venue manager must ensure that every relevant ‘opening’ meter reading (soft and hard) and, if applicable, the opening hopper amount, is recorded on all applicable gaming machine accounting reports before commencement of play on that machine. This Rule shall also apply where any gaming machine is to be put back into operation following a RAM clear.
- 30 Where any gaming machine is to be serviced, and the service involves a RAM clear, the venue manager must ensure that:
- (a) all relevant meter readings are recorded as ‘closing’ meter readings on every current gaming machine accounting report that is required to be kept for that machine, including, but not limited to -
 - (i) Cash Clearance Details Report;
 - (ii) Cancelled Credit and Short Pays Report, or Cancelled Credit, Short Pays and Refill Report;
 - (iii) Weekly Gaming Machine Proceeds Report;
 - (iv) Monthly Machine Analysis or Cashless Gaming Machine Analysis; and, where applicable,
 - (v) Daily Jackpot Turnover Report; and
 - (b) all cash is removed from the hopper, bank-note acceptor and cash box of the machine, and is counted and recorded on the appropriate gaming machine accounting reports; and
 - (c) the relevant reports are endorsed “Final readings” and dated; and
 - (d) all relevant ‘opening’ meter readings are recorded on new gaming machine accounting reports before commencement of play.
- 31 Where any testing of gambling equipment is required as part of any servicing, or change to, or addition of, any gambling equipment that is connected to a gaming machine, and that testing will impact on the gaming equipment meters, Rules 29 and 30(a) to (d), shall apply. This does not apply to coin or banknote acceptor testing where no game play is involved and the metered differences agree with cash transactions.

- 32 When carrying out any testing of the kind referred to in Rule 31, the venue manager must ensure that the person contracted to service the gambling equipment -
- (a) records any meter movements occasioned by the testing and provide a copy of the record to the venue manager or venue personnel as soon as the testing is complete; and
 - (b) where testing impacts on the prize pool of a linked jackpot system, resets the jackpot system and reinstates the jackpot pool value to the value shown prior to the test.
- 33 Where any gaming machine is to be removed from a venue, whether permanently or temporarily, or where the connection or removal of any gambling equipment involves reconfiguration of a gaming machine, the venue manager must ensure that the procedures detailed in Rules 29 and 30(a) to (d), as may be applicable, are followed before the removal, connection or re-instatement (as the case may be) takes place.
- 34 Where any linked jackpot system is first installed, the venue manager must ensure that, before the system is put into operation –
- (a) all relevant meter readings, including jackpot meter readings and start-up values, are recorded on the applicable gaming machine accounting forms;
 - (b) Jackpot identification numbers are affixed to all jackpot-connected gaming machines, or electronically displayed on the machines in such a manner that they are clearly visible to players of the individual machines; and
 - (c) Player Instruction Notices that conform to Rule 35 are displayed in the gaming area of the venue.
- 35 The Player Instruction Notices referred to in Rule 34(c) must contain -
- (a) the minimum start-up value of each level;
 - (b) the maximum prize that can be won at each level;
 - (c) the increment rate of the jackpot pool, expressed as a percentage of gaming machine turnover;
 - (d) information on how to identify which particular gaming machines at the venue are jackpot-connected. It is sufficient if the Jackpot Identification Number is

described in such a manner that it can be clearly and uniquely identified by players as representing that the particular machine is connected to the linked jackpot system;

- (e) information on how to correctly identify any jackpot wins awarded to a particular gaming machine during play;
- (f) a warning for a player not to leave any jackpot connected gaming machine for a period of 60 seconds after play has ceased on that machine, and not before the player has checked the jackpot display for any wins awarded after cessation of play; and
- (g) a statement that malfunctions of the jackpot system void all pays and plays.

36 Where parameters of an existing linked jackpot system are to be changed, or the system is to be replaced by another system, or de-commissioned entirely, the corporate society must ensure that -

- (a) the current jackpot pool values are, wherever practicable, transferred to the new system or configuration;
- (b) where the new jackpot or parameter set has a lesser number of levels-
 - (i) subject to sub-paragraph (iii) the major, or highest jackpot pool value is, wherever practicable, transferred to the new system or configuration;
 - (ii) subsidiary levels are distributed as appropriate to the new lower levels, or if no lower levels exist in the new system, combined with the major pool;
 - (iii) the pool values transferred to the new major or higher level are not close to the maximum value of that level if it has been lowered and in any case do not amount to a greater value than 80% of the new maximum level; and
 - (iv) in no situation must the combined pool values available to be won exceed the maximum prize limit for jackpots;
- (c) where such a transfer is not possible, or where the system is to be de-commissioned, the current major jackpot pool is played out before the change, replacement, or de-commissioning takes place; or

- (d) where it is not possible to play out the current pool, the venue manager prominently displays at least 7 days' notice of the intention to change, replace or de-commission the linked jackpot system within the gaming area of the class 4 venue;
- (e) all required reports for the jackpot system or systems in question are either terminated and/or commenced with the opening and/or closing meter readings and jackpot display pool values as the case may be, and are endorsed by the gaming equipment service contractor with the reason.

37 Where any cashless system is either installed or de-commissioned at any venue, the corporate society and the venue manager must ensure that -

- (a) all gaming machine accounting reports required by these rules as applicable to the system previously in operation are completed and endorsed "Final readings" with the date;
- (b) where applicable, all cash, including hopper contents, is cleared from any machines that are to be connected or disconnected to or from the cashless system and recorded on "Cash Clearance Details Reports"; and
- (c) all gaming machine accounting reports applicable to the new or changed system are commenced with "opening" meter readings recorded immediately before the system is put into operation.

Cash clearances

38 The venue manager shall be responsible for ensuring that the removal of all cash from gaming machines is carried out in accordance with these rules.

39 Full details, including relevant meter readings, must be recorded at the time of the clearance on the Cash Clearance Details Report.

40 A separate Cash Clearance Details Report must be kept for each individual machine.

- 41 Scheduled cash clearances must be carried out at times when there is minimum risk of disruption or interference, and having due regard to the safety of venue staff and security of money.
- 42 Wherever reasonably practicable, removal and counting of money from gaming machines must be performed by at least two persons, who shall cross check and verify each other's calculations and the relevant meter readings.
- 43 Cash boxes and bank-note acceptors must be emptied at intervals consistent with keeping cash floats to a minimum and in meeting banking requirements under section 104 of the Act and any applicable regulations or licence conditions.
- 44 Cash-boxes and banknote acceptors of all gaming machines at every class 4 venue must be cleared and counted -
- (a) after the finish of the last day's play and before the commencement of the next day's play to coincide with the completion of Monthly Machine Analyses required under Rule 67(a); and
 - (b) in any of the situations detailed in Rules 30, 33, or 67(b), (c) or (d).
- 45 All cash removed from gaming machines is the responsibility of the venue operator until such time as it is banked in accordance with the requirements of the Act and any relevant regulations or licence conditions.

Hopper refills

- 46 No money may be taken directly from any gaming machine for the purpose of providing hopper refills. Where a hopper refill is required and there is insufficient money in the cash float, a cash clearance must first be performed and recorded in accordance with Rules 38 to 40.
- 47 The corporate society and the venue manager must ensure that -

- (a) clear and comprehensive instructions for carrying out hopper refills are provided for each type of gaming machine at a venue; and
- (b) only venue personnel who are authorised by the corporate society and are competent carry out the task of performing hopper refills.

- 48 Every person performing a hopper refill must fully record the required details on the “Cash Clearance Details Report” form or “Cancelled Credit, Short Pays and Refills Report” form for the particular gaming machine into which the refill is placed. Either of these forms may be used, but the forms must be used consistently at each class 4 venue.
- 49 Venue managers or venue personnel performing hopper refills must ensure that -
- (a) a refill is actually required by checking for coin jams and hopper jams and confirming that the hopper is in fact empty;
 - (b) every refill is correctly registered on the gaming machine meters; and
 - (c) the main door of the gaming machine is securely locked before leaving the machine.

Cancelled Credits and Hand pays

- 50 No money may be taken directly from any gaming machine to make manual payments in respect of cancelled credits, jackpot wins or short pay corrections. Where a manual payment is required and there is insufficient money in the cash float, a cash clearance (or clearances) must first be performed and recorded in accordance with Rules 38 to 40.
- 51 The corporate society and/or the venue operator may allow for manual payments to be made by cheque. Where this method of payment is used, cheques must be drawn from an account other than the dedicated accounts established for banking gaming machine profits or other proceeds in terms of sections 104 or 105 of the Act. The account that is drawn down may be reimbursed from cash cleared from gaming machines in accordance with Rules 38 to 40.
- 52 The corporate society and the venue manager must ensure that -

- (a) clear and comprehensive instructions for the relevant cancelled credit and/or jackpot reset procedures are provided for each type of gaming machine and linked jackpot system at a venue; and
- (b) only venue personnel who are authorised by the corporate society and are competent in the tasks perform cancelled credit and/or jackpot reset procedures.

53 Cancelled credits for prizes awarded by or through the operation of a gaming machine must be recorded on the “Cancelled Credit and Short Pays Report” form or alternatively on the “Cancelled Credit, Short Pays and Refills Report” form. Either of these forms may be used, but the forms must be used consistently at each class 4 venue.

54 A separate “Cancelled Credit and Short Pays Report” or “Cancelled Credit, Short Pays and Refills Report” must be maintained for each gaming machine with a cancelled credit facility.

55 For linked jackpot systems that do not award jackpot wins directly to a connected gaming machine for payout, the form “Daily Jackpot Cancelled Credit Report” must be used.

56 When processing cancelled credits or hand pays venue managers and venue personnel must:

- (a) confirm the value of the payment by reference to the gaming machine player credit meter or linked jackpot display;
- (b) in the case of a gaming machine, ensure that the collect button has been pressed;
- (c) request the player not to touch the machine until the pay-out has been completed;
- (d) record the initial details, being the date and time, jackpot identification number, player credit meter reading, amount payable, jackpot level and sequential jackpot number as may be appropriate on the relevant “Cancelled Credit and Short Pays Report”, or “Cancelled Credit, Short Pays and Refill Report” or “Daily Jackpot Cancelled Credit Report” form;
- (e) have the player confirm the amount payable;

- (f) follow the manufacturer’s recommended procedure to cancel the credits awarded by or through the gaming machine or reset the linked jackpot system, as appropriate;
- (g) in the case of a gaming machine, ensure that the player credit meter has decremented, then put the machine into “Audit” mode and record the soft (electronic) Cancelled Credit meter reading on the Cancelled Credit and Short Pays Report or Cancelled Credit, Short Pays and Refills Report, ensuring that the meter difference between the current and immediately previous entry represents the amount payable;
- (h) obtain the player’s name and signature on the appropriate “Cancelled Credit and Short Pays Report”, or “Cancelled Credit, Short Pays and Refill Report” or “Daily Jackpot Cancelled Credit Report (as the case may be) in acknowledgement of receipt of payment;
- (i) sign or initial the relevant entry when the procedure is complete; and
- (j) ensure, before leaving the gaming machine, that the machine has returned to a playable state, or, in the case of a linked jackpot system, that the jackpot display has cleared the win, has reset to the correct start-up value and is not indicating another win on a different level.

Rounding up and down

57 The amount, in dollars and cents, of any prize payable must be rounded to the nearest 5 cents.

Short pays

58 When a player claims that a gaming machine has failed to deliver the required amount of coins after pressing the collect button and the amount is less than \$10, the venue manager may without further investigation, pay the player from the cash float. The payment shall be recorded on the “Cancelled Credit and Short Pays Report”, or “Cancelled Credit, Short Pays and Refill Report” and the player’s name and signature obtained.

59 Where a "short pay" involving an amount less than \$10 occurs more than once in relation to a single machine in any monthly period, the procedure set out in Rule 60 shall be followed.

60 If the "short pay" amount claimed is greater than \$10, or is less than \$10 and occurs more than once in relation to a single machine in any monthly period, or if the venue manager or member of the venue personnel has reason to believe that there is a fault with the gaming machine, or has any other good reason to believe that a short pay correction payment should not be made immediately -

- (a) the player's details must be recorded on the form "Gambling Equipment Fault/Player Dispute Report";
- (b) if the short pay is believed to be attributable to a gaming machine fault or malfunction other than an isolated occurrence, the gaming machine shall immediately be switched off;
- (c) at the first available opportunity, a shortened version of the "Monthly Machine Analysis", as prescribed in Rule 67, shall be completed to establish or negate the fact that a short pay has occurred;
- (d) the player must be informed of the result, and if applicable, paid the outstanding amount; and
- (e) any such payment shall be recorded at the time it is made on the "Cancelled Credit and Short Pays Report", or "Cancelled Credit, Short Pays and Refill Report" and the player's name and signature obtained.

Calculation of Gaming Machine Proceeds

61 Gaming machine proceeds in relation to any period and any class 4 venue, shall be calculated by deducting the increase in metered total wins from the increase in metered turnover for each gaming machine operated at that venue during the relevant period, except-

- (a) where a linked jackpot system is operated at the venue and the system does not update the total wins meters of connected gaming machines, the prizes awarded by the jackpot system during that period shall additionally be deducted from metered turnover;

- (b) where, for any reason, a prize payment is not made to a player during the relevant period, the amount of the prize shall not be deducted from metered turnover for that period; and
- (c) where, due to any fault, malfunction, damage to or loss of gambling equipment, metered increases are unable to be reliably established, in which case gaming machine profits are to be calculated in accordance with a method determined by the Secretary.

62 Gaming machine proceeds must be calculated for every venue at intervals of no longer than seven consecutive days, each period being successive.

63 The forms “Weekly Gaming Machine Proceeds Report” and, where applicable, “Weekly Gaming Machine Proceeds Summary Report”, must be used to calculate and record gaming machine proceeds for every class 4 venue. The original forms must be forwarded to the corporate society.

64 A Weekly Gaming Machine Proceeds Summary Report must be used where -

- (a) there are more than four gaming machines operated at a venue;
- or
- (b) the class 4 venue operates a linked jackpot system, where win information is not downloaded to connected gaming machines; or
- (c) where any necessary and valid adjustment to the total amount to be banked is required to be made. In such cases, the reason for the adjustment must be fully documented and kept with the relevant Weekly Gaming Machine Proceeds Report(s) and Weekly Gaming Machine Proceeds Summary Report.

65 Where a linked jackpot system is operated at any venue and a Weekly Jackpot System Analysis is required, the Weekly Gaming Machine Proceeds Report must be completed in conjunction with the Weekly Jackpot System Analysis so that the periods covered by both reports are the same.

- 66 Gaming machine meter readings taken for the purpose of establishing gaming machine proceeds and completing Weekly Gaming Machine Proceeds Reports must be recorded in conjunction with the equivalent meter readings required for the completion of Monthly Machine Analyses for any corresponding period.

Monthly Machine Analysis

- 67 A Monthly Machine Analysis must be completed -
- (a) as a minimum, for every gaming machine operated at a class 4 venue at consecutive intervals that correspond with monthly return periods prescribed for the purposes of Gaming Machine Duty in terms of sections 12B and 12D of the Gaming Duties Act 1971;
 - (b) for any gaming machine in any of the circumstances detailed in Rules 30, 31 and 33;
 - (c) when there is reason to believe that any fault or malfunction is occurring or has occurred in the operation of a gaming machine; and
 - (d) when any irregularity in respect of any cash transaction in respect of the operation of a gaming machine has, or is suspected of having, occurred.
- 68 Without limiting Rule 67(c), a shortened version of the Monthly Machine Analysis report may be completed for the sole purpose of verifying a short pay claim. Such an analysis shall only require the following data:
- (i) Coins in meter readings (recording opening, closing and difference between the two);
 - (ii) Coins out meter readings (recording opening, closing and difference between the two);
 - (iii) Hopper refill meter readings (recording opening, closing and difference between the two);
 - (iv) Cashbox meter readings (recording opening, closing and difference between the two);
 - (v) Physical hopper count; and
 - (vi) Physical cash-box count;

where, in each case, the opening meter reading or count is that recorded on the most recently completed Monthly Machine Analysis and the closing meter reading or count is that performed in the course of completing the analysis.

- 69 Monthly Machine Analyses must be completed using data obtained directly from -
- (a) the actual gaming machine meter readings; or
 - (b) where, by the use of any computer program or electronic management system, any meter reading is predicted or projected by any means, the reading shown by that program or system shall be compared with the relevant meter displayed on or by the gaming machine itself, and where there is any variance the actual, current meter reading shall be recorded for the purposes of analysis; and
 - (c) the relevant reports, including Cash Clearance Details Reports, Cancelled Credit and Short Pays Reports, Cancelled Credit, Short Pays and Refill Reports, where the data relates to cash transactions; and
 - (d) physically counting or weighing the coins contained in the hopper.
- 70 Where any aspect of a Monthly Machine Analysis is performed by any person other than the venue manager or a member of the venue personnel at the class 4 venue, a copy of the completed analysis form must be provided to the venue operator and/or the venue manager and the corporate society.
- 71 Every anomaly or discrepancy disclosed by the completion of a Monthly Machine Analysis that exceeds \$10 in value must be investigated, or caused to be investigated, by the corporate society, as soon as is reasonably practicable, with a view to establishing the cause. This Rule shall apply where an anomaly or discrepancy in relation to a gaming machine that does not exceed \$10 occurs more than once in a six-month period.
- 72 Where, as a result of an investigation under Rule 71, it is believed that the anomaly or discrepancy was caused or contributed to by a fault or malfunction of a gaming machine or any gambling equipment connected to that gaming machine, the gaming machine and/or gambling equipment shall immediately be switched off and not put back into service until it

has been examined by a person contracted to service gambling equipment and any fault or malfunction rectified.

- 73 Rules 67 and 69 to 72 shall apply, with any necessary modifications, to cashless gaming machine systems. The form “Cashless Gaming Machine Analysis” shall be used for this purpose. This form must be used irrespective of any procedures and reports required by the cashless system itself.

Linked jackpot systems

- 74 Where any linked jackpot system is operated at any venue, the corporate society and the venue manager must ensure that -
- (a) comprehensive user manuals are available at the venue; and
 - (b) only venue personnel who have been authorised by the corporate society and are competent to carry out operating requirements in respect of the linked jackpot system.
- 75 Each player must be able to clearly view a jackpot display when playing any gaming machine that is connected to a linked jackpot system. The display must show -
- (a) the jackpot prize amount currently available;
 - (b) each prize level if there is more than one; and
 - (c) in the event of a win, which connected gaming machine struck the jackpot.
- 76 Every 24 hours, the venue manager must ensure that a reconciliation between gaming machine turnover activity as established by the gaming machine’s “hard” turnover meters, and the turnover activity recorded by the jackpot controller is carried out. The form “Daily Jackpot Turnover Report” shall be used for this purpose.
- 77 Unless the system automatically downloads win information to connected gaming machines, a “Weekly Jackpot System Analysis” must be completed in respect of every linked jackpot system and in conjunction with a Weekly Gaming Machine Profit Report for the venue.

- 78 The form “Daily Jackpot Cancelled Credit Report” must be used to record all prize payments generated by a linked jackpot system, unless the system automatically downloads win information to connected gaming machines.
- 79 If any variances are disclosed from the completion of either the Daily Jackpot Turnover Report or Weekly Jackpot System Analysis, they must immediately be investigated.
- 80 Where the variance(s) cannot be resolved and are of an amount exceeding \$10, the venue manager must ensure that the linked jackpot system is taken out of operation by:
- (a) using the procedures prescribed by the manufacturer or distributor of the system, unless the problem can be directly attributed to a connected gaming machine, in which case it may be possible to disconnect the faulty machine from the jackpot system and switch it off; or
 - (b) if the manufacturer or distributor of the system has made provision for such a procedure to be performed by venue personnel, and it can be carried out without compromising the security, integrity and accountability of either the linked jackpot system or the gaming machine(s), this alternative may be used; or
 - (c) in any other case, the jackpot system must be taken out of operation. In some cases this may require the shut down of all connected gaming machines.
- 81 Where as a result of the application of Rule 80, any jackpot system shut down or gaming machine disconnection takes place, the venue manager must ensure that -
- (a) all available meter readings and any jackpot display data are recorded on the relevant records;
 - (b) notices informing players of the jackpot system shut down and/or gaming machine disconnection are displayed in the gaming area of the venue;
 - (c) a Gambling Equipment Fault/Player Dispute Report is commenced;
 - (d) the person contracted to service gambling equipment at the venue is informed;
 - and
 - (e) the corporate society is notified.

- 82 No corporate society or venue manager shall allow any linked jackpot system or gaming machine taken out of operation in accordance with Rule 80 to be put back into operation until such time as it has been examined by a person contracted to service gambling equipment and the fault resolved.
- 83 If there is any indication that a linked jackpot system is faulty or is malfunctioning, Rules 79 to 82 shall apply. Indications of a malfunction include but are not restricted to: -
- (a) error messages shown on the jackpot display;
 - (b) jackpot display not lit, or not incrementing when connected gaming machines are being played;
 - (c) jackpot reset switch does not carry out the required function;
 - (d) prizes are awarded to a gaming machine that is not in play; and
 - (e) prizes awarded that are not consistent with the levels or parameters at which the system is set to operate.
- 84 All faults or malfunctions of a linked jackpot system must be recorded on the form “Gambling Equipment Fault/Player Dispute Report”.
- 85 In the event that a win on a linked jackpot system is indicated and no player is present at the gaming machine activating the win, or if the identity of the player cannot reasonably be ascertained, the venue manager or venue personnel must –
- (a) record details of the displayed win on the relevant Daily Jackpot Cancelled Credit Report, Cancelled Credit and Short Pays Report, or Cancelled Credit, Short Pays and Refill Report, as may applicable;
 - (b) endorse the entry “Non-paid jackpot” with the reason; and
 - (c) reset the jackpot system.

In addition, the venue manager must ensure that the amount of any non-paid jackpot is recorded as an adjustment on the relevant Weekly Gaming Machine Proceeds Summary Report.

Cashless systems

- 86 Where any cashless system is operated at any venue, the corporate society and the venue manager must ensure that -
- (a) comprehensive user manuals are available at the venue; and
 - (b) only venue personnel who have been authorised by the corporate society and are competent carry out operating requirements of the system.
- 87 Player transaction activity, till balance, daily clearance reconciliation and any other required system-generated daily reports must be printed out on a daily basis. The print-outs must be retained at the venue in a fireproof safe for a period of 14 days following the completion of Cashless Gaming Machine Analyses.
- 88 An automatic back up of system data, including player account and gaming machine activity is to be made daily, using an industry standard process and media. The back-up media is to be kept off site.
- 89 Any malfunctions of the Cashless System must be logged as they occur or are detected in a “faults” book, which must be kept at the venue. Where a fault or malfunction has potential to impact upon the operation or integrity of gambling equipment to which the system is connected, Rules 79 to 84, with any necessary modifications, shall apply.
- 90 A Weekly Gaming Machine Proceeds Report and, where required, a Weekly Gaming Machine Proceeds Summary Report, must be completed for every venue that operates a cashless system in accordance with Rules 61 to 66 in the same manner as for a “non-cashless” gaming machine operation. In addition to these requirements, any system-generated weekly log must be printed out and retained with the applicable Weekly Gaming Machine Proceeds Report and/or Weekly Gaming Machine Proceeds Summary Report.

Player disputes

- 91 If a player wishes to dispute the result of a game played on a gaming machine or prize awarded or not awarded by a linked jackpot system, or claims that a gaming machine has paid out insufficient money, he or she must notify the venue manager and/or a member of the venue personnel as soon as is reasonably practicable.
- 92 Where a venue manager or member of the venue personnel receives notification from a player pursuant to Rule 91, he or she must, without delay, and in order to determine whether the gambling equipment in question failed to perform correctly, take the following steps as may be applicable -
- (a) check the pay-table of the gaming machine or jackpot display as applicable and compare it with the result, if any, displayed;
 - (b) note the details of the display of the relevant gaming machine, including in particular what the player credit meter is showing and which pay lines are lit or activated, and check the apparent result against the pay-table;
 - (c) check the gambling equipment for any error messages or indications of a “lock-up” condition and if there are any, action them in accordance with the manufacturer’s recommended procedures;
 - (d) check for any indications of the gambling equipment having been tampered with;
 - (e) where the dispute relates to a gaming machine and that machine has a facility to replay the last game or several previous games, operate this facility to confirm the result(s) and amount(s) payable of the game or games in question;
 - (f) if the dispute relates to a linked jackpot system which is able to produce a computerised ‘history’ file, review this ‘history’ file as appropriate; and
 - (g) if the dispute relates to a cashless gaming system and the system has the ability to trace card transactions through computer records, review these computer records as appropriate.
- 93 If a player dispute notified and attended to pursuant to Rules 91 and 92 is not capable of immediate resolution and/or it appears that the cause of the dispute may be a gaming

machine or gambling equipment malfunction, the venue personnel and/or the venue manager must -

- (a) record the name and contact details of the player in dispute, together with those of any witnesses to the claim or occurrence, on the Gambling Equipment Fault/Player Dispute Report specified in these Rules;
- (b) record complete details of the nature of the dispute, including the date and time, the display currently shown on the subject gaming machine and any relevant “last game” details (where available);
- (c) switch off, and remove the gaming machine or gambling equipment from service and put an “out of order” notice on it;
- (d) notify the corporate society of the matter;
- (e) arrange for a person contracted to service gambling equipment to examine the gaming machine or gambling equipment as soon as practicable; and
- (f) advise the player that he or she will be notified of the outcome of the further investigation.

Unpaid winnings, money found inside gaming machines

- 94 Any unpaid winnings, whether arising from the application of Rules 3, 11 or 60 or section 305 of the Act (under-age gambling), or for any other reason, must be shown as unpaid prizes on the applicable Weekly Gaming Machine Proceeds Summary Report, and consequently treated as net proceeds of class 4 gambling.
- 95 Where any credits are found on a gaming machine, and the player entitled to them cannot be located or identified with reasonable diligence -
- (a) if the credits are less than the value of the lowest denomination of coin that can be accepted by the machine, they must be left on the machine for the benefit of the next player;
 - (b) if the credits exceed the value of the lowest denomination of coin that can be accepted by the machine the member of the venue personnel must inform the venue manager;

- (c) the venue manager and/or member of the venue personnel shall press the collect button and remove the cash from the gaming machine, leaving any remaining credits on the machine for the benefit of the next player;
- (d) the removal of unpaid cash from the gaming machine must, where practicable, be witnessed, recorded and the cash retained at the venue for a period of seven days; and
- (e) if the money is not claimed within this period it must be shown as an unpaid prize on the next Weekly Gaming Machine Proceeds Summary Report and treated as net proceeds of class 4 gambling.

96 Where loose coins are found inside the main body of any gaming machine, and it is uncertain whether they were destined for the hopper or cashbox, they must be placed into the cash box.

97 Where loose coins are found inside the cash box compartment of a gaming machine, they must be placed into the cash box.

98 Where any loose bank notes are found inside a gaming machine with a banknote acceptor facility -

- (a) an immediate count of notes held in the bank note acceptor must be carried out and compared with the relevant “banknotes in” meter difference and data recorded by the gaming machine as to number and denomination of bank notes accepted;
- (b) a “Gambling Equipment Fault/Player Dispute Report” must be commenced;
- (c) the gaming machine must be switched off and removed from play until it has been examined by a person contracted to service gambling equipment;
- (d) where the owner cannot be determined and/or the note is of a different denomination to that accepted by the gaming machine, the finding of the note is to be recorded on the Cash Clearance Details Report for the particular machine, and included as an adjustment to gaming machine proceed(s) on a Weekly Gaming Machine Proceeds Summary Report.

Part 3

Rules relating to systems, processes, information and documentation to be employed by holders of Class 4 venue licences

- 99 Every corporate society must maintain a complete and up-to-date record of -
- (a) the details of all key persons in relation to the class 4 operator's licence and all class 4 venue licences held by the corporate society;
 - (b) every person authorised by the corporate society to have access to the interior of gambling equipment for purposes connected with the day-to-day operation of the equipment (i.e. hopper refills, cash clearances); and
 - (c) every person authorised by the corporate society to have access to logic compartments of gaming machines or gambling equipment.

Irregularities

- 100 Every corporate society must ensure that -
- (a) full records, including, but not limited to Gambling Equipment Fault/Player Dispute Reports, are kept of all player disputes that are not capable of immediate resolution and that appropriate steps are taken to investigate them; and
 - (b) the player concerned is notified of the result of the investigation and, if appropriate, paid any amount outstanding.
- 101 Where any discrepancy or anomaly is detected in relation to a gaming machine, linked jackpot system or cashless system that involves \$10 or more, the corporate society must ensure that -
- (a) the matter is investigated with a view to establishing the cause;
 - (b) all reasonable steps are taken to remedy the problem and prevent a recurrence; and
 - (c) all investigations are fully documented and records kept with the relevant gaming machine accounting records.

- 102 Where, as a result of the application of Rule 3,11 or 60, or Section 305 of the Act, or arising from any other cause, any payment in respect of any winnings that were initially unpaid is on any subsequent occasion made, the payment must be made by the corporate society.
- 103 Where, under section 306 of the Act, any person is ordered by a court to refund any amount of money won in the course of class 4 gambling, the corporate society must-
- (a) record the details of such an order; and
 - (b) upon receipt of any sum ordered to be refunded, record the receipt of any such money and treat it as if it were net proceeds of class 4 gambling.

Exclusion orders

- 104 Every corporate society must keep and ensure that every venue manager at each of its class 4 venues keeps at that particular venue, a record of every person issued with an exclusion order for that venue issued under section 309 or 310 of the Act, including any conditions of re-entry as may be imposed by regulations made under section 316(1)(e) of the Act.

Reporting requirements

- 105 Every corporate society must immediately report to the Secretary -
- (a) any malfunction of gambling equipment that has potential to compromise the integrity of the equipment, or cause loss to players or to the society, or may be a systemic fault or failing;
 - (b) any incident of theft, burglary, robbery or other event that impacts upon the ability of any class 4 venue of the corporate society to comply with banking requirements under section 104 of the Act, regulations or licence conditions;
 - (c) every incident of late banking, including the action taken by the corporate society.
-