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ISIFUNDAZWE SA KWAZULU-NATALI

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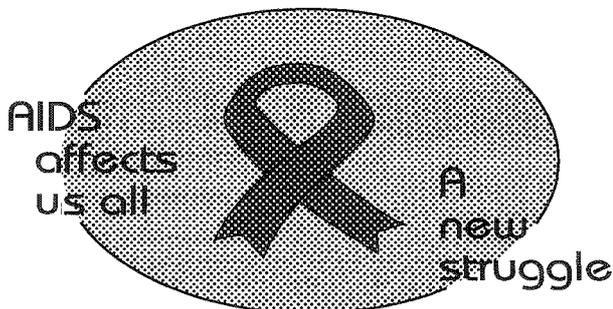
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**PIETERMARITZBURG,**

10 AUGUST 2012  
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**No. 794**

**We all have the power to prevent AIDS**



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**PROVINCIAL NOTICES**

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**No. 76****10 August 2012****RULES**

The KwaZulu-Natal Gaming and Betting Board has, in terms of section 7(1)(l) of the KwaZulu-Natal Gaming Act, 2010 (Act No 08 of 2010), made the following Rules:

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## PART I

### INTRODUCTORY

#### Definitions

1. In these rules any word or expression to which a meaning has been assigned to in the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010, or the regulations made hereunder, shall have the meaning so assigned to it and unless the context otherwise indicates -

**"Act"** means the KwaZulu-Natal Gaming and Betting Act (Act No 08 of 2010);

**"An announced"** bet is a wager made without chips, plaques or cash and includes market bets, which are supplemented bets made during a hand of play;

**"Board"** means the KwaZulu-Natal Gaming and Betting Board established in terms of section 6 of the Act;

**"business day"** means any day excluding Saturday and Sunday and a public holiday;

**"cage"** means a physical structure immediately adjacent to the gaming floor to house the cashiers and to serve as the central location in the casino for the:

- (a) custody of the cage inventory comprising currency including patrons' deposits, coins, patron credit instruments, gaming chips and plaques, forms, documents and records normally associated with the operation of a cage;
- (b) approval, exchange, redemption, and consolidation of patron cheques received for the purposes of gaming;
- (c) receipt, distribution, and redemption of gaming chips, tokens and plaques;
- (d) issue, receipt and reconciliation of funds used in the acceptance of currency and coupons from patrons in exchange for currency;

**"card game"** means a game in which the casino licensee is not party to wagers, but from which such licensee receives a percentage of the total amount staked or is compensated by way of a time buy-in or the payment of a fee by a player for the privilege of playing, and includes but is not limited to the following: poker, blackjack, bridge, whist, solo, panguingue and other non-banking casino games;

**"cash equivalents"** means:

- (a) certified cheques, cashier's cheques, recognised travellers cheques or recognised money orders, any of which are made payable to the casino licensee;
- (b) certified cheques, cashier's cheques or recognised money orders, which shall be made payable to the presenting patron and endorsed in blank;
- (c) recognised credit cards presented pursuant to the licensee's

system of internal control;

**"casino supervisor"** means a person employed in the operation of a casino in a supervisory capacity or empowered to make discretionary decisions which govern casino operations, including but not limited to, inspectors, floor persons, tables managers, casino shift managers, the assistant casino manager, and the casino manager;

**"company"** means any company as defined in the Companies Act, 2008 (Act No 71 of 2008), any close corporation as defined in the Close Corporations Act, 1984 (Act No 69 of 1984), partnership, trust or other form of business organisation, which is not a natural person;

**"conversion"** means a change in a gaming machine from one pre-approved configuration to another pre-approved configuration, or from one approved mode of play to another approved mode of pay;

**"establishment"** means any licensed premises contemplated in the Act where business is conducted, and includes all buildings, improvements, equipment and facilities used or maintained in connection with such business;

**"funds"** means money or any other instrument of value;

**"game outcome"** means the final result of a wager;

**"gaming day"** means an accounting period for licence which commences and terminates at such times as specified in the licensee's internal control systems and approved by the Board;

**"handle"** means the total rand value played through a gaming machine;

**"incompatible function"** means a function, for accounting control purposes, which has the potential to enable a person or department to commit fraud and/or conceal errors in the normal course of their duties;

**"jackpot"** means any money, merchandise or thing of value to be paid to a patron as a result of -

- (a) a specific winning combination of characters indicated on a gaming machine; or
- (b) the winning of a table game progressive jackpot;

**"Managing Director"** means the person who is charged, by a casino licensee, with responsibility for the daily conduct of the licensee's business, irrespective of the title which such person may hold;

**"manufacturer"** means any person who is registered as a manufacturer in terms of Part 4 of the regulations and who makes modifications to gaming equipment used in the Province or which is intended for distribution outside the Province;

**"modification"** means a change or alteration to an approved gaming machine which affects the manner or mode of play of the machine, including a change to the control or graphics programs, but excluding -

- (a) any conversion;
- (b) the replacement of one component with another pre-approved component;
- (c) the rebuilding of a previously approved device with pre-approved components;
- (d) a change in the return to player or theoretical hold percentage of a gaming machine: Provided that the altered return to player or hold percentage meets the requirements of the regulations; or
- (e) a change in the return to player or theoretical hold percentage of a gaming machine which results from a top award jackpot or bonus jackpot payment which is paid directly by an attendant and which is not accounted for by the device;

**"registration number"** means a unique number permanently assigned to a gaming machine, cash storage box and roulette wheel for purposes of tracking such machine, storage box or roulette wheel, and which registration number shall be affixed in a permanent manner to the machine, storage box or roulette wheel to which it relates;

**"regulations"** means the regulations made in terms of the Act;

**"shift"** means the regular, daily work period of a group of employees administering and supervising the operation of table games, gaming machines, the cage and satellite cages, working in relay with another such succeeding or preceding group of employees at specific times, as stated in the licensee's system of internal control;

**"supplier"** means any person who is registered as a supplier in terms of Part 4 of the regulations and who makes, sells, leases, markets, offers, or otherwise distributes any gaming equipment for use or play in the Province, or sells, leases, or otherwise distributes any gaming equipment from a location within the Province; and

**"wager"** means the staking of money, cash equivalent or other thing of value on the unknown result of a future event, for the sake of a return at the risk of losing all or a portion of the stake.

### **Construction**

2. Nothing contained in these rules shall conflict with any provision of the Act or Regulations made hereunder, or of any other applicable statute.

### **Calculation of time periods**

3. Any time period prescribed in these rules shall exclude the first day and include the last day.

## **PART II**

### **GENERAL RULES**

#### **Improper attempts to obtain information**

4. No person shall directly or indirectly procure or attempt to procure from the records of the Board any information that is not made available by proper authority.

#### **Procedure for control of evidence and destruction of cheating devices**

5. Whenever an inspector of the Board seizes any article or property, the Board's custodian of such article or property shall place in a secure facility, and record in a suitable system, sufficient information to establish a chain of custody: Provided that any failure to comply with this rule, shall not render evidence inadmissible in any proceeding before the Board.
6.
  - (1) The Board shall retain, as its own property, any article or property which constitutes a cheating device, and the Board may, from time to time, dispose thereof after recording the date and manner of its disposal.
  - (2) Whenever the Board takes a cheating device into its custody, it shall, within a reasonable period of time, notify each known claimant of such device, by registered mail, that he or she has thirty days from the date on which notice is served in which to lodge a written claim to contest the device's depiction as a cheating device.
  - (3) Failure to lodge a written claim within the period contemplated in sub-rule (2), will constitute an admission by a claimant that the device or property may be destroyed, in which event the Board may, in its discretion, retain or dispose of the cheating device.

#### **Ownership of premises where gaming is conducted**

7. The Board may deem that premises are unsuitable for the conduct of gaming, by virtue of any person who holds any interest whatsoever in such premises, being disqualified to hold a licence under the Act regardless of the qualifications of the person who applies for a licence or who holds a licence issued under the Act.
8. Whenever the premises to which an application relates are not wholly owned by the applicant, the applicant shall furnish to the Board the name and address of the owner or owners of such premises, a copy of all agreements whereby the applicant is entitled to possession of the premises, and such other information as the Board may require.
9. An applicant for a licence shall furnish the Board with complete information as to any interest held in the premises by another person, including interest held under any mortgage, deed of trust, bond or debenture, pledge of corporate shares, voting trust agreement, or whatever other device, together with such other information as the Board may require.
10. Every licensee shall furnish the Board with complete information as to any change of ownership of the premises or of any change of any interest in the

premises wherein or whereon the licenced gaming is operated, at least thirty days before the date of such change or, if the licensee is not a party to the transaction which gives effect to such change of ownership, immediately upon obtaining knowledge of such change of ownership or any contemplated change or ownership.

**Method of operation to promote objects of Board and grounds for disciplinary action**

11. (1) To give effect to the objects of the Board contemplated in section 6(1) of the Act, the Board will require that licences operate in a manner which endeavours to protect public health, safety, morals, good order, and the general welfare of the public.
- (2) Without limiting the generality of the provisions of sub-rule (1) of this rule, the following acts or omissions shall be grounds for disciplinary action:
- (a) failure to exercise discretion and sound judgement to prevent incidents which will reflect badly on the reputation of the Province and which will be detrimental to the development of the industry;
  - (b) permitting persons to gamble, who appear to be visibly intoxicated;
  - (c) serving intoxicating beverages in the gambling area, to persons who appear to be visibly intoxicated;
  - (d) possessing or permitting to remain in or upon any licenced premises, any cards, dice, mechanical device, or any other cheating device whatsoever, the use of which is prohibited by law;
  - (e) conducting, carrying on, operating or dealing any cheating game or device on the premises, which may have in any manner been marked, tampered with or otherwise placed in a condition, or operated in manner, which tends to deceive the public or which might make the game more liable to win or lose, or which tends to alter the normal random selection of criteria which determine the results of the game;
  - (f) failure to conduct gambling operations in accordance with proper standards of custom, decorum and decency, or permitting any type of conduct in the gambling establishment which reflects or tends to reflect on the reputation of the Province, and acts as a detriment to the gambling industry;
  - (g) except as provided in the regulations and these rules, the sale or assignment of any gaming credit instrument by a licensee, unless the sale is to a publicly traded or other bona fide financial institution pursuant to a written contract, and the transaction and the terms of the contract, including but not limited to the discount rate, are reported to the Board for approval;
  - (h) issuing credit to a patron to enable him/her to pay a debt owed to

another licensee or person, including an affiliate of the licensee: Provided that this sub-rule shall not prohibit a licensee from collecting a debt owed to an affiliate of the licensee;

- (i) permitting any person who is under the age of eighteen years to gamble; and
  - (j) Permitting a self-excluded person to enter and gamble after he/she has completed a request for self-exclusion.
12. (1) Licensee's shall be responsible for ensuring that appropriate methods are applied and maintained in their establishments in order to realise the objects of the Board, and any wilful or persistent use or toleration of methods of operation deemed by the Board to be inappropriate, will constitute grounds for the cancellation of a licence or other disciplinary action deemed necessary by the Board.
- (2) Without limiting the generality of the provisions of sub-rule (1) of this rule, the Board deems any activity on the part of any licensee, his/her agents or employees, which is harmful to the public health, safety, morals, good order and general welfare of the public, or which will reflect or attempt to reflect discredit on the Province or the gaming industry, to be an inappropriate method of operation which shall be grounds for disciplinary action by the Board in accordance with the Act.

#### **Criminal convictions as grounds for cancellation or suspension**

13. A licence shall notify the Board within seven days of becoming aware of the criminal conviction of any owner, director, officer or employee.
14. The Board may suspend or cancel a licence or certificate of suitability or registration of a person who is convicted of a crime, even though the convicted person's post-conviction rights and remedies have not been exhausted, if the crime or conviction discredits or tends to discredit the Province or the gambling industry.

#### **Ownership identification on gaming devices**

15. A licensee shall affix in a prominent place on all gaming equipment exposed for play, a sign or label that identifies the person responsible for repairs or malfunctions of such equipment, the payment of winnings, and for dealing with disputes regarding payments.

#### **Reports of cheating or contravention**

16. Every licensee shall-
- (a) notify the Board, in writing, within twenty four hours of the discovery of any cheating or contravention of the Act or of any contravention or suspected contravention of any gambling law; and
  - (b) provide the Board with details of any action taken or being taken by such licensee, within seven days of the action having been taken.

**Access to premises and production of records**

17. A licensee or certificate holder shall not neglect or refuse to produce records or evidence or give information upon proper and lawful demand by the Board or its agent, nor shall he or she otherwise interfere, or attempt to interfere, with any proper and lawful efforts by the Board or any authorised employee to produce such information.
18. Every licensee shall immediately on request make available for inspection by the Board or its agent, all records relating to the licensee's business.
19. Every licensee shall allow the Board or its agent unrestricted access to its premises, including examination of any equipment used directly or indirectly in the conducting of gambling activities.

**Extension of time for reporting**

20. The Chief Executive Officer may, in his or her discretion, extend the time for filing any report or document required by this rule.

**Claims for refund or overpaid gaming tax**

21.
  - (1) A claim for a refund of overpaid gaming tax, shall be lodged with the Chief Executive Officer, and such claim shall contain the legal basis for the claim and the licensee's calculations of the amount of the refund.
  - (2) The aforesaid claim for a refund shall be lodged with the Board within six months after the financial year-end relating to the year in which the overpayment was made.

**Additional assessment in respect of underpayment of gambling tax**

22.
  - (1) Whenever the Board determines that a licensee has underpaid gaming taxes, the Board shall issue to the licensee an additional tax assessment setting out the amount due to the Board, and the basis of calculation thereof.
  - (2) The amount due to the Board in terms of the additional assessment referred to in sub-rule (1) of this rule, shall be paid by the licensee within seven days of issue of the additional assessment, or such longer period as the Board may allow.
23. Where a licensee fails to keep the records used by it to calculate gross gaming revenue or any other applicable fees or levies, the Board may calculate or estimate the amounts due upon the basis of any information within the Board's possession, including statistical analysis.

### **PART III**

#### **MINIMUM OPERATIONAL AND INTERNAL CONTROL STANDARDS**

##### **Regulations**

24. The provisions included in this part of the rules must be read with the provisions of Chapter 3 Part 8 of the regulations.

##### **Administration, Organisation and Structure**

##### **Organisational structure**

25. Every casino licensee shall develop and implement an organisational structure that provides for:
- (a) a system of personnel and a chain of command that permits management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
  - (b) the segregation of incompatible functions so that employees are not able to make errors or commit fraud and to conceal such errors or fraud in the course of their duties;
  - (c) primary and secondary supervisory positions which permit the authorisation or supervision of transactions at all relevant times; and
  - (d) areas of responsibility which can be sufficiently monitored by one person alone.

##### **Departments and supervisory positions**

26. Every casino licensee's organisational structure and internal control system shall include at least the following departments and supervisory positions, each of which shall be required to cooperate with, but operate independently of, all other departments and supervisors:
- (a) a surveillance department which shall be supervised by a Surveillance Manager, and be responsible for:
    - (i) the clandestine surveillance of the operation and conduct of table games;
    - (ii) the clandestine surveillance of the operation of gaming machines and currency acceptors;
    - (iii) the clandestine surveillance of the operation of the cashiers' cage and satellite cages;
    - (iv) the visual recording by means of data storage of the activities in the hard and soft count rooms;
    - (v) the detection of cheating, theft, embezzlement and other illegal activities in the casino, count rooms, gaming-machine booths, cashiers' cage and other locations within the casino;

- (vi) the detection of the presence, in the casino, of any person who is required to be excluded, or who may be excluded or ejected, or of any person who is prohibited from entering a casino;
  - (vii) the visual recording by means of data storage of any activities which are deemed to be illegal or unusual;
  - (viii) providing timely notification to the appropriate supervisors and the Board of the detection and video or audio recording of any person who is engaging in or attempting to engage in, or who is reasonably suspected of engaging in, cheating, theft, embezzlement, or any other illegal activity, including those activities prohibited by the Act, the Regulations or the Rules;
  - (ix) providing timely notification to the appropriate supervisors and the Board of the detection and video or audio recording of any person who is required to be excluded, or who may be excluded or ejected, or who is prohibited from entering a casino; and
  - (x) the recording, in an incidents' log, of all illegal and unusual activities monitored by the surveillance department.
- (b) an internal audit department which shall be supervised by an Internal Audit Manager, and be responsible for:
- (i) the review and evaluation of the adequacy of internal controls and their compliance with the minimum internal control standards stipulated in the Act, Regulations or Rules;
  - (ii) the reporting to the Board of Directors or a committee thereof, the executive management of the casino, and the Board, of all incidents of non-compliance with the minimum internal control standards stipulated in the Act, Regulations or Rules;
  - (iii) the reporting to the Board of Directors or a committee thereof, the executive management of the casino, and the Board, of any material weaknesses in the system of internal control;
  - (iv) the recommendation to the management of the casino of procedures aimed at eliminating any material weaknesses in the system of internal control; and
  - (v) the preparation and maintenance of reports which contain the information required in terms of this rule.
- (c) an electronic data-processing department which shall be supervised by an Electronic Data Processing Manager and be responsible for the quality, reliability and accuracy of all computer systems used by the casino licensee in the conduct of casino operations, including the specifications of appropriate computer software and hardware, and procedures for the security, physical integrity, audit and maintenance of:
- (i) access codes and other data-related security controls used to ensure limited access to computers and the system-wide reliability

- of data;
- (ii) computer tapes, disks or other electronic storage media containing data relevant to the casino operation; and
  - (iii) computer hardware, communications equipment and software used in the conduct of the casino operation;
- (d) a table games department which shall be supervised by a Casino Manager and be responsible for the operation and conduct of all table games approved and authorised by the Board, but excluding the count process or computer applications and data files, which are considered to be incompatible functions;
- (e) a gaming machine department which shall be supervised by a Gaming Machine Manager and be responsible for the operation and maintenance of gaming machines approved and authorised by the Board, but excluding the count process which is considered to be an incompatible function;
- (f) a credit department which shall be supervised by a Credit Manager and be responsible for the performance of the credit function, including:
- (i) the verification of patron credit references;
  - (ii) the establishment of patron credit limits;
  - (iii) the maintenance, review and updating of the patron's credit files;
  - (iv) the notification, in writing, of the names and addresses of patrons with newly-approved credit limits to the supervisors of the table games and gaming machine departments on a daily basis, in accordance with the casino licensee's approved system of internal control;
  - (v) the performance of all credit-related procedures required by the Regulations and Rules; and
  - (vi) the performance of all duties and responsibilities in accordance with the internal control procedures approved by the Board;
- (g) a collection department which shall be supervised by a Collection Manager and be responsible for the credit function, including:
- (i) communication with all patrons who have outstanding credit instruments for the purpose of collecting the outstanding balance;
  - (ii) the maintenance of detailed records of all outstanding credit instruments and of all efforts made to collect such credit instruments;
  - (iii) the receipt of collections and the forwarding thereof to the cage; and

- (iv) the preparation of routine reports to the management responsible for the collection function regarding the collection status of all outstanding credit instruments;
- (h) a security department which shall be supervised by a Security Manager and be responsible for the overall security of the casino, including:
  - (i) the enforcement of the law;
  - (ii) the physical safety of patrons in the casino;
  - (iii) the physical safety of personnel employed by the casino;
  - (iv) the physical safeguarding of assets transported to and from the casino floor and of the count rooms, gaming machine booths and cashiers' cage;
  - (v) the protection of the property of the casino and of patrons;
  - (vi) the detention of any person engaging in, or suspected of having engaged in, any illegal activities and the notification of the South African Police Service and the Board of such detention;
  - (vii) the recording, in indelible ink in a bound notebook from which pages cannot be removed and each page of which is sequentially numbered, of all incidents within the casino to which a security department employee was assigned, including the following:
    - (aa) the assignment number, which shall be sequentially assigned;
    - (bb) the date of the incident;
    - (cc) the time of the incident;
    - (dd) the nature of the incident;
    - (ee) the person involved in the incident; and
    - (ff) the security department employee assigned to the incident;
  - (viii) the identification and removal of any person who is required to be excluded, or who may be excluded or ejected, or of any person who is prohibited from entering a casino; and
  - (ix) the performance of all duties and responsibilities in accordance with the internal control procedures approved by the Board;
- (i) a casino accounts department which shall be supervised by a Casino Controller and be responsible for the control and supervision of the

cashier's cage, satellite cages, gaming machine booths and gaming machines' cage, including the following:

- (i) accounting controls;
  - (ii) the preparation and control of records and data;
  - (iii) the control of stored data, the supply of unused forms, and the accounting for and comparing of forms used in operating the casino;
  - (iv) the preparation of all financial and management reports; and
  - (v) the hard count and the casino and gaming machines' soft counts;
- (j) a cashiers' cage which shall be supervised by a Cage Manager who shall report to the Casino Controller and shall be responsible for the control and supervision of cage and gaming machine cashiers, change persons and casino tables' clerks, including:
- (i) the custody of currency, coin, patron credit instruments, gaming chips, tokens and plaques, and documents and records normally associated with the operation of a cashiers' cage;
  - (ii) the exchange, redemption and consolidation of patron credit instruments;
  - (iii) the receipt, distribution and redemption of gaming chips, tokens and plaques; and
  - (iv) such other functions normally associated with the operation of a cashiers' cage and cashier booths.
27. The cashiers' cage must be independent of the count in respect of revenues from table games and gaming machines.
28. Upon approval by the Board:
- (a) the cage department may perform the functions of the credit department; and
  - (b) the collection department may be part of any other department contemplated in rule 26, provided that the casino licensee can demonstrate that there are no incompatible functions.

#### **Surveillance and internal audit department**

29. The manager of the surveillance department contemplated in rule 26 shall report directly to a member of executive management who does not participate in the conduct of the daily operations of the casino, and who is at least at the level of Managing Director: Provided that the Board may approve different reporting lines if the casino licensee can demonstrate that there are no incompatible functions.

30. The manager of the internal audit department contemplated in rule 26 shall report directly to the audit committee of the board of directors of the company or holding company or, in the absence of an audit committee, an independent member of the board of directors.

### **Regulatory inspectorate**

31. The casino licensee shall provide permanent facilities for the accommodation of at least two inspectors of the Board.
32. The Board shall levy a fee, based on cost recovery, on the casino licensee for all certification and expansion services provided by the inspectors of the Board in respect of applications for amendments, rescissions and substitutions to license conditions.

### **Jobs compendium submission**

33. (1) Every casino licensee shall prepare and maintain a jobs compendium detailing job descriptions and lines of authority for all personnel engaged in the operation of the casino.
- (2) Unless otherwise directed by the Board, a jobs compendium shall be submitted to the Board for approval at least sixty days prior to the projected date of commencement of operations.
- (3) Should the Board determine that any job descriptions and tables of organisation contained in a jobs compendium fail to conform to the licensing, registration and chain-of-command requirements of the Act, Regulations or Rules, the casino licensee shall be required to effect the appropriate alterations prior to approval been granted.
- (4) No casino licensee shall commence gaming operations unless and until his or her jobs compendium is approved by the Board.
34. A jobs compendium shall include:
- i. a table of contents, alphabetically arranged, listing the title of the position and the job code for each job description contemplated in paragraph (iii), and the page number on which the corresponding job description may be found;
  - ii. a table of organisation for each department and division, illustrating, by the title of the position, direct and indirect lines of authority within the department or division, and which shall specify:
    - (i) the date of its submission;
    - (ii) the date of the previously submitted table of organisation which it supersedes; and
    - (iii) a unique title or other identifying designation for that table of organisation;
  - iii. a description of each employee position, listed on separate pages

and organised by departments or divisions, which must correspond with the positions listed in the table of organisation and in the table of contents, including:

- (i) the title of the position and corresponding department;
  - (ii) job duties and responsibilities;
  - (iii) detailed descriptions of experience or educational requirements; and
  - (iv) access to secured or sensitive areas of the casino and the keys to such areas;
- iv. the date of submission of each employee position, job description, and the date of any prior job description it may supersede; and
  - v. The date of submission and page number of each table of organisation on which the employee position title is included.
35. Any proposed amendment to a previously approved jobs compendium shall be submitted to the Board at least sixty days prior to the proposed date on which the amendment is to be implemented, and must be approved by the Board prior to its implementation.
36. Every casino licensee shall submit a complete and current jobs compendium to the Board every twenty-four months after the licensee has been issued a certificate of operation, unless otherwise directed by the Board.

#### **Personnel assigned to the operation and conduct of table games and gaming machines**

37. Every casino licensee shall be required to employ the personnel listed in rules 39 and 40, regardless of the position titles assigned to such personnel by the casino licensee in its approved jobs compendium, and functions described in this rule shall be performed only by persons holding the appropriate registration required by the casino licensee's approved jobs compendium to perform such functions, or by persons holding the appropriate registration required by the casino licensee's approved jobs compendium to supervise persons performing such functions.
38. every casino licensee shall, at all times, maintain a level of staffing which ensures the proper operation and effective supervision of all table games and gaming machines in the casino.
39. The personnel used to operate the table games in a casino in accordance with the casino licensee's approved internal control system, shall be:
- (a) a Tables Supervisor who shall be the person located at a desk in the tables area and who shall prepare documentation or enter appropriate information into the computer system required for the operation of table games including, requests for fills, requests for credits and credit instruments: Provided that this function may be performed by tables personnel if the casino licensee can demonstrate to the Board that there are no incompatible functions;

- (b) dealers who shall be the persons assigned to each table game to directly operate and conduct the game;
  - (c) an Inspector who shall be the first level supervisor responsible for the direct supervision of the operation and conduct of table games, where the number of table games for which he or she is responsible is determined by the casino licensee's approved internal control system;
  - (d) a Tables Manager or Supervisor who shall be the second level supervisor responsible for the overall supervision of the operation and conduct of table games;
  - (e) a Casino Shift Manager who shall be the supervisor assigned to each shift and be responsible for the supervision of table games conducted in the casino and, in the absence of the Casino Manager and the Assistant Casino Manager, he or she shall have the authority of a Casino Manager; and
  - (f) a Casino Manager who shall be the management employee responsible for the supervision and management of table games and the casino's daily activities, including the hiring and termination of employment of all table games' personnel and who shall ensure that the table department operates in accordance with the policies and practices established by the Board of Directors of the casino licensee, in compliance with the Act, Regulations or Rules.
40. The personnel used to operate the gaming machine department in a casino in accordance with the casino licensee's approval internal control system, shall be:
- (a) Gaming Machine Technicians who shall be the persons responsible for the repair and maintenance of gaming machines and currency acceptors in proper operating condition, and who shall report directly to the Gaming Machine Technical Manager or, in the absence of a Gaming Machine Technical Manager, directly to the Gaming Machine Manager;
  - (b) Gaming Machine Attendants who shall be the persons responsible for the operation of gaming machines and currency acceptors, including participation in manual jackpot payouts and gaming machine fills;
  - (c) Gaming Machine Supervisors who shall be the first level supervisors responsible for the direct supervision of the operation of gaming machines and currency acceptors;
  - (d) a Gaming Machine Shift Manager who shall be the second level supervisor responsible for the overall supervision of the gaming machine and currency acceptor operation for each shift and shall, in the absence of the Gaming Machine Manager or Assistant Gaming Machine Manager, have the authority of the Gaming Machine Manager; and
  - (e) a Gaming Machine Manager who shall be the management employee responsible for the supervision and management of the overall operation of the gaming machines and currency acceptors, including the hiring and termination of employment of gaming machine

department personnel, and who shall ensure that the gaming machine department operates in accordance with the policies and practices established by the Board of Directors of the casino licensee, in compliance with the Act, Regulations or Rules.

41. Gaming Machine Technicians shall operate independently of Gaming Machine Attendants and Gaming Machine Supervisors.
42. The limitations in respect of signing authority shall be established in accordance with the casino licensee's internal control system approved by the Board.
43. A casino licensee may utilise personnel in addition to those contemplated in rules 39 and 40.
44. The Board may, in its discretion, order the utilisation of additional personnel by the casino licensee if it deems it necessary for the proper conduct and effective control and supervision of gaming in a casino.

#### **Gratuities**

45. The procedures and policies for the payment of gratuities to personnel shall be contained in the approved internal control system of the casino licensee.

#### **Patron cash or cash equivalent deposits**

46. The receipt or withdrawal of a patron's deposit shall be recorded by means of a pre-numbered document consisting of at least two parts, which shall contain:
  - (a) the identical pre-printed number on all copies;
  - (b) the patron's name and signature;
  - (c) the date of receipt or withdrawal of the deposit;
  - (d) the amount of the deposit or withdrawal;
  - (b) the nature of the deposit or withdrawal; and
  - (c) the signature of the Cashier receiving or disbursing the deposit.
47. Procedures to ensure proper accounting for patron's deposits shall be documented in the casino licensee's internal control system, and shall include:
  - (a) the maintenance of a detailed record for each patron, including the date of all funds deposited and withdrawn, and a running balance;
  - (b) the maintenance of a current running balance of the total of all patron's deposits which are in the cage or vault inventory; and
  - (c) the reconciliation, on at least a daily basis, of the total current running balances, with the individual deposits and withdrawals.

### Rules Governing Table Games

48. Controls relating to the day-to-day operation of the casino tables, including table opening and closing times, dealers' duties, table limits, order of payouts, inspectors' duties and change procedures, shall be specified in the casino licensee's internal control procedures' manual which has been approved by the Board.

#### Call and announced bets

49. (1) A call bet is a bet called to the Dealer accompanied by an amount in chips or cash, sufficient to cover the value of the bet.
- (2) The procedures for call bets shall be detailed in the casino licensee's internal control system which has been approved by the Board.
50. Announced bets are not permissible.

#### Fill and credit rules

51. (1) Fill and credit slips shall be in at least three parts, in a continuous numerical series, and pre-numbered or concurrently numbered in a form utilising the alphabet and only in one series at a time.
- (2) In the case of a computerised system, the computer shall assign each fill and credit slip a unique identification number that will not be duplicated and will allow for the subsequent accounting of all slips issued.
52. (1) Issued and un-issued fill and credit slips shall be safeguarded, and adequate procedures shall be employed in their distribution, use and control.
- (2) In the case of a manual control system, the accounting department or another department independent of fill and credit transactions, shall be responsible for the issue and control of fill and credit slips.
53. (1) Employees of the cashier or table games departments shall not be permitted access to the locked box or restricted copies of fill or credit slips.
- (2) Where a computerised system is used, employees that participate in fill and credit transactions shall not be permitted access to data files and shall be denied the ability to delete or alter such information.
54. (1) When a fill or credit slip is voided after being processed, the Cashier shall clearly mark "VOID" across the face of the original and first copy, which shall then be signed by the Cashier and a member of the security department, and all available parts shall thereafter be submitted
- (2) Where a computerised system is used, at least two employees from separate departments shall be required to enter authorising identification numbers in order to void a fill or credit slip, and a complete chronological record of the transactions and the authorisations shall be retained in the computer system and printed on an exception report.
55. (1) Fill transactions shall be authorised by a Tables Supervisor by means of a

fill slip request prior to the issue of fill slips and the transfer of chips, tokens or other monetary equivalents from the cage to the table.

- (2) A fill slip request shall be used to document the authorisation contemplated in sub-rule (1) of this rule, and such request shall be at least a two-part document and shall include the table number, the date, the time and the amount of fill requested, by denomination, and shall be endorsed with the signatures of the Tables Supervisor authorising the fill and the Cashier preparing the fill.
56.
  - (1) One part of the fill slip request shall remain in the tables for subsequent comparison to the fill slip, and the other part shall be taken to the cage by a member of the security department, for use by the Cashier in the preparation of a fill slip.
  - (2) Where a computerised system is used, the Tables Supervisor shall provide the required information to the Tables Clerk, who then enters the information into the computer system in order that a copy of the fill slip request is printed automatically in the cage.
57.
  - (1) One part of the fill slip shall be transported to the Tables with the fill and, after the appropriate signatures are obtained, deposited into the table drop box.
  - (2) One part of the fill slip shall be retained in the cage for reconciliation of the cashier bank.
  - (3) In the case of a manual system, one part of the fill slip shall be retained in a continuous unbroken form in a locked machine or, in the case of a computerised system, as a permanent record in the computer data files.
58. The table number, date, time and amount of the fill, by denomination and total, shall be recorded on all copies of the fill slip.
59. All fills shall be removed from the cashier's cage by a member of the security department.
60. Each fill slip shall be signed by:
  - (a) the Cashier who prepared the fill slip and issued the chips, plaques or tokens;
  - (b) the member of the security department who conveyed the chips, plaques or tokens from the cage to the gaming table;
  - (c) the dealer who received the chips, plaques or tokens at the gaming table; and
  - (d) the Tables Supervisor who supervised the fill transaction,

in order to indicate that they have counted the fill and that the value thereof tallies with the amount recorded on the fill slip.
61. Fills shall be broken down and verified by the Dealer in full view of the public and surveillance personnel,
62. Fill slips and request for fill slips shall be placed in the drop box by the dealer only.

63. (1) When table credits are transacted, a credit slip request shall be prepared in order to transfer chips, tokens or other monetary equivalents from the Tables to the cashier's area.
- (2) A credit slip request shall be at least a two-part document and shall include the table number, the date, time and amount of the credit, by denomination, and be endorsed with the signatures of the Tables Supervisor authorising the credit and the Cashier preparing the credit slip.
64. One part of the credit slip request shall be placed on the table in full view of the public and surveillance personnel and shall be verified for correct entries, and the total amount of chips, plaques, tokens or other monetary equivalents removed from the table shall be documented.
65. (1) One part of the credit slip request shall be handed to the security department for conveyance with the chips, plaques, tokens or other monetary equivalents to the cage, and shall be used by the Cashier to prepare the credit slip.
- (2) Where a computerised system is used, the Tables Supervisor shall provide the required information to the Tables Clerk, who then enters the information into the computer system in order that a copy of the credit slip request is printed automatically in the cage.
66. (1) One part of the credit slip shall be retained in the cage for reconciliation of the cashier bank, after the required signatures have been obtained.
- (2) One part of the credit slip shall be handed to the tables by the security personnel who conveyed the chips, plaques or tokens from the table game to the cage and, once the appropriate signatures are obtained, shall be returned to the table game and deposited in the table drop box.
- (3) One part of the credit slip shall, in the case of a manual system, be retained in a continuous unbroken form in a locked machine or, in the case of a computerised system, as a permanent record in the computer data files.
67. The table number, date, shift, time and amount of the credit, by denomination and total, shall be recorded on all copies of the credit slip.
68. Chips, plaques and tokens shall be removed from the table tray by the dealer only and shall be broken down and verified against the request for credit in full view of the public and a member of the security department and the surveillance department, prior to the said chips, plaques and tokens been placed in racks for transfer to the cage.
69. Chips, plaques and tokens shall be removed from the table game until a request for credit in the equivalent amount has been placed on the table.
70. All chips, plaques and tokens removed from the table shall be conveyed from the table to the cashier's cage or visa versa, by a member of the security department.
- (1) A member of the security department shall be present during all table opening and closing procedures.

71. Credit slips shall be signed by:

- a. the Cashier who received the items which were transferred from the tables and who prepared the credit slip;
- b. the member of the security department who carried the items which were transferred from the table to the cage, and thereafter returned to the tables with the credit slip;
- c. the Dealer who had custody of the chips, plaques and tokens prior to transfer thereof to the cage; and
- d. the Tables Supervisor who supervised the credit transaction;

in order to indicate that they have counted the chips, plaques or tokens and that the value thereof tallies with the amount recorded on the credit slip.

72. The credit slip and the request for credit shall be placed in the drop box by the Dealer only.

73. Chips, plaques and tokens shall be deposited on, or removed from, table games only when the appropriate fill or credit slip is tendered and fills between tables shall be strictly prohibited.

**Soft count rules**

74. The soft count shall not be performed at the same time and at the same location as the count of other revenue departments.

75. (1) The keys to the drop boxes as well as the drop box storage racks shall be signed out from the security department by a member of that department, with the Cash Desk Supervisor and the Count Supervisor signing as witnesses thereto.

(2) Locked drop boxes shall be removed from the tables by members of the security department under the supervision and attendance of a Tables Manager.

(3) The drop boxes shall be transferred to a secure storage area, which may be located in the soft count room.

(4) The removal and transportation of the drop boxes shall be noted in the occurrence book and be monitored and recorded by surveillance personnel on the casino's closed-circuit television system.

(5) All drop boxes shall be cleared from the regardless of whether the tables were opened or not.

(6) The drop boxes removed shall be placed in a trolley for transportation purposes and the drop boxes and trolley shall remain in full view of the closed-circuit television cameras at all times.

(7) All drop boxes removed from the table shall be secured in the secure storage area, which shall be continually monitored and recorded by the

closed-circuit television system.

### **Soft count room**

76. The soft count shall be performed in a room which is separated from the casino.
77. The soft count room shall:
- (a) be of a brick or concrete construction and both the ceiling and the floor will be solidly constructed;
  - (b) have no windows;
  - (c) have an emergency battery-lighting system which shall be automatically activated in the event of a power failure and shall have sufficient power to last a minimum of eight hours;
  - (d) be air conditioned and such air conditioning shall be controlled from within the room; and
  - (e) be equipped with:
    - (i) a panic alarm system which is:
      - (aa) connected to the security or surveillance office;
      - (bb) activated by a switch or button which is within easy reach of the Count Supervisor; and
      - (cc) tested before the start of the count each day; and
    - (ii) an internal telephone which is within easy reach of the Count Supervisor.
78. The door to the soft count room shall be:
- (a) locked or bolted from the inside while the soft count is taking place;
  - (b) of steel-lined construction; and
  - (c) fitted with a one-way spy hole.
79. The lighting in the soft count room shall be arranged so that there is no reflection from the soft count table onto the closed-circuit television cameras in the room.
80. The surface of the soft count table shall be of clear, toughened glass or a transparent, scratch-resistant alternative and there shall be no shelves or objects upon, above or below the table, that would obstruct the view of the count supervisor or the closed-circuit television cameras, of the count.
81. There will be a clear partition at one end of the soft count table, so that the cash and chips which have not been counted will be separated from the cash and chips which have been counted.
82. The keys to the soft count room shall be:
- (a) controlled by the Head of the count department or any of his/her delegates as contained in the ICS approved by the Board; and

- (b) signed in and out by the Cage Manager and the security department.
83. The drop box contents' keys will be sealed in a separate pouch and held by the security department.
  84. The soft count room keys and the drop box contents' keys will be controlled in accordance with the Key Control Rules contemplated in rules 113 to 118, inclusive.
  85. The security and surveillance departments must be notified of the intention of any person to enter the count room prior to such person entering the count room.
  86. The count process and any sound during such process, will be monitored and recorded by the surveillance department.
  87. The count room door shall only be opened during a count upon request of an authorised person after the count table has been cleared of all chips and cash.
  88. Where the soft count takes place on the day after the business day:
    - (a) the drop boxes will be locked into a safe or a lockable metal shelving system within the count room using high quality locks, and the process will be monitored and recorded by means of the closed-circuit television system beginning when the first box is brought into the room and ending once the count is completed the following day;
    - (b) there shall be a device within the count room capable of detecting any movement within the room once the drop boxes have been locked in the room; and
    - (c) an alarm device must be installed on the count room door which is activated once the drop boxes have been locked in the room.

### **Personnel**

89. The count personnel shall be independent of the table games and the gaming machine department, and shall have no involvement in the subsequent accounting of the soft drop proceeds.
90. There will be at least three persons, one of whom shall be the Count Supervisor, present during the soft count.
91. Only English shall be spoken in the count room.
92. The detailed count procedures and the uniforms which shall be worn by personnel within the count room must be contained in the casino licensee's internal control procedures which have been approved by the Board.
93. At no time during the count shall more than one person at a time leave the count room until all monies have been counted, verified and accepted into the cage or vault accounting, except as provided in the casino licensee's internal control procedures.
94. Count team members shall be routinely rotated in such a way that the same three individuals are not involved in the count more than four days in any week.

95. Drop boxes shall be individually emptied and counted and no more than one box may be open at any one time.
96. The count of each box shall be recorded in indelible ink or other permanent form of recording.
97. If currency counters are utilised and the count room table is used only to empty boxes and sort or stack contents, a count team member must, at all times, observe the loading and unloading of all currency at the currency counter, including rejected currency.
98. Drop boxes, when empty, shall be shown to the other members of the count team who are observing the count and to the closed-circuit television camera.
99. Cage and drop box copies of the fill or credit slips shall be matched or otherwise reconciled by the count team to verify that the total Rand amounts for the gaming day are identical.
100. Requests for fills and credits shall be matched to the fill or credit slips.
101. Fills and credits shall be traced to or recorded on the count sheet, and must be examined for correctness.
102. Copies of the markers removed from the drop boxes shall be:
  - (a) traced to or recorded on the count sheet by the count team; and
  - (b) totalled and traced to the totals documented by the computerised system.
103.
  - (1) The opening or closing table sheet and marker inventory forms, where applicable, shall be examined and traced to or recorded on the count sheet; or
  - (2) where a computerised system is used, accounting department personnel may trace the opening or closing table and marker inventory forms, where applicable, to the count sheet: Provided that any discrepancies shall be investigated and the findings of the said investigation shall be documented and made available for inspection by the Board.
104. Corrections to information originally recorded by the count team on soft count documentation, shall be made by crossing out the error, entering the correct figure and thereafter obtaining the initials of at least two members of the count team to verify the change on the count sheet.
105. The total count recorded on the count sheet shall be reconciled to the total cash removed from the drop boxes by a count team member who does not function as the count team member who records the count.
106. All members of the count team shall attest by signature to the accuracy of the table games count.
107. All monies and monetary equivalents that were counted shall be returned over to the cage or vault cashier, who shall be independent of the count team and shall certify by signature on the count sheet as to the accuracy of the monies delivered and received.

108. Access to stored drop boxes, whether full or empty, shall be restricted to members of the drop and count teams only.
109. (1) Access to the count room during the count is restricted to members of the drop and count teams.  
(2) Observers and supervisors needed for the purpose of resolving problems, maintenance personnel and personnel required to collect the empty drop boxes for purposes of putting them on the tables, may enter the count room only if properly authorised.
110. The count sheet, with all supporting documents, shall be promptly delivered to the accounting department by the count team supervisor at the conclusion of the count or the documentation may be placed in a locked container to which only accounting personnel can gain access until retrieved by the accounting department.
111. The involvement of at least two individuals independent of the cage department, one of whom shall be a member of the security department, shall be required to access empty drop boxes.
112. The surveillance department shall observe all accesses to the locked and empty drop box storage area.

#### **Key control rules**

113. (1) Drop box release keys shall be maintained by a department independent of the tables department and shall require persons from at least two separate departments to act as custodians and to access the keys.  
(2) Only an authorised member of the security department shall be permitted to obtain drop box release keys.  
(3) Persons authorised to remove table games' drop boxes from the tables shall be precluded from having access to drop box release keys.
114. (1) An authorised member of the security department shall be required to obtain and retain control of drop box storage rack keys each time drop boxes are removed from or placed in the storage racks.  
(2) Persons who maintain custody and those authorised to obtain drop box storage rack keys, shall be precluded from maintaining custody of or having access to drop box release keys, with the exception of the count team in cases where the boxes are reset during the count.
115. (1) The physical custody and access controls shall be such that the drop box release keys necessary for accessing stored full drop box contents require the involvement of persons from at least three separate departments, one of which must be the security department.  
(2) Controls shall be implemented that provide for the surveillance department to be notified immediately each time the drop box release keys are accessed.  
(3) Surveillance personnel shall verify that persons obtaining the keys are

authorised to do so and that at least three people from different departments are present.

- (4) Access to the drop box release keys at other than scheduled count times, shall require:
    - (a) the involvement of at least three persons from separate departments, one of which must be the security department;
    - (b) the authorisation of casino management personnel;
    - (c) the documentation of the reason for the unscheduled access; and
    - (d) the signature of all participants and observers.
  - (5) Where the unscheduled access to drop box release keys is authorised in terms of sub-rule (4) of this rule, the surveillance department shall observe and record the movement of such keys for the entire duration that the keys are unsecured.
- 116.
- (1) At least three count team members, at least one of whom shall be a member of the security department and one of whom shall be the Count Supervisor, are required to be present when the count room keys and other keys necessary to conduct the soft count are issued.
  - (2) Fixed surveillance cameras shall be positioned in such a manner that they are able to record the presence of any person who enters the soft count room.
- 117.
- (1) All duplicate keys shall be maintained in a manner which provides for the same degree of control as is required for the keys in use, and members from at least three separate departments shall be present and involved in obtaining keys necessary to gain access to the keys needed to access the contents of drop boxes.
  - (2) The storage location of duplicate keys shall be subject to twenty-four hour video surveillance, and recording and controls shall be implemented so that the surveillance department is immediately notified each time duplicate keys are accessed.
  - (3) Detailed records shall be maintained for each key that is issued, duplicated or destroyed, and shall indicate:
    - (a) the type of key;
    - (b) the number of keys issued, made or destroyed;
    - (c) the date on which the keys are issued, made or destroyed;
    - (d) the reason for the issue, manufacture or destruction of the keys; and
    - (e) the signatures of all persons involved.
  - (4) Representatives from at least two separate departments, one of which must be the security department, shall be required to authorise and verify the issuance, duplication and destruction process.
  - (5) Controls relating to damaged, stolen, duplicated and unused keys and the

disposal thereof, shall be included in the licensee internal control procedures

118. (1) Key control logs shall be maintained for:
- (a) the drop box release keys;
  - (b) the count room keys;
  - (c) the drop box storage rack keys;
  - (d) the drop box contents keys; and
  - (e) all duplicate keys for the keys mentioned in paragraphs (a) to (d), inclusive.
- (2) All key control logs shall contain, for each of the keys mentioned in sub-rule (1) of this rule:
- (a) the date and time the keys are obtained;
  - (b) the legible signature, printed name and company identification number or Board registration number of the custodian releasing the keys;
  - (c) the legible signature, printed name and company identification number or Board registration number of the person obtaining the keys;
  - (d) the date and time the keys are returned to the custodian;
  - (e) the legible signature, printed name and company identification number or Board registration number of the person returning the keys; and
  - (f) the legible signature, printed name and company identification number or Board registration number of the custodian receiving the keys.
- (3) Key control logs shall be periodically forwarded to the internal audit department for scrutiny and retention.
- (4) All entries in the keys control logs shall be in indelible ink or some other form of permanent record.

#### **Table games computer-generated documentation**

119. Computer systems used to record table games' transactions shall be capable of generating adequate documentation of all information recorded on the source documents and transaction detail, including fill or credit slips and markers.
120. Access to and perusal of the computer-generated documentation contemplated in rule (140), shall be restricted to authorised personnel who have no incompatible functions.
121. The computer-generated documentation contemplated in rule 119, shall include:

- (a) system exception information, including appropriate system parameter information, corrections and voids; and
- (b) a personnel access listing, including:
  - (a) the employee's name;
  - (ii) the employee's identification number; and
  - (iii) a list of the functions the employee performs or an equivalent means of identifying such functions.

### **Playing cards**

122. Playing cards not yet issued to the tables shall be maintained in a locked and secure location so as to prevent unauthorised access thereto and to reduce the possibility of tampering.
123. (1) Upon receipt from the manufacturer, playing cards shall be inventoried by the security department in the presence of a member of the accounting department.
- (2) The members of the security and accounting departments present shall verify the amount and the propriety of the inventory received and sign the inventory document.
124. (1) The licensee shall maintain complete and accurate records of all cards distributed to table games personnel, and those collected and cancelled.
- (2) The accounting department shall, at least monthly, count inventory on hand and reconcile it to purchases and cancellations, and inventory sheets shall be signed as evidence of such checks.
125. The licensee shall, in its system of internal control, document all controls exercised over playing cards.

### **Table games accounting and auditing procedures**

126. Table games accounting and auditing procedures shall be performed by personnel who are independent of the transactions being audited or accounted for, and who have no incompatible functions.
127. A daily reconciliation shall be prepared for at least the day, week and month-to-date, and shall contain sufficient information to prepare the gaming tax and Value Added Tax returns, including:
- (a) drop per table;
  - (b) win per table; and
  - (c) total gross gaming revenue.
128. If a table game includes the capability to determine drop by means of bill-in or coin-drop meters, currency acceptor or computerised record, or by any other means, the Rand amount of the drop recorded by such means shall be reconciled

to the actual drop on a daily basis.

129. Accounting or auditing employees shall review exception reports for all computerised table games' systems, at least monthly, for propriety of transactions and unusual occurrences.
130. Any improper transactions or unusual occurrences discovered during the review of the exception reports shall be investigated, and the results of such investigation shall be documented and retained for Board inspection.
131. (1) The licensee shall document the audit process undertaken and procedures used for auditing table games.  
(2) All follow-up performed on any noted exceptions, shall be documented and retained for Board inspection

### **Emergency clearances of tables**

132. The procedures required to perform emergency clearances of tables must be contained in the internal controls of the licensee, which have been approved by the Board.

## **Rules Governing Gaming Machines**

### **Coin and token drop rules**

133. (1) A minimum of three employees, at least one of whom shall be a member of the security department and one of whom shall be the Count Supervisor, shall be involved in the removal of the gaming machine drop.  
(2) If more than one drop team is used, a member of the security department shall be assigned to each drop team for the duration of the drop process.
134. Proper security shall be provided at all times over the contents removed from the gaming machine drop cabinets, prior to the contents being transported to, and secured within, the hard count room.
135. (1) If more than one trip is required to remove the gaming machine drop from all of the machines, the filled carts or coins shall be locked and secured immediately in the hard count or in another equivalent manner.  
(2) The filled carts shall be placed under continuous surveillance.
136. The surveillance department shall observe via closed-circuit television and record the entire gaming machine drop process, so as to ensure that all coins and tokens are adequately safeguarded during the drop process.
137. (1) The time of the clearance and the sequence in which machines are to be cleared, shall be determined by the gaming machine management and be approved by the Board prior to its implementation.  
(2) Any change in the time or sequence of the clearance shall be forwarded to the Board for approval two weeks prior to the intended implementation of the change.

- (3) Each licensee shall report annually to the Board on or before 1<sup>st</sup> of April, the time or times during each day when the clearance of gaming tables and gaming machines are to take place.

138. The licensee shall submit the procedure relating to the physical clearance to the Board for approval, at least one month prior to the implementation of such procedure.

### **Equipment rules**

139. The weigh scale calibration module shall be secured by means of a pre-numbered seal, lock and key, or by some other means, so as to prevent unauthorised access thereto by hard count personnel.

140. A member of the security department shall be present whenever the calibration module is accessed for repair or re-calibration, and the surveillance department shall be notified prior to any person accessing the said module.

141. (1) Each time the calibration module is accessed, a log shall be completed that includes the date, time and nature of the repair, and the signatures of all persons observing the process.

- (2) The log contemplated in sub-rule (1) of this rule shall be retained for Board inspection.

142. If a weigh scale interface is used, access thereto shall be adequately restricted so as to prevent unauthorised access thereto by hard count personnel, by means of passwords or keys, or other means.

143. If the weigh scale has a zero adjustment mechanism, it shall be physically limited to minor adjustments or physically situated so that any unnecessary adjustments to it during the weigh process will be observed by other count team members and the surveillance department.

144. The weigh scale and weigh scale interface, where applicable, shall be tested by the internal audit department on at least a quarterly basis, with the test results being documented and retained for Board inspection.

145. Prior to the gaming machine count beginning, a minimum of two employees, at least one of whom shall be a member of the security department and one of whom shall be the Count Supervisor, shall verify the accuracy of the weigh scale and weigh scale interface with varying weighs or with varying amounts of previously-counted coins for each denomination.

146. (1) The results of the tests contemplated in rule 145 shall be documented by the employees performing the tests, who shall sign and date the form containing the results of the tests.

- (2) The test result forms mentioned in sub-rule (1) of this rule shall be retained for Board inspection.

### **Gaming machine hard count and wrap rules**

147. For the purposes of rules 148 to (165), inclusive, "wrap" or "wrapping" shall

- include terms such as “bag”, “bagging”, “rack” or “racking”.
148. (1) The weigh or count process shall be performed by a minimum of three employees, at least one of whom shall be a Count Supervisor.
- (2) At no time during the weigh or count process shall there be fewer than three count team members in the count room.
- (3) The surveillance department shall be notified prior to the commencement of the weigh or count process and shall observe and record the weigh and wrap of the gaming machine drop.
149. The gaming machine count team shall be independent of the gaming machine department and the subsequent accounting of the gaming machine count proceeds.
150. The functions performed during the counting of the gaming machine drop shall be:
- (a) a count team supervisory and recording function which shall involve the recording of the gaming machine count or the entering of the appropriate information into a computerised system and overall control of the weigh or count and wrap process; and
- (b) a manual labour function which shall involve the assistance of a count team member in the weigh or count process in a non-supervisory capacity.
151. (1) The amount of the gaming machine drop proceeds from each machine shall be recorded in indelible ink on a gaming machine weigh or count document by the recorder, or be mechanically printed by the weigh scale.
- (2) Where a weigh scale interface is used, the gaming machine weigh or count figures shall be transferred and recorded via a direct line or computer storage medium.
152. The weigh tape and the gaming machine count document attesting to the accuracy of the weigh or count, shall be signed by the count team supervisor or recorder and at least one other count team member.
153. (1) all other persons who participate in the weigh or count and wrap process shall sign the gaming machine count document or summary report so as to attest to their presence and participation in the weigh or count and wrap process.
- (2) The gaming machine document or summary report shall also be signed by a member of the casino accounting department and a member of the vault department, so as to attest to the accuracy thereof.
154. Coins and tokens shall be wrapped and reconciled in a manner which precludes the mingling of the current count with coin and tokens from the preceding or following count.
155. (1) The total coins counted per machine shall be reconciled with the meter readings obtained from the machine.

- (2) Procedures for the investigation and reporting of variances between the total coins counted per machine and the meter readings thereof, shall be contained in the licensee's internal control manual which has been approved by the Board.
  - (3) The results of any such investigations undertaken into variances shall be documented and retained for Board inspection.
156. A minimum of three employees shall be present throughout the process of wrapping the gaming machine drop proceeds, and the said employees shall remain responsible for all the proceeds until the funds are handed over to the custodian of the safe.
157.
  - (1) Transfers of values out of the count room during the gaming count and wrap process shall be recorded on a separate pre-numbered, multi-part form, which is used solely for the recording of gaming machine count transfers and shall be subsequently reconciled by the accounting department so as to ensure the accuracy of the reconciled and wrapped gaming machine drop.
  - (2) Transfers of values out of the count room during the gaming count and wrap process, may also be prohibited entirely.
158. The transfers contemplated in rule (157), shall be counted and signed for by at least two members of the count team, a member of casino administration who is responsible for authorising a transfer of such nature, and the employee receiving the said transfer.
159. Upon completion of the wrapping of the gaming machine drop proceeds:
  - (a) the count team supervisor, one other member of the count or wrap team, the accepting vault cashier, and a member of the casino accounting department, shall count the final wrapped, bagged or racked gaming machine drop, independent of each other; and
  - (b) the counts contemplated in paragraph (a) shall be independently recorded in a summary report which shall note any discrepancies which may exist between the counts, whether a re-count was performed, and any differences which were reconciled and which shall be forwarded to the accounting department for scrutiny and retention purposes.
160. At the conclusion of the reconciliation, the count team supervisor, one other count team member, the cage or vault employee, and a casino accounting department employee, shall sign the summary report attesting to its accuracy and accountability for the gaming machine drop proceeds, which shall thereafter be transferred to the cage or vault department.
161. The total of the wrapped, bagged or racked coins and tokens, exclusive of proper transfers, shall be transported to the cage, vault or coin vault, after the reconciliation of the weigh or count to the wrap.
162. Investigation and reporting procedures in respect of variances between the weigh or count and the wrap, shall be contained in the licensee's internal control procedures which have been approved by the Board.

163. The results of investigations in respect of variances between the weigh or count and the wrap, shall be documented and retained for Board inspection.
164. All gaming machine count and wrap documentation, including any applicable computer storage media, shall be immediately delivered to the accounting department by the count team or the security department: Provided that the count documentation may be secured by means of a locked container to which only accounting personnel may gain access until it is retrieved by the accounting department.
165. (1) Corrections made on gaming machine count documentation shall be made by crossing out the error, entering the correct figure, then obtaining the initials of the count team supervisor and at least one other count team member.  
(2) Where a weigh scale interface is used, corrections to gaming machine count data shall be done by:
  - (a) crossing out the error on the gaming machine document, entering the correct figure and then obtaining the initials of at least two count team employees, and thereafter an employee independent of the gaming machine department and count team shall enter the corrected figure into the computer system prior to the generation of related gaming machine reports; or
  - (b) correcting the error in the computer system and entering the passwords of the count team supervisor and at least one other count team member during the count process, and thereafter an exception report shall be generated by the computer system wherein the gaming machine number, the error, the correction, and the count team employees attesting to the correction, are identified.

#### **Currency acceptor drop and count rules**

166. The currency acceptor drop boxes shall be removed by an employee independent of the gaming machine department, placed in locked trolleys, transported directly to the soft count room or other similarly restricted location, and locked in a secure manner until the count takes place.
167. The removal and transportation of currency acceptor drop boxes shall be performed by a minimum of three employees, at least one of whom shall be a member of the security department, and the provisions of rule (96) shall be applicable to the removal and transportation of currency acceptor drop boxes.
168. The currency acceptor count shall be performed in the soft count room or some other area which has equivalent security and comparable controls.
169. The currency acceptor count shall be performed by at least three employees.
170. The currency acceptor count team shall be independent of the transactions being reviewed and counted, that is the gaming machine department, and the subsequent accounting of currency drop proceeds.
171. Currency acceptor drop boxes shall be individually emptied and counted in such

- a manner as to prevent the mingling of funds between boxes until the count of each box has been permanently recorded.
172. The count of each box shall be recorded in indelible ink or some other permanent form of recording.
  173. Where currency counters are utilised and the count room table is used only to empty boxes and sort or stack contents, a count team member and the surveillance department must be able to witness the loading and unloading of all currency at the currency counter, including rejected currency.
  174. Drop boxes, when empty, shall be shown to another member of the count team and to a surveillance camera, to verify that all the contents have been removed.
  175.
    - (1) the notes counted shall be reconciled with the machine meter reading on a daily basis; and
    - (2) investigation and reporting procedures in respect of variances between the notes counted and the machine meter reading, shall be contained in the licensee's internal control system which has been approved by the Board.
  176. Corrections to information originally recorded by the count team on currency acceptor count documentation, shall be made by crossing out the error, entering the correct figure, and then obtaining the initials of the count room supervisor and at least one other count team member who verified the change.
  177. The total drop recorded on the count sheet shall be reconciled with the total drop by the count team supervisor and one other count team member who does not function as the recorder.
  178. All members of the count team and a member of the accounting department shall attest by means of signature to the accuracy of the currency acceptor drop count.
  179. Once all currency acceptor drop boxes have been counted and the totals reconciled by the count team, all monies shall be turned over to the cage cashier, who shall be independent of the count team.
  180. The vault or cage department representative shall certify, by signature on the count sheet, the accuracy of the currency delivered and received, and upon signing the count sheet the vault or cage department shall become responsible and accountable for the drop proceeds.
  181. Access to stored full currency acceptor drop boxes shall be restricted to authorised members of the drop and count teams only.
  182.
    - (1) Access to the count room shall be restricted to members of the count team, authorised observers and supervisors, responsible for resolving problems, and authorised maintenance personnel.
    - (2) All persons other than the authorised count team members shall be accompanied by a member of the security department at all times they are present in the count room.
  183. The count sheet, with all supporting documents:

- (a) shall be promptly delivered to the accounting department by a count team member or a member of the security department; or
- (b) it may be adequately secured by means of a locked container to which only accounting personnel can gain access until it is retrieved by the accounting department.

### **Emergency clearances of coin or notes**

184. The procedures required to perform emergency clearances of coins or notes shall be contained in the internal control procedures of the licensee, which have been approved by the Board.

### **Hand payouts, gaming machine hopper fills, short pays and accumulated credit payouts**

185. (1) For all hand payouts and gaming machine fills, the payout form or documentation shall be at least three part, or single sheet if it is computer-generated, and shall include:
- (a) the date and time;
  - (b) the machine number;
  - (c) the Rand amount of the cash payout, both alpha and numeric or the description and value of the prize awarded, if not cash;
  - (d) in the case of handwritten payouts, the game outcome for jackpot and progressive payouts only, including reel symbols, card values and suits;
  - (e) the type of payout, including progressive, jackpot, credit win, short pay, special pay or hopper fill;
  - (f) the signatures of all employees verifying and witnessing the jackpot payout or gaming machine hopper fill;
  - (g) the signature of the customer; and
  - (h) the same pre-printed or concurrently-printed sequential number on all copies of the form;
- (2) For hopper fills the payout form documentation shall be at least three part or single sheet if it is computer-generated, and shall include the information contemplated in paragraphs (a), (b), (c), (e), (f) and (h) of sub-rule (1) of this rule.
186. In respect of computer-generated forms, a copy of the document must be available in electronic format for a period of at least five years.
187. Signature verification rules in respect of rule 185 must be included in the licensee's internal controls system, which has been approved by the Board.
188. For machine short pays and payouts required for accumulated credits, the payout

form shall be the same form as described in rule 185, and shall include:

- (a) the date and time;
  - (b) the machine number;
  - (c) the Rand amount of payout, both alpha and numeric; and
  - (d) signatures verifying and witnessing the payout contemplated in paragraph (c).
189. (1) For short pays the value paid must also be recorded on the machine entry log contained in the machine.
- (2) The person authorising and making the payout shall sign the machine entry log.
190. (1) Access to computerised jackpot or fill systems shall be restricted so as to prevent unauthorised access to the system and fraudulent payouts by a single individual.
- (2) Password and physical controls shall be addressed in the system of internal control and shall require authorisation by supervisors of all corrections made to jackpot payout and gaming machine hopper fill information.
191. Computer systems used to record gaming machine transactions shall be capable of generating adequate documentation of all information recorded on the source documents and transaction detail, including jackpot payout slips and gaming machine hopper fill slips.
192. Access to the computer-generated documentation contemplated in rule 191, shall be restricted to authorised personnel who have no incompatible functions.
193. The computer-generated documentation contemplated in rule 191 shall include:
- (a) system exception information, including appropriate system parameter information, corrections and voids; and
  - (b) a personnel access listing, which shall include:
    - (i) the employee's name;
    - (ii) the employee's identification number; and
    - (iii) a list of the functions the employee may perform or some other equivalent means of identifying such functions.
194. (1) Jackpot payout and gaming machine hopper fill slips shall be controlled and routed in a manner that precludes any one individual from producing a fraudulent payout by forging signatures or by altering the amount paid out subsequent to the payout, and thereby misappropriating the funds.
- (2) Restricted copies of forms used to record jackpot payout and gaming machine hopper fills shall be:

- (a) treated as secured and controlled stationery;
  - (b) completed in triplicate with the same pre-printed number appearing on all copies of the form; and
  - (c) accounted for by accounting department personnel who shall investigate all missing or altered forms.
195. (1) In the case of a computerised system, the restricted copy shall be in the form of restricted computer storage media, which shall be verified by the accounting department against the documents issued on the casino floor.
- (2) Personnel participating in gaming machine payout and fill transactions shall be denied access to such stored information regardless of purpose.

### **Promotional payouts and awards**

196. (1) Supplemental payouts or awards that are not reflected in the gaming machine pay table are regarded as promotional payouts and awards. All jackpot payouts exceeding R1 million shall immediately be reported to the Board. Payout and verification procedures which shall be included in the licensees' Internal Control Procedures.
- (2) The form or documentation completed in respect of promotional payouts and awards shall include:
- (a) the date and time;
  - (b) the machine number and denomination;
  - (c) the Rand amount of payout, or description and value of the prize awarded if not cash;
  - (d) the type of promotion, such as double jackpots or four-of-a-kind bonuses; and
  - (e) the signature of a gaming machine department supervisor and at least one other employee authorising and completing the transaction: Provided that where the payout or award has a value greater than ten thousand Rand, a supervisor or management employee from a department independent of the gaming machine department shall verify and witness the payout or award and shall sign the payout form or document.
- (3) All casino licensees shall submit their procedures for authorising hand pays to the Board for approval.

### **Gaming machine department funds' rules**

197. Gaming machine booths and change banks which are active during a shift, shall be counted down by the employees leaving duty and assuming duty, and reconciled using appropriate accounting documentation which shall be signed by all employees performing the count.
198. (1) Cashier float return must be returned to the vault if there are no

employees assuming duty.

- (2) A departmental supervisor shall verify the count and the accounting form shall be signed by the departmental supervisor and the employee leaving duty.
199. Gaming machine booth and change bank accounting documentation, shall be forwarded at the end of the shift directly to the accounting department for verification purposes, or placed in a secured location which is accessible to members of the accounting department only.
  200. The wrapping of loose gaming machine booth and cage cashier coinage, shall be performed at a time or location which does not interfere with the hard count or wrap process, or the accounting of that process.
  201. (1) A record shall be maintained which provides evidence of the transfers of value from the gaming machine booths.  
  
(2) The gaming machine booth cashier and the recipient cashier shall sign the transfer documentation.

#### **EPROM control**

202. On receipt of EPROMs from the manufacturer, the master program number, par percentage, and pay table, shall be verified against the manufacturer's specification sheet and the Board's licence number by the technical manager or supervisor, the security supervisor and an official of the Board, whereafter the EPROM register shall be signed by all parties present.
203. Registered copies of all percentage, game or personality EPROMs, must be kept under the dual control of two employees, one of whom shall be a member of the security department.
204. A register for all EPROMs shall be maintained and shall include:
  - (a) an EPROM number;
  - (b) the Board's licence number;
  - (c) the manufacturer;
  - (d) the date of the par verification and the signatures of all persons present at such verification;
  - (e) the reason for the removal of the EPROM from a secured area, and the signatures of the individuals performing such removal;
  - (f) the date of destruction of the EPROM, the reasons therefore, and the signatures of the individuals performing such destruction; and
  - (g) the Kobetron signature number.
205. Procedures for the electronic storage and copying of EPROMs and the sealing of EPROMs into the machines, shall be contained in the licensee's internal control system, which has been approved by the Board.

206. Procedures for the control of competition and promotional EPROMs shall be contained in the licensee's internal control system which has been approved by the Board.

**Theoretical and actual hold**

207. Accurate and current theoretical hold worksheets shall be maintained for each gaming machine, either on the floor or in an inventory.
208. In respect of those gaming machines or groups of identical machines, excluding multi-game machines, where differences in theoretical payback percentage exceed a four per cent spread between the minimum and maximum theoretical payback, the following shall be performed:
- (a) on a quarterly basis, the meters that contain the number of plays by wager must be recorded; and
  - (b) on an annual basis, the adjusted theoretical hold percentage based on the distribution of plays by wager type, shall be calculated, and the revised percentage added to the gaming machine statistical report.
209. For multi-game machines the following shall be performed:
- (a) the total coin-in meter shall be recorded, at least weekly;
  - (b) the coin-in meters for each game contained in the machine, shall be recorded at least quarterly; and
  - (c) the theoretical hold percentage shall be adjusted annually to a weighted average based upon the ratio of coin-in for each game.
210. (1) The theoretical hold percentages used in the gaming machine analysis reports, shall be within the performance rules set by the manufacturer, and any discrepancies shall be investigated and resolved immediately.
- (2) Appropriate documentation shall be prepared for the investigation and resolution of discrepancies, and shall be retained for Board inspection.
211. Records shall be maintained for each machine, reflecting the date and type of change made, and the recalculation of theoretical hold as a result of such change.
212. (1) Records shall be maintained for each machine reflecting the date the machine was placed into service, the date the machine was removed from operation, the date the machine was placed back into operation, and any changes in the machine numbers and designations.
- (2) Machines shall retain the same assigned asset number for as long as the machine is in the licensee's possession.
213. All gaming machines shall contain the following functioning meters:
- (a) a coin-in meter;
  - (b) a coin-out meter;
  - (c) a drop or cash box meter;

- (d) a jackpot and credit win or hand pay meter;
  - (e) a games played or hand pull meter; and
  - (f) cashless system meters.
214. All gaming machines with currency acceptors shall contain functioning bill-in meters, which shall record the Rand amounts or number of bills accepted, by denomination.
215. (1) Where manual meter readings are taken, a member of the count department shall record the meter reading information for all the meters listed in rule 213.
- (2) Where a computerised system is used, the meter reading information of the meters listed in rule 213 may be downloaded by the system at the time that the machine is cleared.
216. (1) Upon receipt of the meter-reading summary, the accounting department shall review all meter readings for reasonableness, using pre-established and documented parameters.
- (2) Where a computerised system is used, tolerance levels may be pre-set in the system to highlight these exceptions.
217. (1) Prior to final preparation of statistical reports, meter readings that do not appear reasonable shall be reviewed with gaming machine department employees and exceptions documented, so that meters can be repaired or clerical errors in the recording of meter readings can be corrected.
- (2) All follow-up performed on unreasonable meter readings shall be documented and retained with the report.
218. (1) A report shall be produced at least monthly, showing month-to-date, year-to-date and, where practical, life-to-date of actual hold percentage computations for individual machines compared to each machine's theoretical hold percentage.
- (2) Actual hold shall equal the Rand amount of the win divided by the Rand amount of the coin-in.
219. Where a gaming machine's theoretical hold percentage is changed, such machine shall be treated as a different machine for the purposes of preparing statistical reports.
220. Where promotional payouts and awards are included as a factor in preparing gaming machine statistical reports, it shall be done in a manner that prevents the distortion of the actual hold percentage of the relevant machines.
221. A report shall be produced at least monthly, showing year-to-date combined gaming machine performance, by denomination, and shall include for each denomination:
- (a) the floor par, where floor par is the sum of the theoretical hold percentages of all machines within a denomination weighted against coin-

- in contribution;
- (b) the combined actual hold percentage;
  - (c) the percentage variance between the floor par and the combined actual hold percentage; and
  - (d) the projected Rand variance, that is the coin-in multiplied by the percentage variance.
222. Gaming machine statistical reports shall be reviewed on at least a monthly basis by the management of the gaming machine department and the management described in the system of internal control.
223. Large variances between theoretical hold and actual hold shall be promptly investigated and resolved by management, and the findings of such investigation documented.
224. Maintenance of the computerised gaming machine accounting and monitoring system data files, shall be performed by the electronic data processing department.
225. Updates to the computerised gaming machine accounting and monitoring system to reflect additions, deletions or movements of gaming machines, shall be made at the time of the change, so as to ensure that reports reflect accurate information.

#### **Gaming machine hopper contents**

226. (1) When machines are temporarily removed from the floor, gaming machine drop and hopper contents shall be secured to preclude the misappropriation of stored funds.
- (2) A member of the security department shall be present when machine contents are secured, to ensure that such contents are adequately safeguarded.
227. (1) When machines are permanently removed from the floor, the hopper contents shall be added to the gaming machine drop by at least two employees in the presence of a member of the security department.
- (2) A closing fill shall be made out to the equivalent value of the opening fill, and the closing fill documentation shall then be passed to the casino accounts department.
- (3) The casino accounts department will pass the closing fill documentation to the count personnel.

#### **Gaming machine drop and cabinet keys**

228. The keys necessary to access gaming machine coin drop cabinets shall be safeguarded in a manner that requires at least three individuals, one of whom shall be a member of the security department, to access the drop cabinet area.
229. (1) A member of the security department other than the key custodian and at least one other employee who is independent from the key custodian,

shall be required to accompany the keys necessary to access gaming machine coin drop cabinets while they are being checked, and shall observe each time gaming machine drop cabinets are accessed.

- (2) The surveillance department shall be notified and shall observe and record the drop process throughout the period the keys are being checked.

230. Gaming machine cabinet door key procedures shall be included in the licensee's internal control procedures which have been approved by the Board.

### **Currency acceptor keys**

231. (1) Only employees authorised to remove the currency acceptor drop boxes, one of who shall be a member of the security department, shall be permitted access to the currency acceptor drop box release keys.

- (2) (a) In cases where it is necessary to remove the currency acceptor drop box other than at scheduled drop times, the surveillance department shall be notified and shall observe and record the entire process;

- (b) A member of the security department and at least two other employees shall be present for the entire duration that the keys are checked; and

- (c) The reason for obtaining the keys other than at scheduled drop times, shall be recorded in the key log.

- (3) The currency acceptor drop box release keys shall be separately stored from the currency acceptor contents keys, and employees performing the removal of currency acceptor drop boxes shall be precluded from having access to the currency acceptor contents keys.

232. At least three members of the count team shall be present each time currency acceptor drop box storage rack or trolley keys are issued for count purposes and, at all other times, a member of the security department and at least two other authorised persons are required to accompany such keys and observe each time full drop boxes are placed in the storage racks.

233. (1) Currency acceptor drop box contents' keys shall be safeguarded in a manner which requires at least three individuals from three separate departments, one of whom shall be a member of the security department, to access the contents.

- (2) (a) In cases where it is necessary to remove the currency acceptor drop box other than at scheduled drop times, the surveillance department shall be notified and shall observe and record the entire process;

- (b) A member of management and a member of the security department and at least one other employee from a separate department, shall be present for the entire duration that the keys are unsecured; and

- (c) The reason for obtaining the keys other than at scheduled drop

times, shall be recorded in the key log.

234. (1) At least three count team members shall be required to be present at the time currency acceptor count room keys and other count keys are issued for purposes of the count.
- (2) Controls shall be implemented that provide for the automatic notification of the surveillance department each time the currency acceptor count room is accessed.
235. (1) (a) All duplicate keys shall be maintained in a manner which provides the same degree of control as is required for the keys in use.
- (b) Representatives from at least three separate departments shall be present and involved in obtaining the keys necessary to gain access to the contents of gaming machine drop cabinets and currency acceptor contents.
- (2) The storage location of duplicate keys shall be subject to twenty four hour video surveillance and recording, and controls shall be implemented to enable the surveillance department to be automatically notified each time duplicate keys are accessed.
- (3) (a) Detailed records shall be maintained for each key that is issued, duplicated or destroyed, and shall indicate the type of key, the number of keys issued, made or destroyed, the date, the reason or reasons for such issue, duplication or destruction, and the signatures of all persons involved.
- (b) Representatives from at least two separate departments, one of which shall be the security department, shall be required to authorise and verify the issue, duplication and destruction process.
236. (1) Key control logs shall be maintained for:
- (i) gaming machine drop and cabinet keys;
  - (ii) count room keys for the hard and currency acceptor count rooms;
  - (iii) currency acceptor drop box storage rack keys;
  - (iv) currency acceptor drop box release keys;
  - (v) currency acceptor contents keys; and
  - (vi) all duplicates of the keys listed in paragraphs (i) to (v), inclusive.
- (2) All key control logs shall contain, for each of the keys listed in sub-rule (1) of this rule:
- (a) the date and time the keys are obtained;
  - (b) the legible signature, printed name and company identification or Board registration number of the custodian releasing the keys;

- (c) the legible signature, printed name and company identification or Board registration number of the person taking possession of the keys;
  - (d) the date and time the keys are returned to the custodian;
  - (e) the legible signature, printed name and company identification or Board registration number of the person returning the keys; and
  - (f) the legible signature, printed name and company identification or Board registration number of the custodian receiving the keys.
- (3) The key control logs shall be periodically forwarded to the internal audit department for review and retention.
- (4) All entries in the key logs shall be in indelible ink or some other form of permanent recording.

#### **Wide area progressive gaming machines or inter-casino linked progressives**

237. (1) Access to any wide area progressive system shall be adequately restricted to prevent unauthorised access thereto.
- (2) The restriction contemplated in sub-rule (1) of this rule may be achieved by changing passwords at least monthly, restricting access to the EPROMs, and restricting physical access to computer hardware.
238. Procedures shall be developed, implemented, and documented for:
- (a) the reconciliation of meters and jackpot payouts;
  - (b) the collection or drop of gaming machine funds;
  - (c) jackpot verification and payment and billing thereof to casinos on a pro-rata basis;
  - (d) system maintenance; and
  - (e) system accuracy.
239. Reports documenting the procedures contemplated in rule (259) shall be developed and documented in the system of internal control which has been approved by the Board.

#### **Gaming machine accounting and auditing procedures**

240. Gaming machine accounting or auditing procedures shall be performed by employees who are independent of the transactions being reviewed.
241. Where a computerised gaming machine accounting and monitoring system is used, procedures shall be performed on a random basis to verify that the system is transmitting and receiving data from the gaming machines correctly, and to verify the continuing accuracy of the meter readings as recorded in the gaming machine statistical report.

242. (1) Follow-up shall be performed for any machine having an unresolved coin variance in excess of five per cent or five hundred Rand, whichever is the lesser, between actual drop and weigh scale reading and bill-in meter reading and soft count.
- (2) The follow-up performed and the results of any investigation of the unresolved coin variance, shall be documented and retained.
243. Gross gaming revenue on tax returns shall be reconciled with the win in the gaming machine analysis report, by denomination.
244. At least quarterly, accounting or auditing personnel shall randomly verify that EPROM changes are correctly reflected in the gaming machine analysis reports.
245. Accounting or auditing personnel shall review, on a regular basis as determined in the licensee's internal control system, exception reports for all computerised gaming machine systems for propriety of transactions and unusual occurrences.
246. All gaming machine auditing procedures and any follow-up performed, shall be documented and retained for Board inspection.

### **General**

247. In respect of all computerised gaming machine systems, a personnel access list shall be maintained, which includes:
- (a) the employee's name;
  - (b) the employee's identification number or other equivalent number; and
  - (c) a list of functions the employee is entitled to perform or some other equivalent means of identifying such functions.
248. An audit trail shall be maintained of all changes made to any individual's access to the system, and shall contain:
- (a) the name of the employee who performed the change;
  - (b) the name of the employee whose access was changed;
  - (c) a description of the access which was added or deleted;
  - (d) the date and time of the change;
  - (e) a computer-generated sequential number; and
  - (f) any amendment to access rights resulting from a system upgrade.

## **Electronic Data Processing**

### **General controls**

249. The main computers, including computer hardware, software and data files, for each gaming department, shall be in a secured area and access thereto shall be restricted to authorised persons only.

250. Gaming personnel shall have restricted access to the secured computer areas.
251. Computer systems, including application software, shall be secured through the use of passwords or other approved means and management personnel or persons independent of the department being controlled, assign and control access to system functions.
252. (1) Unless otherwise provided in the rules, every user shall have his or her own individual password which shall be encrypted by means of, at least, a 128-bit encryption key, and be changed at least once a month with each change being documented.
- (2) A user shall be compelled to use a different password every month over a twelve month period.
253. The computer system shall deny a user access after three attempts to log-on.
254. Adequate backup and recovery procedures shall be applied and, where applicable, shall include:
- (a) daily backup of data files;
  - (b) backup of all programs;
  - (c) secure off-site storage of all backup data files and programs, or other adequate protection; and
  - (d) recovery procedures tested at least monthly.
255. Adequate system documentation shall be maintained including, but not limited to, descriptions of both hardware and software and operator manuals.

#### **Electronic Data Processing Department**

256. The electronic data processing department shall be separate from the gaming areas.
257. Electronic data processing department personnel shall require authorised access to -
- (a) computers and terminals located in gaming areas;
  - (b) source documents; and
  - (c) live data files, excluding test data.
258. Program changes for systems that have been custom developed shall be dealt with as follows:
- (a) requests for new programs or program changes shall be reviewed by the electronic data processing supervisor;
  - (b) approval to commence work on the program shall be documented and retained;
  - (c) a written implementation plan for new and modified programs shall be maintained and shall include, but not be limited to, the date the program is to be placed into service, where applicable the nature of the change, a

description of procedures required in order to bring the new or modified program into service, and an indication as to the identity of the person performing all such procedures;

- (d) new and modified programs shall be tested prior to implementation, and documentation in support of this shall be maintained; and
- (e) a record of the final program or program changes, including evidence of user acceptance, date in service, programmer, and reason for changes, shall be maintained.

259. Computer security logs, if generated by the system, shall be reviewed by the electronic data processing supervisory personnel for any evidence of:

- (a) multiple attempts to log-on;
- (b) any changes to live data files; or
- (c) any other extraordinary transactions.

### **Modems**

260. Whenever remote dial-up to any associated equipment is permitted for purposes of software support, the license shall maintain an access log, which includes:

- (a) the name of employee authorising modem access;
- (b) the name of the authorised programmer or manufacturer representative;
- (c) the reason for modem access;
- (d) a description of the work performed; and
- (e) the date, time and duration of the access.

### **Electronic storage media**

261. Documents may be scanned or directly stored to electronic storage media, subject to the following conditions:

- (a) the electronic storage media shall contain the exact duplicate of the original document;
- (b) all documents stored on electronic storage media shall be maintained with a detailed index containing the name of the casino department and date in accordance with the Board's record-keeping requirements, and such index shall be available upon request of the Board;
- (c) hardware shall be provided in order to perform auditing procedures upon the request of the Board; and
- (d) the existence of controls to ensure the accurate reproduction of records up to and including the printing of stored documents used for auditing purposes.

262. Whenever source documents and summary reports are stored on rewriteable electronic storage media, the electronic storage media may not be relied upon for the performance of any audit procedures, and the original documents and summary reports must be retained.

### **Casino Accounting Department**

263. The casino accounting department shall be separate from the gaming departments, and controls relating to the day to day operations of the casino accounts department shall be specified in the licensee's internal controls procedures manual, as approved by the Board.
264. The casino accounting department shall be responsible for the controls over controlled or secured stationery, and the department shall ensure that:
- (a) any stationery requiring strict security controls by virtue of it representing a value in a casino, is purchased from a supplier who has been approved by the Board and granted a certificate of suitability; and
  - (b) secured stationery is checked on a daily basis for completeness, that all copies are present, that no unauthorised alterations have been made, and that the stationery is being used in numerical sequence.
265. A member of the casino accounting department shall, on a daily basis, check, verify and attest to the accuracy of both the hard and soft counts.
266. The Casino Controller shall be responsible for:
- (a) ensuring that access to the casino management system is only given to authorised personnel, and that the access given does not compromise the minimum rules of internal controls; and
  - (b) authorising all journal entries and ensuring that revenues, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.
267. The day to day accounting functions with regard to the operation of the gaming departments and the cage and vault departments, shall be performed by the casino accounts department.
268. The cage and vaults shall be checked on at least a monthly basis by a member of the casino accounts department, and all variances reported to the casino controller.

### **Internal Audit Department**

269. A separate internal audit department whose primary function shall be to perform internal audit work, shall be maintained by every casino licensee.
270. Documentation shall be prepared in support of all internal audit work performed, as it relates to the requirements of the rules.
271. The results of internal audit work shall be reported to the licensee's Board of Directors, Executive Management or Owners, and copies of these reports shall be forwarded to the Board.

272. All material exceptions resulting from internal audit work, shall be investigated and resolved and the resolution thereof shall be documented and retained for at least five years.
273. The following activities shall be observed and examined for purposes of ensuring compliance with the Minimum Internal Control Standards, as contained in the rules, and they shall be reviewed at least once each quarter:
- (a) table games - fill and credit procedures, tables credit play procedures, soft drop and/or count procedures and the subsequent transfer of funds, surprise testing of count room currency, counters, location and control over sensitive keys, the tracing of source documents to summarised documentation and accounting records, and reconciliation to restricted copies;
  - (b) gaming machines - jackpot payout and gaming machine fill procedures, gaming machine drop and/or count and subsequent transfer of funds, surprise testing of weigh scale and weigh scale interface, surprise testing of count room currency counters, gaming machine drop cabinet access, tracing of source documents to summarised documentation and accounting records, reconciliation to restricted copies, location and control over sensitive keys, and compliance with EPROM duplication procedures;
  - (c) cage and credit procedures - all cage, credit and collection procedures, and the reconciliation of trial balances to physical instruments on a sample basis;
  - (d) cage and vault accountability is reconciled to the general ledger;
  - (e) electronic data-processing functions - review for compliance with electronic data-processing rules;
  - (f) gross revenue is reconciled from the accounting records to Board tax returns; and
  - (g) at least every six months, all casino-related balance sheet accounts.

#### **Retention of unclaimed monies**

274. The licensee must maintain a register or report of all prize money which has not been claimed at the end of the shift in which the win occurred.
275. Access to the records of unclaimed prize money shall be restricted to authorised personnel only.
276. The Board shall, on request, be provided with details of any amounts that remain unclaimed.
277. Any unclaimed prizes shall not be deducted for purposes of calculating gaming tax.
278. The procedures with regard to:
- (a) the claiming of monies or prizes won by a minor;
  - (b) the collection of unclaimed prizes; and

- (c) the period in which taxes on unclaimed monies should be specified in the licensee's Internal Control Standards and must be submitted to the Board for approval.

## PART IV

### GAMING MACHINES AND ASSOCIATED EQUIPMENT

#### Regulations

279. The provisions included in this part of the rules must be read with the provisions of Chapter 3 Part 4 of the regulations.

#### Employment or retention of person to deal with enquiries by the Board

280. Every manufacturer or supplier of gaming machines and/or associated equipment shall:

- (a) employ or retain a person who is fully conversant with the design and function of such gaming machine and/or associated equipment, which person shall be expected to respond to the Chief Executive Officer within a specified period of time, in connection with any enquiries concerning such machine and/or equipment; and
- (b) by 31 December of each year, report to the Chief Executive Officer in writing the name of the person referred to in paragraph (a): Provided that in the event of the manufacturer or supplier employing or retaining another person for the purpose of paragraph (a), he or she shall report the name of such person, in writing, within fifteen days of his or her being employed or retained.

#### Applications and procedures for approval of gaming machines and associated equipment

281. Every application for approval of new gaming machines and associated equipment shall include, in addition to such other information as may be required by the Act, a complete, comprehensive and technically accurate description and explanation, in both technical and lay language, of the manner in which the machines and/or equipment operate, signed under penalty of perjury.

282. Approval and registration of any gaming equipment by the Board does not constitute certification of the machine's safety.

#### Associated equipment

283. (1) A licensee shall not install or use associated equipment without the prior written approval of the Chief Executive Officer, who shall maintain a list of such equipment.

(2) Applications for approval to install or use associated equipment shall be made and processed in such manner and using such forms as the Board may determine.

(3) In considering an application for approval of associated equipment, the Chief Executive Officer may take into account the approval of such equipment by another gaming jurisdiction.

284. A licensee shall not alter the manner in which associated equipment operates,

without the prior written approval of the Chief Executive Officer.

### **Certification of gaming machines and associated equipment by the South African Bureau of Standards (SABS)**

285. All gaming machines and associated equipment submitted to the Board for approval, must be certified by the SANS as meeting the requirements of SABS 1718, and all costs involved in obtaining the certification and approval by the SABS and obtaining the Board's approval and registration of such machines and/or equipment, shall be borne by the person or company making the submission.

### **Requirements for gaming machines and associated equipment**

286. (1) Where changes to payout percentages are required, the following procedures will apply: Provided that a change may not occur more than once a month and the change may only take place during a time that the machine is not being offered for play:
- (a) in the case of single game chip sets, the theoretical return to player in any game shall not be capable of being changed without changing the chip set in the machine, and whenever such a change is made, the following shall be recorded:
    - (i) the name of the person making the change;
    - (ii) the closing reading of the hard and soft meters of the machine;
    - (iii) details of the change, such as but not limited to the chip's identification and Kobetron numbers.
  - (b) in the case of multi-game chip sets where a gaming machine contains a chip set with more than one game name, return to player or bet size combination, all game, return to player and bet size combinations on the installed chip, must be approved by the Board;
  - (c) in the case of multi-game chip sets where a gaming machine contains a chip set with more than one game, return to player or bet size combination, the set of games to be made available to the player may be varied via the monitoring and control system, and in such event, the following must be recorded by the monitoring and control system:
    - (i) the name of the person making the change; and
    - (ii) the closing reading of the soft meters of the game(s) being replaced; and
  - (d) in the case of hard meters:
    - (i) all gaming machines shall be equipped with mechanical, non-resettable counters having not less than six digits to

- accumulate the "in", "out", "drop", and "hand pay" values, in units equal to the denomination of the machine or Rand value. The machine must accumulate the same values as electronic digital storage, and provide the means for on-demand display of the stored information;
- (ii) for machines with note acceptors, there shall be a meter giving the total value of notes accepted in units equal to the denomination of the machine or Rand value;
  - (iii) the gaming machine "in" meter must accumulate all coin and credit transactions that result in wagers;
  - (iv) the gaming machine "out" meter must accumulate all coin and credit transactions paid by the gaming machine for winning combinations;
  - (v) the "drop" meters must accumulate the number of coins or Rand value thereof that have been diverted into a drop box;
  - (vi) the hand-pay meter must accumulate the number of coins, credits or their equivalent, paid via hand pay;
  - (vii) gaming machines must have electronically stored digital meters of at least six digits for the number of plays since power on and the number of plays since door closure. Once the maximum value has been reached, the meters must remain at that value until reset by occurrence of the appropriate event, such as "power on" and "number of plays" since door closure. The gaming machine must provide the means for on-demand display of the stored information.
  - (viii) all hard meters must be clearly and permanently labelled as to whether they are counting in units or value.
- (2) For purposes of this rule, the addition of an attendant-paid bonus, a progressive jackpot, or a change in rate of progression of an existing progressive jackpot, is not considered to be a change in the theoretical payback of the gaming machine.

287. Rule (286) shall apply to all gaming machines and associated equipment offered for play in the Province, and in the event that there is a conflict between the said rule and the requirements of the SANS, the requirements of the SANSA shall prevail.

#### **Modification of gaming machines and associated equipment**

288. Any modifications to gaming machine and associated equipment shall be undertaken by persons who are registered by the Board and shall only be made on receipt of the written approval of the Board.
289. An application to modify gaming machines and associated equipment, shall be accompanied by:

- (a) a complete, comprehensive and technically accurate description and explanation of the modification in both technical and lay language, signed under penalty of perjury; and
- (b) a statement under penalty of perjury that the gaming machines and associated equipment, as modified, have been certified by the SABS as meeting the requirements of SABS 1718.

### **Conversion of gaming machines**

290. Any conversion of a gaming machine that is used in the Province shall be undertaken by a manufacturer or maintenance provider who has been registered by the Board.
291. A registered manufacturer or maintenance provider who converts a gaming machine from one approved game configuration to another approved game configuration, shall maintain complete and accurate records of all such conversions.

### **Maintenance of gaming machines**

292. A licence shall not alter the operation of approved gaming machines, and may only allow maintenance on gaming machines by persons authorised to do so by the Board.
293. Licensees shall maintain gaming machines available to the public for play in a suitable condition, and no person shall make changes or repairs to parts of the gaming machine that affect the game outcome, unless specifically authorised to do so by the Board.
294. Each licensee shall keep a written list of repairs made, including the name of the person making such repairs, to gaming machines offered for play to the public that require a replacement of parts that affect the game outcome, and shall make the list available for inspection by the Board.

### **Duplication of program storage media**

295. (1) A registered manufacturer or a licensed route operator, a casino licensee, or the SABS, shall be the only entities who may duplicate the contents of gaming machine program storage media.
- (2) The procedure for performing such duplication shall be contained in the manufacturer or licensee's internal control manual, as approved by the Board.

### **Records to be kept in respect of distribution of gaming machines and associated equipment**

296. A manufacturer or a supplier shall not distribute gaming machines and associated equipment within or outside the Province, without keeping proper records, which records shall include, but not be limited to, the following:
  - (a) the name, registered address, and physical address of the purchaser or person to whom the shipment is being made, if either is currently licensed by the Board;

- (b) the full name, Province of residence, address, telephone number, identification number or passport number, of both the purchaser and the person to whom the shipment is being made, if neither is currently licensed by the Board: Provided that if the purchaser or person to whom the shipment is being made does not have an identification number or passport number, the birth date of the purchaser or person to whom the shipment is being made, may be substituted;
- (c) the destination, including the port of exit if the destination is outside South Africa;
- (d) the number of gaming machines and associated equipment elements to be shipped;
- (e) the model number, game type, EPROM number(s) of each game, and year that each machine was manufactured, if known;
- (f) the denomination of each gaming machine;
- (g) the serial number of each gaming machine;
- (h) the expected date and time of shipment;
- (i) the method of shipment and name and address of carrier;
- (j) the seal number or numbers of the container or containers in which the gaming machines or associated equipment are being shipped; and
- (k) a certified copy of a valid licence or, in respect of countries where licenses are not required, a sworn statement to that effect, together with supporting documentation, including a sworn statement by the purchaser that the gaming machine will be used only for lawful purposes.

297. A manufacturer or supplier shall not supply gaming machines and associated equipment to a person who is not licensed or authorised to possess such gaming machines and associated equipment, or to a destination where possession of such gaming machines and associated equipment is unlawful.

#### **Marking registration and distribution of gaming machines**

298. Except as otherwise provided in rule (320), a manufacturer or supplier shall not distribute a gaming machine in the Province or from a location within the Province to outside of the Province, unless the gaming machine has:

- (a) the machine's unique serial number permanently stamped or engraved in lettering no smaller than five millimetres on the metal frame or other permanent component of the machine, and on a removable plate attached to the cabinet of the machine, which will allow easy review by a Board official without the opening of any part of the machine;
- (b) in respect of machines distributed in the Province, the Board registration number and, if the machine has been modified since initial approval of the machine, the modification approval number affixed on all program storage media placed in the machine; and

- 
- (c) to obtain other Gaming Boards' approvals, transportation details prior to date of transportation,
299. (1) Every manufacturer or supplier shall keep a written list of the date of each distribution of gaming machines, the container seal number or numbers, the serial numbers of the machines, the Board registration number, and if the machine has been modified since initial approval of the machine, the modification approval number, and the name, Province of residence, address and telephone numbers of the person to whom the gaming machines have been distributed.
- (2) A licensee, manufacturer or distributor shall not distribute a promotional machine for use in a Province, nor affix it for play to the public, unless the promotion has been approved by the Board.
- (3) The provisions governing the approval distribution into and out of the Province, and conversion of gaming machines, shall apply mutatis mutandis to promotional machines.
300. (1) A licensee, other than a manufacturer or a supplier, shall not dispose of gaming machines and/or associated equipment without the approval of the Board
- (2) Applications for approval to sell or otherwise transfer gaming machines and/or associated equipment, shall be made in a manner determined by the Board.

**PART V****CHIPS, PLAQUES , TOKENS, AND CASHLESS SYSTEM AND SMART CARDS****Regulations**

301. The cashless system controlling unit shall be secured in a separate dedicated lockable server cabinet, which remains under continuous, clear and unobstructed camera coverage, and shall have audio-monitoring capabilities.
302. The keys to the cashless server shall be stored with security key issue, and shall remain under continuous, clear and unobstructed camera coverage.
303. Control procedures pertaining to the access of the keys, must be contained in the licensee's ICS.
304. Sequential numbers be allocated to each temporary day card.
305. The storage for cashless cards not yet issued to patrons, shall be maintained in a similar manner to rule 122, with access control procedures that shall be contained in the licensee's ICS.
306. The licensee must ensure that strict control measures are implemented and contained in the ICSs pertaining to the issuing and control of temporary smart cards
307. Certificate of suitability to be obtained, to supply all cashless system components.
308. Procedures on how to deal with lost, found, stolen or missing cashless cards
309. The Cashless System spare main float/s (virtual funds) must be secured in a manner that prevents continuous, clear and unobstructed camera coverage.
310. All damaged or redundant cashless cards must be destroyed in a manner contemplated by the Board. Control procedures pertaining to the destruction of cashless cards must be included in the licensee's ICS.
311. The licensee shall in the ICS maintain procedures pertaining to ordering, receiving and issuing of cashless cards and associated devices.

312. The provisions included in this part of the rules must be read with the provisions of part 5 of the regulations.

#### **Chip, plaque or token to conform to samples approved by the Board**

313. A casino licensee shall not issue or use, or allow a patron in the casino to use, any chip, plaque or token which such licensee knows is different from the sample of the chip, plaque or token approved by the Board.

#### **Issue and use of chips**

314. Every non-value chip utilised in a casino shall be issued solely for the purpose of gaming at roulette.
315. No person at a roulette table shall be issued or permitted to gamble with non-value chips that are identical in colour and design to value chips or non-value chips being used by another person at the same table, and whenever a patron purchases non-value chips, a chip of the same colour shall be placed in a chip-tree or other device as approved by the Board, to the outer of the roulette wheel.
316. Non-value chips shall only be presented for redemption at the table from which they were issued, and shall not be redeemed or exchanged at any other location in the casino. When so presented, the Dealer at such table shall exchange them for an equivalent amount of value chips, which will then be used by the patron for gaming, or be redeemed in the same manner as any other value chip.
317. Every casino licensee shall have the discretion to permit or prohibit the use of value chips in gaming at roulette, however, it shall be the responsibility of the casino licensee and his/her employees to keep accurate account of the wagers being made with value chips so that the wager made by one player is not confused with that made by another player at the table.
318. Every casino licensee shall keep a monthly summary of the value chip inventory for each table, by colour, which shall include, but will not be limited to, the following:
- (a) the balance on hand at the beginning of the month;
  - (b) the number of value chips distributed to the gaming tables during the month;
  - (c) the number of value chips returned to inventory during the month;
  - (d) the balance on hand at the end of the month;
  - (e) documentation as to who is holding these chips (if known); and
  - (f) the daily movement of such chips.
319. A value or non-value chip designed and registered by the Board for use in a licensed casino in KwaZulu-Natal, shall not be made available, manufactured, sold or be distributed for use in a casino in another Province.

#### **Use of gaming plaques**

320. A licensee shall not issue a gaming plaque until such licensee has submitted to the Board, and the Board has approved a system for accounting for gaming

plaques and cage procedures.

321. Where a value chip exists for a denomination equivalent to a gaming plaque, the primary colour used on the value chip shall be utilised as the primary colour for the plaque.

#### **Primary, secondary and reserve sets of chips**

322. (1) Unless otherwise authorised by the Board, every casino licensee shall have a primary set of gaming chips and a reserve set of value chips which shall conform to the requirements of SABS 1718 and these rules.
- (2) The secondary set of value chips shall be required for denomination of over five hundred rands, and shall have different secondary and third colours from the primary set.
323. Every casino licensee shall have a reserve non-value chip for every twenty roulette tables in the casino, which chip shall have a design or symbol different from those non-value chips comprising the primary set.
324. (1) A casino licensee shall remove the primary set of gaming chips from active play whenever there is reason to suspect that the casino is taking on counterfeit chips, or whenever any impropriety or defect in the utilisation of the primary set of chips makes removal of the primary set necessary, or whenever the Board or designee so directs, in which event the reserve set shall be placed into active play.
- (2) Whenever the primary set of chips is removed from active play, the casino licensee shall immediately notify the Board thereof, and provide reasons for such occurrence.

#### **Issue and exchange of chips, plaques and tokens**

325. Chips and plaques shall only be issued at the cage or at tables, and shall be redeemed at the cage: Provided that chips may be exchanged by a patron at the gaming machine booths for currency or coins or for gaming machine tokens to be used for play on gaming machines in the casino concerned.
326. A casino licensee shall, upon presentation of any chip, plaque or token by a patron, exchange the chip, plaque or token for the equivalent amount in cash or a cheque or a combination of cash and a cheque, which shall be dated the same date on which the chips or plaques are exchanged.
327. A casino licensee shall have the right to demand of any person who is in possession of chips, plaques or tokens issued by the licensee's casino, that such person exchange forthwith the chips, plaques or tokens in his or her possession for the equivalent amount in cash, or a cheque, or a combination of cash and a cheque, which cheque shall be dated the same date as when the chips or plaques are exchanged.
328. Every casino licensee shall submit to the Board for approval, a system for the exchange of chips, plaques or tokens, between such licensee and another casino licensee.

### **Issue and exchange of gaming machine tokens**

329. (1) A casino licensee may, with the approval of the Board, issue a token specifically for use on gaming machines in such licensee's casino, and for purposes of the rules such token shall be referred to as a gaming machine token.
- (2) A gaming machine token shall be:
- (a) capable, upon insertion into the gaming machine's coin acceptor, of activating the machine; and
  - (b) issued, on request by a patron, at a gaming machine booth or the cage.
330. A casino licensee shall, upon presentation of gaming machine tokens by a patron, exchange the tokens for the equivalent amount in cash, or a cheque, or a combination of cash and a cheque, which cheque shall be dated the same date on which the chips or plaques are exchanged.
331. A casino licensee shall have the right to demand of any person who is in possession of gaming machine tokens issued by the licensee's casino, that such person exchange forthwith the tokens in his/her possession for the equivalent amount in cash, or a cheque, or a combination of cash and a cheque, which cheque shall be dated the same date on which the chips or plaques are exchanged.
332. Gaming machine tokens exchanged in accordance with rules (330) and (331) shall be exchanged at a gaming machine booth or the cage.

### **Promotional or tournament chips, plaques or tokens**

333. A casino licensee may, with the approval of the Board, issue a promotional or tournament chip, plaque or token, as contemplated in regulation 75 of the regulations.
334. A promotional or tournament chip, plaque or token, shall only be used for promotional purposes, or for tournaments, and shall not be capable of activating a gaming machine or other gaming equipment which is activated by a token, or a vending machine.
335. Every promotional or tournament chip, plaque or token shall, in addition to the provisions of regulations 70 and 75 of the regulations, be designed so that it:
- (a) clearly identifies the name or trade name and location of the licensee;
  - (b) clearly reflects its face value; and
  - (c) incorporates such anti-counterfeiting features and other security measures as the Board may require.

### **Activation of gaming machines**

336. All gaming machines in a casino shall be activated by South African coinage, gaming machine tokens, or such other method as may be approved by the Board: Provided that South African currency may be used on gaming machines that are fitted with bill validators, as approved by the Board.

## **PART VI**

### **DICE**

#### **Regulations**

337. The provisions included in this part of the rules must be read with Chapter 3 Part 5 of the regulations.

#### **Envelope bags or containers for movement of dice in casino**

338. Dice shall be transported in a transparent envelope bag or container that is fitted with a secure seal, and such bags or containers and the method of sealing thereof shall be approved by the Board.

#### **Procedures on receipt of dice from manufacturer or distributor**

339. (1) On receipt of dice from the manufacturer or distributor thereof, the boxes shall immediately be opened and the contents inspected by a member of the surveillance department, and a member of the casino department.
- (2) After the dice have been inspected in accordance with sub-rule (1) of this rule, the casino licensee shall cause the appropriate annotations to be made in the inventory register contemplated in rule (340).
- (3) In the event that the persons inspecting the dice find any defects with the dice or any discrepancy between the manufacturer or distributor's invoice or other document accompanying the dice, and the actual dice received, they shall immediately report such defect or discrepancy and the reporting thereof should be in the inventory register.
- (4) Any defective dice shall be placed in a sealed bag or container to which shall be attached a label identifying the defect and recording the date and time, the manufacturer or distributor's invoice number, and the names and signatures of the persons inspecting the dice.
- (5) The sealed envelope bag or container containing the defective dice shall be removed to the surveillance department, where the surveillance officer authorised to receive the dice shall sign for the receipt of the dice and retain such in the vault for a period of two months, or such longer period as the Board may require, whereafter they shall be destroyed in accordance with the provisions of rule 353, 354 and 355, as applicable.
- (6) Any dice received in accordance with this rule, and which are not defective or are not intended for immediate use at a gaming table in the licensee's casino, shall be recorded in the inventory register as reserve dice, and shall be stored in a separate locked compartment in the vault, which compartment shall have two separate locks, the keys to which shall be retained in accordance with sub-rule (7) of this rule.
- (7) The casino surveillance department shall retain one key and the casino department shall retain the other key, to the locked compartment contemplated in sub-rule (6) of this rule: Provided that only persons at the level of Assistant Casino Manager or higher shall have access to the key retained by the casino department.

**Inventory register and record of the movement of dice**

340. A casino licensee shall keep an inventory register for all approved dice, for purposes of recording the following information:
- (a) the quantity of dice taken into stock on receipt thereof from the manufacturer or distributor;
  - (b) the date and time on which the dice were received and taken into stock;
  - (c) the names and signatures of the employees who opened and inspected such dice;
  - (d) any defects or discrepancies and the reporting thereof to the Board;
  - (e) the quantity of defective dice retained by the surveillance department for destruction;
  - (f) the quantity of dice put into immediate use at a gaming table, and the date thereof;
  - (g) the quantity of dice placed in, removed from, and returned to, the reserve inventory;
  - (h) daily, monthly and annual inventories of dice; and
  - (i) any other information the Board considers necessary.
341. A casino licensee shall, on a daily basis, cause an inventory to be taken of dice distributed to gaming tables, dice destroyed, dice in reserve, and dice returned to the vault from gaming tables, and for details thereof to be recorded in the inventory register.
342. A casino licensee shall, on at least a monthly basis, cause an inventory of all dice in reserve and in use to be taken, and the result thereof to be recorded in the inventory register, and any discrepancy shall forthwith be reported to the Board.
343. During non-gaming hours, all dice in the possession of the licensee shall be stored in the vault.
344. Whenever dice are required at a table game in the casino, or are returned therefrom:
- (a) they shall either be removed from or returned to the vault, in the presence of a member of the surveillance department and a member of the casino department: Provided that the member of the casino department is at the level of Assistant Casino Manager or higher; and
  - (b) the dice so removed or returned shall be recorded in the inventory register by the persons referred to in paragraph (a) of this rule, who shall date and sign the inventory register and note the time of such annotation.
345. Prior to commencement of gaming each day, the persons referred to in rule 344(a) who are in possession of the keys to the vault, shall remove the appropriate number of dice for that gaming day from the vault, and then place

them in a separate envelope bag or container appropriately marked for each gaming table.

346. (1) The casino surveillance operator shall distribute a set of dice directly to the casino supervisor at each table or to a Tables Manager who shall, in receipt of the dice and in the presence of the Dealer, cause the dice to be inspected with a micrometre or any other approved instrument which performs the same function, in order to ensure that the dice comply with the specifications and minimum standards.
- (2) Following on the inspection referred to in sub-rule (1) of this rule, and provided that the dice are not defective, they shall, in the presence of the Dealer, be placed in the dice cup on the gaming table.
347. No dice shall be left unattended at a gaming table and all dice which have been placed in a cup for use in a game, shall not remain on the table for more than twenty four hours.
348. The Tables Manager shall retain a set of dice in reserve in the tables stand, which dice shall be placed in a locked compartment, the keys to which shall be in the possession of the Tables Manager or the casino supervisor, and whenever it is necessary to use the reserve dice at the gaming table, the provisions of rules 346 and 347 shall apply.
349. At the end of each gaming day, or at least once each gaming day, at the same time each day as designated by the casino licensee and approved by the Board, and at such other times as may be necessary, a casino surveillance officer shall collect and sign all envelope bags or containers containing:
- (a) dice held in reserve at the gaming tables, and return these to the approved storage area or the vault; and
- (b) any dice in the dice reserve that are to be destroyed, and transport these to the surveillance department for destruction in accordance with the provisions of rule 353, 354 or 355, as applicable.
350. A magnet shall be kept in a compartment at the tables stand, and shall be at all times be readily available for use by the Board upon request.

#### **Defective dice or dice which have been tampered with**

351. A casino licensee shall remove any dice at any time during gaming hours, if there is any indication of tampering or other defects which will affect the integrity or fairness of the game, or at the request of the Board or an inspector of the Board, and any evidence of tampering or other defect shall be reported to the Board.
352. (1) At the end of each gaming day or at such other times as may be necessary, the Tables Manager or casino supervisor shall visually inspect each dice for evidence of tampering, or other defect, and any evidence of tampering or other defect shall be reported to the Board.
- (2) Any dice that are found to be defective or which show evidence of having been tampered with shall be placed in a sealed envelope bag or container, to which shall be attached a label identifying the table number and recording the date, time and signature of the box person and Tables

Manager. The Tables Manager shall retain the envelope or container in a secure place within the tables, until collection at the end of the gaming day by a casino surveillance officer.

- (3) The surveillance officer authorised to receive the dice shall sign for the receipt of the dice and retain them in the vault for a period of two months or such longer period as the Board may require for purposes of investigating the circumstances under which the dice became defective or were tampered with.

#### **Disposal and destruction of dice**

353. A casino licensee shall cause the surveillance department to destroy or otherwise dispose of dice:

- (a) by way of drilling a hole through each dice or by incineration thereof, or by such other method as the Board may approve or require; and
- (b) in a secure place, the location and physical characteristics of which shall be approved by the Board.

354. A casino licensee shall record:

- (a) the number of dice destroyed in terms of rule 353;
- (b) the date on which the defective dice or dice which has been tampered with, was found;
- (c) the date, place and method of destruction or other form of disposal;
- (d) the names of the persons carrying out the destruction or other form of disposal on behalf of the casino licensee; and
- (e) such other information as the Board may require.

355. All destructions and cancellations of dice, other than those retained by the surveillance department in terms of rule 352(3), shall be completed within forty eight hours of receipt in the surveillance department.

## **PART VIII**

### **CARDS**

#### **Regulations**

356. The provisions included in this part of the rules must be read with the provisions of Chapter 3 Part 4 of the regulations.

#### **Envelope bags or containers to be approved by Board**

357. Cards shall be transported in a transparent envelope bag or container that is fitted with a secure seal, and such bags or containers and the method of sealing thereof shall be approved by the Board.

#### **Technical requirements for cards**

358. Cards used at poker must be visually distinguishable by size and colour from the cards used to play any other table game in a casino.

359. (1) A casino licensee shall have at least six visually distinguishable card back designs for every type of card game played in the casino.
- (2) Cards' artwork designs and specification shall be submitted to the Board for approval, before being manufactured.

#### **Procedures on receipt of cards from manufacturer or distributor**

360. (1) On receipt of cards from the manufacturer or distributor thereof, the boxes shall immediately be opened and the contents inspected by a member of the surveillance department, and a member of the casino department.
- (2) After the cards have been inspected in accordance with sub-rule (1) of this rule, the casino licensee shall cause the appropriate annotations to be made in the inventory register contemplated in rule 361.
- (3) In the event that the persons inspecting the cards find any defects with the cards or any discrepancy between the manufacturer or distributor's invoice or other document accompanying the cards, and the actual cards received, they shall immediately report such defect or discrepancy to the Board, and record details of the defect or discrepancy and the reporting thereof in the inventory register.
- (4) Any decks of cards containing defective cards shall be placed in a sealed envelope bag or container, to which shall be attached a label identifying the defect and recording the date and time, the manufacturer or distributor's invoice number, and the names and signatures of the persons inspecting the cards.
- (5) The sealed envelope bag or container containing the defective decks of cards, shall be transported to the surveillance department where the surveillance officer authorised to receive the cards shall sign for the receipt of the cards and retain them in the vault for a period of two months, or such longer period as the Board may require, whereafter they shall be destroyed in accordance with the provisions of rule 374.

- (6) Any decks of cards that are not defective, and which are:
- (a) not intended for immediate use at a gaming table in the licensee's casino, shall be recorded in the inventory register as reserve decks of cards, and shall be removed to the bulk storage area approved for this purpose by the Board, or to the vault by a member of the surveillance department and the casino department; or
  - (b) intended for distribution to the gaming tables, shall be recorded in the inventory register and shall be removed to the primary storage area referred to in sub-rule (9) of this rule, by a member of the surveillance department and the casino department.
- (7) The bulk storage area for safekeeping of reserve decks of cards, shall have two separate locks, of which one key shall be retained by the casino surveillance department, and the other by the tables department: Provided that only persons at the level of Assistant Casino Manager or higher shall have access to the key retained by the casino department.
- (8) Decks of cards shall not be issued directly from the bulk storage area to gaming tables, but shall first be issued to the primary storage area referred to in sub-rule (9) of this rule, from where they may be issued to gaming tables.
- (9) The primary storage area referred to in sub-rule (6)(b) of this rule, shall be located in the casino surveillance department, the location and security of which shall be approved by the Board, and such area shall be secured by a lock which shall be retained by a person at the level of Assistant Surveillance Manager or higher.

#### **Inventory register and record of the movement of cards**

361. A casino licensee shall keep an inventory register for all approved cards, for purposes of recording the following information:
- (a) the quantity of decks of cards taken into stock on receipt thereof from the manufacturer or distributor;
  - (b) the date and time on which the cards were received and taken into stock;
  - (c) the names and signatures of the employees who opened and inspected such cards;
  - (d) any defects or discrepancies and the reporting thereof to the Board;
  - (e) the quantity of defective decks of cards retained by the surveillance department for destruction;
  - (f) the quantity of reserve decks of cards placed in and removed from the bulk storage area;
  - (g) the quantity of decks of cards placed in, removed from, and returned to, the primary storage area;

- (h) daily, monthly and annual inventories of decks of cards; and
  - (i) any other information that the Board considers necessary.
362. A casino licensee shall, on a daily basis, cause an inventory to be taken of the decks of cards distributed to gaming tables, decks of cards destroyed, decks of cards in reserve in the bulk storage area or the vault, and decks of cards returned to the primary storage area from gaming tables, and for details thereof to be recorded in the inventory register.
363. A casino licensee shall, at least once every three months, cause an inventory of all decks of cards in reserve in the bulk storage area or the vault, and decks of cards in primary storage and in use, to be taken, and the result thereof to be recorded in the inventory register, and any discrepancy shall forthwith be reported to the Board.
364. During non-gaming hours, all cards in the possession of the licensee shall be stored in the bulk storage area or the vault, and in the primary storage area.
365. Whenever cards are required at a table game in the casino, or are returned therefrom:
- (a) they shall either be removed from or returned to the primary storage area, in the presence of a member of the surveillance department and a member of the casino department: Provided that the member of the casino department is at the level of Assistant Casino Manager or higher; and
  - (b) the cards so removed or returned shall be recorded in the inventory register by the persons referred to in paragraph (a) of this sub-rule, who shall date and sign the inventory register and note the time of such annotation.
366. Prior to commencement of gaming each day, the persons, referred to in rule (375)(a), who are in possession of the keys to the primary storage area, shall remove the appropriate number of decks of cards for that gaming day from the primary storage area, and shall place:
- (a) in a separate envelope bag or container appropriately marked for each gaming table, the decks of cards required by each table; and
  - (b) in a separate envelope bag or container appropriately marked for each gaming table, the replacement decks of cards required by each table.
367. The casino surveillance operator shall distribute the decks of cards to the Tables Manager or floor supervisor, who shall examine each envelope or container to determine if all decks are present and are of the same colour.
368. The Tables Manager shall place the replacement decks of cards in the tables stand, which cards shall be placed in a locked compartment, the keys to which shall be in the possession of the Tables Manager or the casino supervisor, and whenever it is necessary to use the replacement cards at the gaming table, the provisions of rule (369) shall apply.
369. (1) Prior to being used at a gaming table, each deck of cards shall be examined by the Dealer in the presence of an inspector, which

examination shall require the Dealer to:

- (a) sort each deck of cards into sequence and into suite to ensure that all cards are in the deck; and
  - (b) examine the back of each card to ensure that it is not scratched or marked in any way.
- (2) If, after checking the cards, the Dealer finds that a card is unsuitable for use, the Tables Manager or casino supervisor shall bring a substitute card from the replacement set in the tables stand.
- (3) The unsuitable card shall be placed in a sealed envelope or container, to which shall be attached a label identifying the table number, and recording the date, time and signatures of the Dealer and the gaming inspector assigned to that table. The Tables Manager or casino supervisor shall retain the envelope or container in a secure place within the tables until collection at the end of the gaming day by a casino surveillance officer.
370. No cards shall be left unattended at a gaming table, and all cards which have been placed at a gaming table shall not remain on the table for more than twenty four hours.
371. At the end of each gaming day, or at least once each gaming day, at the same time each day as designated by the casino licensee and approved by the Board, and at such other times as may be necessary:
- (a) the Tables Manager or casino supervisor shall:
    - (i) collect all used cards, which shall be placed in a sealed envelope bag or container to which shall be attached a label identifying the table number, and recording the date, time and signatures of the Dealer and floor person assigned to the table;
    - (ii) place any unused sealed decks of cards in a sealed envelope bag or container to which shall be attached a label identifying the table number, and recording the date, time and signatures of the Dealer and floor person assigned to the table;
    - (iii) place any unused cards in a replacement deck, the seal to which has been broken for purposes of substituting an unsuitable card in the manner contemplated in rule 373 in a sealed envelope bag or container to which shall be attached a label identifying the table number, and recording the date, time and signatures of the Dealer and floor person assigned to the table; and
    - (iv) retain the envelope bags or containers in a secure place within the tables, until collection thereof at the end of the gaming day by a casino surveillance officer.
  - (b) the casino surveillance officer shall collect and sign for all envelopes or containers containing the cards contemplated in paragraph (a) of this rule and shall return the envelope bags or containers to the casino's surveillance department.

**Cards damaged during course of play or cards which have been tampered with**

372. At the end of each gaming day or at such other times as may be necessary, the Tables Manager or casino supervisor, shall visually inspect each deck of cards

distributed to the gaming tables, for evidence of tampering or other defect, and any evidence of tampering or other defect shall be reported to the Board.

373. (1) Any cards which, at any time during gaming hours, are found to have:
- (a) become damaged during the course of play;
  - (b) been tampered with; or
  - (c) have other defects that will affect the integrity or fairness of the game,

shall be removed by the Dealer, who shall request the Tables Manager to bring a substitute card from the replacement cards in the tables stand, in which event the provisions of rule 369 shall apply.

- (2) Any cards that have become damaged or are found to have been tampered with, shall be placed in a sealed envelope bag or container, to which shall be attached a label identifying the table number and recording the date, time and signatures of the Dealer and the Tables Manager.
- (3) The Tables Manager or casino supervisor shall retain the envelopes or containers in a secure place within the tables, until collection at the end of the gaming day by a casino surveillance officer.
- (4) The surveillance officer authorised to receive the cards shall sign for the receipt of the cards, and retain them in the vault for a period of two months, or such longer period as the Board may require for purposes of investigating the circumstances under which the cards became defective or were tampered with.

#### **Inspection of cards by surveillance department and disposal or destruction**

374. (1) On receipt of the envelope bags or containers of used cards and opened decks of replacement cards in the casino surveillance department, the cards shall be inspected for tampering, marks, alternations, missing or additional cards, or anything that may indicate unfair play.
- (2) The inspection contemplated in sub-rule (1) shall, at the minimum, include the sorting of cards sequentially by suite, inspection of the packs with ultraviolet light, inspection of the sides of the cards for crimps, bends, cuts and shavings, and inspection of the front and the back of all plastic cards for consistent shading and colouring.
  - (3) Any evidence of tampering, marks, alterations, missing or additional cards, or anything that might indicate unfair play discovered at the time of inspection, or at any other time, shall be immediately reported to the Board.
  - (4) On conclusion of the inspection, all cards shall be destroyed forthwith: Provided that any cards which may be used as evidence in any hearing or dispute shall be placed in an envelope bag or container to which shall be attached a label identifying the findings of the inspection and the table number at which the cards were used, the identity of the Dealer and floor person assigned to the table, and recording the date, time and signature

of the surveillance officer who inspected the card. The cards shall be retained by the surveillance department until such time as the Board authorises their destruction.

- (5) Cards shall be destroyed by shredding, or such other method approved by the Board, and destruction shall take place in a secure location which shall be approved by the Board.

## PART VIII

### ROULETTE WHEELS AND BALLS

#### Regulations

375. The provisions included in this part of the rules, must be read with the provisions of Chapter 3 in Part 4 of the regulations.

#### Roulette wheels

376. (1) Maintenance of roulette wheels shall be meticulously carried out on a monthly basis by trained personnel, and shall include but not be limited to, the following:
- (a) the removal of cylinders and cleaning thereof;
  - (b) removal of fluff and dust from the bowl, by use of a dust air blower;
  - (c) the oiling of the top and bottom bearings at the marked points;
  - (d) the oiling of the top of the spindle;
  - (e) lubrication of the moving parts of the roulette wheel with oil specified by the manufacturer of the wheel;
  - (f) cleaning of built-up grease along the ball track, with cleaning materials as prescribed by the licensed manufacturer;
  - (g) cleaning of ball pockets and/or compartments by use of a dust air blower;
  - (h) measuring of ball pockets with a dial calliper-gauge device, and checking of tolerances provided that pocket sizes are adjustable.
- (2) During maintenance, security seals shall not be tampered with or broken and the bowl and cylinder numbers must correspond.
377. The alignment of the bowl of the roulette wheel shall be checked on a daily basis, by using a spirit level and resting it across the bowl from rim to rim.
378. The cylinder shall be checked on a daily basis, and after being replaced during wheel maintenance.
379. When removing, replacing or resetting the wheel, it must be done according to the manufacturer's specifications and any major repairs such as the replacement or adjustment of the spindle, or breaking of security seals for any reason whatsoever, must be conducted by the licensed manufacturer.
380. A maintenance log shall be kept for each roulette wheel, and shall be available for inspection by members of the Board, or an inspector of the Board.
381. (1) A casino license shall ensure that all roulette wheels used in the casino are inspected by a registered manufacturer or supplier on a six monthly basis, and such inspection shall include but not be limited to, the following:

- (a) ensuring that cleaning and maintenance procedures have been followed as prescribed;
  - (b) checking all security seals to ensure that they are all intact as originally supplied;
  - (c) checking all manufacturing tolerances to ensure that they are in the correct operational condition;
  - (d) a full calibration of the wheel;
  - (e) checking the rise and fall of cylinder to bowl;
  - (f) checking the ball track for signs of wear;
  - (g) checking pocket surfaces and replacing any which have been damaged; and
  - (h) checking that all hazards are firm and secure.
- (2) A log shall be kept of these inspections, which log shall be available for inspection by members of the Board, or an inspector of the Board, at any given time.
382. Any defective equipment shall immediately be removed from the gaming floor.
383. (1) During non-operating hours, or while the roulette table is closed, a transparent security plate shall be fitted over the bowl and the turret of the roulette wheel, to prevent any tampering. This plate shall be fitted so as to prevent access to the area covered by the security plate.
- (2) The number of the seal or the keys of the locks used for the purpose contemplated in sub-rule (1) of this rule, shall be recorded in a log book, which shall be verified by a Security Officer and a Tables Manager.
384. Whenever it is necessary to remove a damaged wheel, an inspector of the Board shall be notified prior to such removal. The number of the new wheel shall be recorded in the maintenance logbook for the relevant roulette table, and the new wheel shall be levelled and tested before play commences on that table.
385. Spare roulette wheels shall be stored in a secure area approved for this purpose by the Board.

## PART IX

### SURVEILLANCE SYSTEMS FOR CASINO LICENSEES

#### Regulations

386. The provisions included in this part of the rules must be read with the provisions of Chapter 3 part 10 of the regulations.

#### General requirements

387. (1) The following general requirements shall apply to all casino licensees:
- (a) high-resolution monitors with audio-transmitting capabilities shall be used in the surveillance room;
  - (b) all controls on the monitors shall be front mounted;
  - (c) each monitor shall be capable of displaying any selected view;
  - (d) the number of cameras and the intensity of the camera coverage must be taken into account when determining the number of monitors to be accommodated in the surveillance room: Provided that the surveillance system includes a minimum of one monitor for every twenty five cameras in the gaming machine area, and one monitor for every fifteen cameras for the gaming tables;
  - (e) a ratio of one surveillance officer to eight monitors shall be maintained during casino operating hours, including any cash up transaction or count area;
  - (f) cameras shall be controlled from the surveillance room by means of a variable speed control unit;
  - (g) high resolution colour cameras shall be used to cover all table games, and each camera shall have the capability of having its picture displayed on a video monitor; and
  - (h) all visual data recorded shall have the ability to be selected and controlled from the control unit in the surveillance room.
- (2) For the purposes of:
- (a) this rule, the words " control unit" shall mean a device that has the capability to select any camera to any monitor in the surveillance system, control PTZ cameras at a variable speed, and control all digital recorders in the surveillance system; and
  - (b) paragraph (a) of the sub-rule, "PTZ Camera" shall mean a video camera which possesses, as a minimum, the capability to rotate 360° at a minimum speed of 120° per second, tilt 180° with the capability to orientate itself, and shall have pre-set capabilities with a minimum pre-set speed of 360° per second, and zoom capabilities.

- (3) The surveillance system must include date and time generators that display on each visual recording without obstructing the recorded views

### **Count rooms and casino cage**

388. A panic alarm, interfaced into the surveillance system, shall be fitted in:
- (a) the cashier's transaction areas in the casino cage;
  - (b) the administration office of the hard count room; and
  - (c) the soft count room.
  - (d) All cash vault areas
389. The note counters in the soft count room shall have interface capabilities to the surveillance system.

### **Gaming machines**

390. The cameras recording the gaming machine area in a casino shall be positioned so that:
- (a) one camera is able to record, on a continuous basis, twelve (12) gaming machines, which includes the view of the machines' tower lights, drop boxes and bill validators;
  - (b) opened machine doors do not obstruct the view to the inside of the machine cabinet.
391. All counting equipment in the gaming machines' booths shall have interface capabilities into the surveillance system.
392. All gaming machines booths shall have panic alarm buttons directly linked to the surveillance system.
393. The casino monitoring system must be interfaced with the gaming machines, coin counters and weigh scales, ensuring that all error codes, conditions and information as laid out below by the Board, are reported on the system:
- (a) gaming machine error codes and conditions;
  - (b) coin counters:
    - (i) denomination;
    - (ii) rand value of coins counted;
    - (iii) booth number; and
    - (iv) date and time.
  - (c) weigh scale:
    - (i) denomination;
    - (ii) value;
    - (iii) weight;
    - (iv) machine number; and

- (v) date and time.

394 All recordings must be maintained for a minimum of 30 days, unless otherwise stipulated by the Board.

#### **Casino surveillance and security offices**

395. The Board and its inspectors shall at all times be granted immediate access to the surveillance room and other surveillance areas.

396. The interior of the surveillance room, including working areas, employees and their movements, shall be recorded, and the surveillance room shall have audio-monitoring capability.

397 The surveillance system for security offices, read with Regulation 74, must monitor on a continuous basis and record clear unobstructed and continuous views of the following areas:

- (a) All interview rooms where people are questioned by Casino Security and an Inspector of SAPS;
- (b) Security offices/areas where staff or patrons are searched by Casino Security, and an Inspector or SAPS;
- (c) Security offices where firearms are handed in and secured; and
- (d) All recording must be maintained for a minimum period of thirty (30) days.

#### **Requirements for storage and record-keeping**

398. A casino licensee shall be required to submit to the Board, the proposed procedures to be used for labelling, storing and record-keeping of video recordings, one calendar month prior to implementation of the procedures, or one calendar month prior to amendment of existing procedures.

#### **Surveillance system plans, and alterations to surveillance system plans**

399. The surveillance system plan contemplated in regulation 75 of the regulations, shall also include:

- (a) details of the camera view;
- (b) identify the gaming machines and tables covered by the cameras as a narrative; and
- (c) a detailed inventory of the surveillance system, including the number of cameras, monitors, equipment specifications including cameras, and the detailed matrix plan including the procedures covering alarmed areas, entrances and exits.

400. A casino licensee shall be required to submit his or her surveillance system plan to the Board for approval, prior to the installation of the system: Provided that the surveillance system plan in respect of camera installation, may be approved by the Board on completion of the installation of the cameras.

401. Any change, alteration or modification to a surveillance system plan, including a temporary change, alteration or modification, shall be submitted to the Board at least thirty days prior to implementing the proposed change, alteration or modification.

**PART X****MONITORING AND CONTROL SYSTEMS****General requirements for casino licensee**

402. The following shall be the requirements, in the case of a casino licensee, for the computerised on-line Central Monitoring and Control System contemplated in regulation 46 of the regulations:

- (a) the following logging, searching and reporting of gaming equipment events are to be included:
  - (i) cash box door open; and
  - (ii) cash box door close.
- (b) collection of individual device financial data;
- (c) collection of individual soft meter data at the game level, which will include, at a minimum:
  - (i) Cashless/in meter;
  - (ii) Cashless/out meter;
  - (iii) coin drop meter to cash box;
  - (iv) hand-pay meter;
  - (v) handle pull meter; and
  - (vi) bill validator meters reflecting value of notes accepted by denomination; and
  - (vii) both cash and cashless meters as prescribed by the Board, including but not limited to (i) to (vi).
- (d) reconciliation of soft meter data against cash box hard count;
- (e) systems security;
- (f) the collection of soft meter data must be performed via a secure link to the machine software;
- (g) logging of all manual inputs to the monitoring control system, including the person performing and authorising the input;
- (h) sufficient capacity for processing, memory, communication interfaces, and hard disk storage, to efficiently monitor, log and control all gaming devices as prescribed above, for at least ten days; and
- (i) any other requirements as specified by the Board.

**Approval of Monitoring Control System (MCS) hardware and software**

403. (1) A casino licensee shall submit the hardware and software configuration of the MCS to the SABS (NRCS) and the Board for certification and approval, including any change to the monitoring system software.
- (2) The certification and approval process shall evaluate the total configuration for reliability, recovery, audibility, redundancy and security.

**Meter wrap handling and meter width**

404. A casino licensee shall implement operational procedures which include the width of the meters and the expected rate of meter counts, which shall be sufficient to cater for resulting meter wrap events, such as detecting and correctly handling meter wraps, in order to preserve the true total statistics.

**Device configuration database**

405. (1) The Board requires a gaming device monitoring system to maintain the following information for each gaming device which it monitors:
- (a) location;
  - (b) device description (for example, serial number and manufacturer);
  - (c) configuration (i.e. denomination, software version installed, games available and progressive status); and
  - (d) history of upgrades, movements and re-configurations.
- (2) This may be done by the MCS, a separate computer or manual system, or any combination thereof - but in all cases the information must be readily retrievable.

**Password protection**

406. The operating system or systems used, as well as the MCS, must provide comprehensive password security.
407. It is expected that all computer programs and important data files can only be accessed by entry of a password, which shall be known only to authorised personnel.
408. The Board requires that the storage of passwords and PINs be encrypted by means of at least, a one hundred and twenty eight bit encryption key.
409. A computer program must be available that will list all registered users on the system, including their privilege level on both the operating system or systems, and the MCS.

**Access by the Board**

410. The Board shall be able to access the MCS at any time, using either the electronic link to the Board, or from a facility at the operator's site.

411. The MCS is to provide comprehensive search mechanisms for the purpose of examination of events and statistical data. The mechanism should cater for a variety of "keys" for the search, including date, time, event number, machine/terminal number, and combinations thereof.
412. The Board shall be able to log onto the computer system to execute external audit and interrogation programs. The password that the inspector uses must give him/her READ ONLY access to all data. However, there should be sufficient space available to enable the officer of the Board to save a report comprising the read only information.

#### **User interface, documentation and reporting**

413. (1) Significant event and statistical data required by the Board, will be transferred to the Board at such intervals as the Board may determine.
- (2) The permitted methodologies for these transfers shall be specified by the Board, and may include the following:
- (a) hard copy report via facsimile;
  - (b) diskette;
  - (c) dial-up data transfer;
  - (d) secure e-mail; or
  - (e) data transfer via dedicated link.
- (3) The format of the data will be specified by the Board from time to time.

#### **Link to Board's computing facilities**

414. (1) The MCS operator is to provide and maintain such electronic access or link to its central computing facilities, as the Board may require from time to time.
- (2) The electronic link must include all necessary equipment (e.g. lightning protection, computer terminals, Telkom, NTUs, routers, and modems).
- (3) The MCS operator must supply the Board with the necessary software and relevant training to enable the Board to link and log on to the operator's MCS system.
- (4) This link is for either logging on to the Operator's MCS System interactively, or downloading data at a frequency as specified by the Board.
415. The MCS operator must provide communications and systems security to the satisfaction of the Board.

#### **Facilities for inspectors**

416. Facilities within the MCS to be provided for the Board's Inspectors, are to include, as a minimum, the following:

- (a) ability to determine operational software version levels and record operational hardware;
- (b) ability to verify that gaming machine and other equipment is on-line;
- (c) facilities to support an inspector working in the field; and
- (d) ability to perform signature checks on limited payout machines only.

#### 417. **Self-exclusion by patrons**

- (1) Each licensee shall develop and implement procedures to enable patrons to lodge a request to be excluded from participating in gambling.
- (2) The procedures for self-exclusion shall, at a minimum, provide:
  - (a) reasonable measures to identify and restrict access to gambling by persons who have requested to be excluded from participating in gambling;
  - (b) that self-exclusion will only be lifted upon production of a certificate by a psychologist, psychiatrist or any counselor appointed by the National Responsible Gambling Program. The certificate should at least certify that the punter has attended counseling sessions and that in his/her opinion the punter is fit and competent to participate in gambling;
  - (c) that whilst the Board and the gambling operators will make reasonable efforts to give effect to the request for exclusion, it is the punter/player's responsibility to refrain from participating in gambling during the period of exclusion. Both the Board and the licensee shall not be liable whatsoever, for any damages that may be suffered as a result of the punter participating in gambling during the period of self-exclusion.
  - (d) that the exclusion will not be lifted within a period of six months from date of exclusion; and
  - (e) the operator may institute criminal proceedings for trespassing, against persons participating in gambling during the period of exclusion.
- (3) The licensee shall on a weekly basis, supply the board with details of persons who requested to be excluded from gambling.
- (4) The details contemplated in sub-rule 3 above, shall at a minimum contain:
  - a - the name of the punter;
  - b - the identity number;
  - c - electronic photograph;
  - d - name of operator;
  - e - dates and time of request; and
  - f - duly signed exclusion form.
- (5) Each licensee shall ensure that all persons who have been placed on a self-exclusion list, are removed from its mail-marketing list and guest loyalty programmes, and precluded from further participating in the licensee's credit facilities.

**418. Dispensation**

- (1) The Board may approve alternative criteria or procedures other than those prescribed in the Rules, if the licence holder is able to prove to the Board that, notwithstanding such criteria or procedures, there are sufficient controls in place to ensure the integrity of the operation.

No. 77

10 August 2012

**KWAZULU-NATAL GAMING AND BETTING BOARD****RULES**

In terms of section 7 (l) (m) of the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010, as amended, the KWAZULU-NATAL GAMING AND BETTING BOARD hereby makes the following Rules –

**KWAZULU-NATAL GAMING AND BETTING BOARD****LIMITED PAYOUT MACHINE (“LPM”) RULES****ARRANGEMENT OF RULES****CHAPTER I: DEFINITIONS****1.1 Definitions****CHAPTER II: ORGANISATIONAL STRUCTURE, JOBS COMPENDIUM AND INTERNAL CONTROL STANDARDS (“ICS”)****2.1 Organisational structure****2.2 Jobs compendium****2.3 Staffing****2.4 LPM site****2.5 Internal audit****2.6 ICS****CHAPTER III: TECHNICAL DEPARTMENT****3.1 LPM and SDL information records****3.2 LPM requirements****3.3 Commissioning, alteration and de-commissioning of LPMS and SDLs****3.4 LPM and communication malfunctions****3.5 Maintenance****3.6 RAM clear****3.7 Additional gambling devices**

**CHAPTER IV: ADMINISTRATION DEPARTMENT**

- 4.1 Responsibilities
- 4.2 Journal entries
- 4.3 LPM accounting
- 4.4 Controlled stationery
- 4.5 Monitored keys

**CHAPTER V: COMPLIANCE DEPARTMENT**

- 5.1 Investigations
- 5.2 Audits
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## CHAPTER I

### DEFINITIONS

#### 1.1 Definitions

Any word or expression used in these Rules which is defined in the Act or the Regulations made in terms thereof shall have the meaning ascribed to it in the Act or Regulations, unless it is otherwise defined in these Rules or the context indicates otherwise. In these Rules, unless the context indicates otherwise –

- (1) **“authorised”** means authorised in terms of the Act or ICS.
- (2) **“bet”** means the amount of credits risked or staked by a player at the commencement or during a gambling game.
- (3) **“Board”** means the KwaZulu-Natal Gaming and Betting Board.
- (4) **“cash or cash equivalent”** means a physical coin, note, token, ticket, other thing of value, magnetic or smart card, or any other representation of money used directly or indirectly in the gambling environment.
- (5) **“CEMS”** means the central electronic monitoring system contemplated in section 27(1)(l) the National Gambling Act.
- (6) **“CEMS operator”** means the entity operating the CEMS and licensed in terms of section 58 of the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010.
- (7) **“credits”** means the number of betting units standing to the credit of a player displayed on the credit meter of an LPM.
- (8) **“data collection”** means the successful transfer of LPM soft meter and significant event information from an SDL to the CEMS database.
- (9) **“designated area”** means the area within an LPM site where LPMs are authorised to be exposed for play.
- (10) **“dispute”** means any unresolved disagreement between a patron and the holder of an LPM operator licence, CEMS operator licence or an LPM site relating to a gambling-related procedure, the outcome of a gambling game, or the payment of winnings alleged to be due.
- (11) **“double-up”** means a gambling option whereby a player may, during a game, risk a previous win, bet or a portion thereof, on the selection of a further outcome.
- (12) **“employee card”** means a card used by a licensed employee to –
  - (a) initiate and terminate gambling on an LPM site by inserting or removing such card; and
  - (b) record details of persons performing functions on the LPM and SDL.
- (13) **“fair play”** means the conduct of a gambling game in compliance with all procedures and rules approved for such gambling game.
- (14) **“gambling-related”** means having, in the view of the Board or of a licence holder, a direct or indirect influence on gambling tax or fair play.
- (15) **“handle”** means the total rand value of all credits bet on an LPM within a specified period.
- (16) **“ICS”** means the approved internal control standards of the holder of an LPM operator licence containing the gambling-related provisions prescribed by the Act or required by the Board and includes, without limitation, all gambling-related policies, operating, administrative and accounting procedures and standards to be adhered to by the LPM operator or on a licensed site.
- (17) **“incompatible function”** means a function which places any employee or department in a position both to commit an error or irregularity or to perpetrate a fraud and to conceal such error, irregularity or fraud. Employees may be considered to have incompatible functions if such employees are members of separate departments that are not supervised independently of one another.
- (18) **“journal entry”** means any alteration made to gambling-related computerised records.
- (19) **“Act”** means the KwaZulu-Natal Gambling Act (Act 10 of 1996), as amended.
- (20) **“registered employee”** means the holder of a key or gambling employee licence contemplated in the Act.

- (21) **“LPM”** means a limited payout machine in respect of which the stakes and prizes are limited as prescribed by the National Gambling Act.
- (22) **“LPM drop”** means the cash or cash equivalent cleared from an LPM for count purposes.
- (23) **“LPM operator”** means an operator licensed in terms of section 55 of the Act.
- (24) **“LPM site”** means a licensed site on which LPMs may be exposed for play in terms of Section 55 (1) of the Act.
- (25) **“LOC”** means a letter of certification issued by the SABS, certifying that a device or piece of equipment complies with the national norms and standards applicable thereto.
- (26) **“logic area”** means a secure cabinet within an LPM that houses the master processing unit and electronic components having the potential to influence the outcome of the game, or the communication between the LPM and the CEMS.
- (27) **“manufacturer”** means the holder of a licence specified in section 66 of the Act.
- (28) **“multi-game software”** means gaming software that offers more than one LPM game on a single LPM.
- (29) **“National Gambling Act”** means Act 7 of 2004, as amended.
- (30) **“National Gambling Regulations”** means the Regulations in respect of Limited Payout Machines promulgated in terms of the National Gambling Act.
- (31) **“operating hours”** means all hours during which LPMs are exposed for play.
- (32) **“site owner key employee”** means a natural person, duly authorised to represent the owner of a primary business which has entered into an agreement with an LPM operator to expose LPMs for play on a business site licensed in terms of section 65 of the Act, and registered as a key employee by the Board.
- (33) **“progressive jackpot”** means the amount advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, figures, events or similar representations capable of being generated by an LPM or the CEMS, with a payout that increases automatically over time or as the machine or game is played.
- (34) **“public area”** means any area to which the public has unrestricted access.
- (35) **“RAM”** means random access memory.
- (36) **“RTP %”** means return to player percentage in respect of LPMs, which is calculated by dividing the total win by the total handle.
- (37) **“SABS”** means the South African Bureau of Standards.
- (38) **“significant events”** means a set of operational conditions recorded by the CEMS for LPMs during a game, during idle mode or during data interchange with another gaming device.
- (39) **“SDL”** means a site data logger.
- (40) **“site data logger”** means a device or other intermediate data collector for the CEMS situated on an LPM site that collects, stores and transmits data.
- (41) **“SKP”** means a smart keypad.
- (42) **“smart card”** means an integrated electronic circuit card issued to a patron for use on an LPM site as an instrument by means of which –
- (a) funds are deposited by such a patron to the credit of such card;
  - (b) funds standing to the credit of such card are withdrawn or redeemed by such patron;
  - or
  - (c) gambling transactions are conducted by such patron against funds standing to the credit of such card.
- (43) **“smart keypad”** means an input device located on an LPM site used to convey instructions to the SDL.
- (44) **“supplementary prize”** means a payout or award, other than a progressive jackpot, advertised and payable for a winning combination of numbers, playing cards, symbols, pictures, events, figures or any similar representations in a gambling game or such other events, not reflected on the pay table of an LPM, in respect of which the prize is won.
- (45) **“token”** means a token redeemable for specified cash amount and issued or sold by a licence holder to patrons for use when gambling.
- (46) **“win”** means the total rand value of coins, tokens and credits won on an LPM.

## **CHAPTER II**

### **ORGANISATIONAL STRUCTURE, JOBS COMPENDIUM AND INTERNAL CONTROL STANDARDS ("ICS") Regulation 123, 124, 125, 126**

#### **2.1 Organisational structure**

- (1) An LPM operator shall implement and maintain an organisational structure diagram reflecting the –
  - (a) executive management of the organisation, each of its departments and functions;
  - (b) segregation of incompatible functions into different departments and functions;
  - (c) direct and indirect lines of authority within the organisation, departments and functions, including the LPM site; and
  - (d) titles of each position within the organisation and mandatory departments and functions.
- (2) The holder of an LPM operator licence shall not commence any gambling or gambling-related activities prior to the approval of its organisational structure by the Board.
- (3) The holder of an LPM operator licence shall not amend or implement any amendments to its approved organisational structure without the prior written approval of the Board.
- (4) An LPM operator shall submit to the Board its full organisational structure and jobs compendium every 24 months.

#### **2.2 Jobs compendium**

- (1) The holder of an LPM operator licence shall prepare and maintain a jobs compendium that complies with the provisions of Chapter 7 in respect of all personnel and LPM site employees engaged in gambling and gambling-related activities.
- (2) A jobs compendium shall comprise –
  - (a) A table of contents, alphabetically arranged, listing description of each job, reflected on a separate page, organised by department or function, including –
    - (i) the position title and the department or division under which it falls;
    - (ii) the position titles of the relevant employee's head of department, immediate supervisor and subordinates;
    - (iii) the duties, responsibilities, authority and the limitations in respect of the relevant job; and
    - (iv) the type of registration certificate required to be issued in respect of the specific position.
- (3) The jobs compendium shall –
  - (a) clearly reflect the segregation of incompatible operational functions –
    - (i) into different departments; and
    - (ii) between the LPM operator and LPM site,specifying the duties of each such department and function;
  - (b) illustrate by position title, the direct and indirect lines of authority within the operation, clearly reflecting a chain of command in terms of which

management and supervisory personnel are held accountable for actions or omissions within their areas of responsibility;

- (c) reflect primary and secondary supervisory positions, where applicable, within the organisational structures and the operational functions contemplated in paragraph (a), so as to ensure the continuous authorisation or supervision of all gambling and gambling-related transactions at all relevant times; and
  - (d) reflect the division of responsibility and accountability so as to ensure that no area of responsibility or accountability is so extensive that it becomes impractical for one employee to monitor or control.
- (4) The holder of an LPM operator licence shall not commence any gambling or gambling-related activities prior to the approval of its jobs compendium by the Board.
  - (5) The holder of an LPM operator licence shall not amend or implement any amendments to its approved jobs compendium without the prior written approval of the Board.
  - (6) Whenever the holder of an LPM operator license wishes to amend its organisational structure and/or jobs compendiums, it shall submit an application to the Board at least sixty (60) days prior to the intended date of implementation of such amendment.

### **2.3 Staffing**

- (1) The holder of an LPM operator licence's organisational structure and jobs compendium shall provide for the following independent mandatory departments, providing for the following categories of staff –
  - (a) in its Technical Department –
    - (i) LPM Technicians, who shall install and maintain LPMs and SDLs and perform such other functions as are prescribed by the Rules and the LPM operator's ICS; and
    - (ii) an LPM Technical Manager, who shall –
      - (aa) supervise and manage the overall operation of the Technical Department, and participate in the appointment and termination of employment of all technical employees; and
      - (bb) ensure that the structure and operation of the Technical Department complies with the LPM operator's ICS and the Act;
  - (b) in its Administration Department –
    - (i) Administration Clerks, who shall –
      - (aa) ensure that gambling-related financial information, including the compilation of monthly tax returns, is accurate and reliable; and
      - (bb) perform such other functions as are prescribed by the Rules and the LPM operator's ICS;
    - (ii) an Administration Manager, who shall –
      - (aa) supervise and manage the overall operation of the Administration Department, and participate in the appointment and termination of employment of all administration employees; and

- (bb) ensure that the structure and operation of the Administration Department complies with the LPM operator's ICS and the Act;
  - (c) in its Compliance Department –
    - (i) Compliance Officers, who shall –
      - (aa) monitor, audit and report on compliance with the LPM operator's ICS and the Act; and
      - (bb) perform such other functions as are prescribed by the Rules and the LPM operator's ICS;
    - (ii) a Compliance Manager, who shall –
      - (aa) supervise and manage the overall operation of the Compliance Department and participate in the appointment and termination of employment of all investigation personnel; and
      - (bb) ensure that the structure and operation of the Compliance Department complies with the LPM operator's ICS and the Act.
- (2) The Board may approve the combination of certain categories of employees, functions or departments if the LPM operator is able to demonstrate that there are no incompatible functions and that the proper conduct and effective supervision and control of gambling and gambling-related activities will not be prejudiced thereby.
- (3) An LPM operator may not outsource any of the functions assigned to its employees by the LPM operator's ICS or the Act, without the prior written approval of the Board.
- (4) The holder of an LPM operator licence shall at all times maintain its level of staffing in a manner which ensures the proper operation and effective supervision of all gambling and gambling-related activities.
- (5) The Board may order the holder of an LPM operator licence to utilise higher levels of staffing if, in the opinion of the Board, it is necessary for the proper conduct and effective supervision and control of any gambling-related activity.
- (6) No person shall simultaneously perform incompatible gambling-related functions allocated to more than one position, without the prior written approval of the Board.
- (7) The LPM operator shall ensure that only adequately trained and experienced employees are utilised in the positions reflected in the organisational structure.
- (8) This Rule does not preclude the holder of an LPM operator licence from utilising additional categories of employees, or the Board from ordering an LPM operator to utilise additional categories of employees where it deems this necessary for the proper conduct and effective supervision and control of any gambling-related activity.

#### **2.4 LPM site**

- (1) Registered employees shall be appointed on each LPM site, who shall during all operating hours –
  - (a) supervise gambling and gambling-related activities;
  - (b) ensure that all gambling and gambling-related activities are conducted in accordance with the Act and the LPM operator's ICS;
  - (c) ensure the proper functioning of LPMs, insofar as prescribed by the Act and the LPM operator's ICS; and
  - (d) attend to patron disputes.

## 2.5 Internal audit

- (1) An LPM operator shall appoint an independent internal auditor to perform the internal audit function prescribed by this Rule.
- (2) The internal audit function shall comprise –
  - (a) the review and evaluation, on a yearly basis, of the LPM operator's –
    - (i) ICS in order to determine the effectiveness and adequacy thereof; and
    - (ii) fulfilment of its bid commitments;
  - (b) on a six-monthly basis –
    - (i) an assessment of the LPM operator's compliance with its ICS and the Act;
    - (ii) an assessment of the effectiveness and adequacy of the day-to-day gambling-related operations of the Technical, Administration and Compliance Departments;
    - (iii) the compilation and review of an operational risk profile in respect of the mandatory departments;
    - (iv) a determination of whether the gambling and gambling-related financial and operating information is accurate, current, timeously generated, complete, valid and reliable, including the reconciliation of such information with tax returns submitted to the Board;
    - (v) a determination of whether all gambling-related taxes are current and accurate;
    - (vi) an assessment of the integrity, adequacy, accuracy and reliability of all gambling-related information and systems; and
    - (vii) to the degree required by the circumstances, an assessment of the LPM operator's compliance with any operational conditions of the licence imposed by the Board.
- (3) Where an LPM operator utilises an external auditing company to perform the internal audit function, such company may not also perform the external audit function.
- (4) The head of the internal audit function shall report directly to the board of directors of the LPM operator, or to a committee of the board of directors.
- (5) An LPM operator must ensure that the persons responsible for the performance of the internal audit function submit and present an internal audit report to the Office of the Board within three (3) months from the last day of the route operators' financial year.
- (6) The internal audit report contemplated in sub-rule (5) shall address –
  - (a) any contravention of the LPM operator's ICS or the Act revealed by the audit;
  - (b) all the areas of responsibilities referred to in sub-rule (2)(a) and (b); and
  - (c) any weaknesses in the LPM operator's ICS or the Act revealed by the audit.
- (7) In addition to the provisions of sub-rule (6), additional internal audit reports shall be submitted to the Board relating to –
  - (a) gambling and gambling-related operations and activities; and
  - (b) instances of possible non-compliance with the provisions of the LPM operator's ICS or the Act, revealed by an audit

within 14 days of the compilation of such reports.

- (8) The Board may approve different reporting lines to those prescribed in sub-rule (4) above, upon demonstration by the LPM operator that there are no incompatible functions.
- (9) All reports shall be in writing and shall be kept for a period of at least five (5) years for Board inspection.

## **2.6 ICS**

- (1) Every LPM operator shall develop, implement and maintain a written ICS to ensure (that) –
  - (a) the integrity of its gambling operation;
  - (b) adequate controls are in place to effectively manage and minimise gambling-related risks;
  - (c) gambling-related devices, documents and information are properly controlled and safeguarded;
  - (d) financial and other gambling-related records are accurate and reliable;
  - (e) gambling-related transactions are performed with the necessary authorisation;
  - (f) gambling-related transactions are recorded in sufficient detail;
  - (g) the proper reporting of gambling revenue, taxes and other fees due; and
  - (h) gambling-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified employees.
- (2) The LPM operator's ICS shall contain only those procedures and provisions required in terms of the Act and such further procedures and provisions as the Board may from time to time determine.
- (3) The holder of an LPM operator licence shall not commence any gambling or gambling-related activities prior to the approval of its ICS by the Board.
- (4) The holder of an LPM operator licence shall not amend its ICS or implement any new or revised policies, procedures or standards contained or required to be contained in its ICS, without the prior written approval of the Board.
- (5) The holder of an LPM operator licence shall submit amendments to its approved ICS in the manner and format determined by the Board.
- (6) The Board may order the holder of an LPM operator licence to amend its ICS, if in the opinion of the Board it does not comply with the requirements of sub-rule (1).
- (7) The holder of an LPM operator licence shall conduct its operations in terms of its ICS.
- (8) If the holder of an LPM operator licence contravenes any provision or procedure of its ICS, or omits to amend its ICS within 30 days of receiving an order from the Board to do so, such contravention or omission shall be deemed to be a contravention of these Rules.
- (9) The ICS shall clearly distinguish between the LPM operator and LPM site's functions.
- (10) The LPM operator shall immediately inform all its LPM sites in the event of an ICS amendment that the Board has determined will have an influence on the operation of the LPM site.

- (11) At a minimum an LPM operator's ICS shall contain provisions and procedures relating to –
- (a) its organisational structure;
  - (b) its jobs compendium;
  - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;
  - (d) control measures to preclude persons under the age of 18 years from having access to designated areas;
  - (e) the maintenance of site and employee records;
  - (f) the management of prescribed LPM information records;
  - (g) the commissioning and de-commissioning of LPMs, including the set-up and testing thereof;
  - (h) access to all LPM areas, including the LPM logic area and SDL access;
  - (i) the resolution of patron disputes;
  - (j) manual payments, including the recording thereof;
  - (k) the maintenance of LPMs and SDLs, including the detection of LPM, SDL and CEMS malfunctions;
  - (l) the recording and correction of RAM clears, meter wraps and LPM soft meter violations;
  - (m) the detection and investigation of exceptions and unusual events, including –
    - (i) significant events; and
    - (ii) the integrity of CEMS and LPM meters;
  - (n) the investigation of variances between estimated and actual LPM drop and the reporting thereof;
  - (o) the detection and investigation of LPM RTP percentages that are below 80%;
  - (p) control measures in respect of controlled stationery, including provisions for the –
    - (i) ordering thereof;
    - (ii) receipt thereof;
    - (iii) storage thereof;
    - (iv) issue thereof;
    - (v) method of completing entries in controlled stationery registers;
    - (vi) personnel involved in controlled stationery transactions;
    - (vii) comparison of a signature listing to signatures on the controlled stationery documents;
    - (viii) method of checking for completeness and accuracy of controlled stationery registers;
    - (ix) collection of completed controlled stationery registers;
    - (x) method of filing of all controlled stationery, and
    - (xi) reconciliation and auditing of controlled stationery registers;
  - (q) monitored key controls, including provisions for –
    - (i) the ordering thereof;
    - (ii) the receipt thereof;
    - (iii) the storage thereof;
    - (iv) the issue thereof;
    - (v) the method of completing entries in monitored key registers;
    - (vi) the personnel involved in monitored key transactions;
    - (vii) procedures in respect of duplicate keys;
    - (viii) procedures in respect of lost keys;
    - (ix) dual control procedures relating to keys;
    - (x) the destruction of keys; and
    - (xi) the reconciliation and auditing of monitored key registers;
  - (r) journal entries and any adjustments to stored data on the CEMS;

- (s) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
  - (t) the issue, activation and retrieval of employee cards, including password reset;
  - (u) the calculation, compilation and verification of the Monthly Gaming Revenue Tax Return, including the verification and reconciliation of computerised reports used to calculate LPM gambling revenue, so as to ensure the integrity and accuracy and the collection thereof;
  - (v) the documentation, investigation and manner of reporting of all breaches of procedure and illegal activities;
  - (w) the training of licensed employees with regard to the –
    - (i) LPM site procedures;
    - (ii) Responsible Gambling Programme; and
    - (iii) maintenance of LPMs;
  - (x) the performance of audits pertaining to –
    - (i) game and communication software installed in LPMs;
    - (ii) software installed in SDLs;
    - (iii) user right access levels to the CEMS and other gambling-related software, including password control;
    - (iv) procedural compliance with the Act and the LPM operator's ICS;
    - (v) licensed employees;
    - (vi) monitored keys;
    - (vii) controlled stationery; and
    - (viii) the verification of the accuracy and integrity of information on the CEMS.
- (12) At a minimum, an LPM operator's ICS shall contain provisions and procedures applicable to an LPM site, relating to –
- (a) its organisational structure;
  - (b) its jobs compendium;
  - (c) measures for the maintenance of designated areas to ensure compliance with the provisions of the Act;
  - (d) control measures to preclude persons under the age of 18 years from having access to designated areas;
  - (e) the maintenance of site and employee records;
  - (f) the commissioning and de-commissioning of LPMs, including the set-up and testing thereof;
  - (g) access to all LPM areas and the SDLs, including the LPM logic area and SDL access;
  - (h) the resolution of patron disputes;
  - (i) manual payments, including the recording thereof;
  - (j) the maintenance of LPMs and attendance to LPM error codes;
  - (k) the detection and reporting of LPM, SDL, SKP and CEMS malfunctions;
  - (l) the recording of RAM clears;
  - (m) the reporting of exceptions and unusual events, including –
    - (i) significant events; and
    - (ii) the integrity of LPM and CEMS meters;
  - (n) the clearance and count of LPM drop;
  - (o) the detection of variances between estimated and actual LPM drop and the reporting thereof;
  - (p) the reporting of LPM RTP percentages that are below 85%;
  - (q) control measures in respect of controlled stationery, including provisions for –
    - (i) the receipt thereof;
    - (ii) the storage thereof;

- (iii) the return thereof;
  - (iv) the method of completing entries in controlled stationery registers;
  - (v) the personnel involved in controlled stationery transactions; and
  - (vi) the method of checking for completeness and accuracy of controlled stationery registers;
- (r) monitored key controls, including provisions for –
- (i) the receipt thereof;
  - (ii) the storage thereof;
  - (iii) the method of completing entries in monitored key registers;
  - (iv) the personnel involved in monitored key transactions;
  - (v) procedures in respect of duplicate keys; and
  - (vi) procedures in respect of lost keys;
- (s) controls relating to user access levels and rights assigned to persons authorised to access the CEMS;
- (t) the issue, activation and retrieval of employee cards, including password reset; and
- (u) the reporting of all breaches of procedure and illegal activities to the Board.

**CHAPTER III****TECHNICAL DEPARTMENT Regulation 101**

- 3.1 LPM and SDL information records must be recorded on an electronic database.
- (1) The Technical Department of the LPM operator shall record and maintain electronically, accurate and current records in the LPM operator's inventory in respect of –
- (a) each LPM, reflecting –
- (i) the date on which the LPM cabinet and game software was received;
  - (ii) the serial number assigned to that LPM cabinet by the manufacturer thereof;
  - (iii) a unique asset number assigned to that LPM cabinet and game software, which shall remain unchanged for the entire duration of the period during which such LPM is owned by or in possession of the LPM operator;
  - (iv) the location to which the LPM has been assigned;
  - (v) the number assigned to the position of the LPM at the LPM site;
  - (vi) the name of the licensed manufacturer of the LPM cabinet and game software;
  - (vii) the LPM-certified model Board approval number;
  - (viii) the LPM game software memory device number or game software identity number;
  - (ix) the LPM game name;
  - (x) the LPM theoretical and actual percentages;
  - (xi) the LPM denomination;
  - (xii) the method and date of disposal of the LPM cabinet and game software;
  - (xiii) the total number of LPMs in use at the LPM site and in storage; and
  - (xiv) LPM permit numbers, where applicable;
- (b) each SDL, reflecting –
- (i) the date on which the SDL was received;
  - (ii) the serial number assigned to that SDL by the manufacturer thereof;
  - (iii) a unique asset number assigned to that SDL, which shall remain unchanged for the entire duration of the period during which such SDL is owned by or in the possession of the LPM operator;
  - (iv) the site or location to which the SDL has been assigned; and
  - (v) the SDL model number and Board approval number.
- 3.2 **LPM requirements Section 55, 65, Regulation 99**
- (1) Each LPM shall electronically record, store and send to the CEMS the meter information specified by the applicable SABS standard.
- (2) Each LPM shall electronically record, store and send to the CEMS the following significant event information –
- (a) authorised and unauthorised LPM cabinet door, drop box door and bill cannister
  - (b) authorised and unauthorised access to the LPM logic area while power off;
  - (c) authorised and unauthorised access to the SDL;
  - (d) communication failure to the CEMS, and
  - (e) software validation or signature failure.

- (3) An LPM shall require manual reactivation and shall perform a signature check in the event of –
  - (a) unauthorised access to the LPM logic box door;
  - (b) unauthorised access to the SDL; and
  - (c) a signature failure by the LPM and SDL.
- (4) The Technical Department shall maintain all LPMs and SDLs in a good working condition, in accordance with the approved norms and standards for such devices.
- (5) The LPM operator or LPM site shall not possess, install or make available for play, any gambling or gambling-related device which has not been approved by the Board.
- (6) All LPMs that are exposed for play shall be linked to the CEMS.
- (7) A number shall be assigned to each LPM at the LPM site, which shall be clearly visible on the front of the LPM.
- (8) The LPM number referred to in sub-rule (7) shall correspond with the number reflected on the CEMS for that specific LPM.
- (9) A plate shall be permanently affixed to the cabinet of every LPM, reflecting –
  - (a) the unique serial number of the LPM; and
  - (b) the name of the manufacturer of such LPM.

### **3.3 Commissioning, alteration and de-commissioning of LPMs and SDLs Regulation 99**

- (1) Whenever an LPM or SDL is commissioned or altered, the Technical Department shall perform tests to ensure that the components of such LPM or SDL have been set up properly in respect of –
  - (a) software validation;
  - (b) coin acceptance;
  - (c) bill acceptance;
  - (d) significant events;
  - (e) soft meter increment; and
  - (f) such other components and tests as the Board may specify prior to any gambling activity taking place on the LPM.
- (2) The Technical Department shall –
  - (a) document the results of the tests conducted in terms of sub-rule (1) in the format determined or approved by the Board, and such document shall be signed by a representative from the Technical Department and a licensed employee of the relevant LPM site
  - (b) maintain the significant event and meter test documentation, including system reports in respect of the tests contemplated in sub-rule (1) for a period of at least two (5) years, for Board inspection;
  - (c) the tests contemplated in Rule 3.3 above shall be performed whenever the SDL and the LPMs have been moved or relocated from their initial locations to new locations at the site;
  - (d) the process of the relocation of the SDLs and LPMs within the licensed premises (site), is subject to obtaining a prior written approval from the Board to relocate the SDL and the LPMs from the original Board-approved location, to a new location which has been approved by the Board and the floor plan affected by such change(s) be amended accordingly and approved by the Board before it is displayed on the wall in the designated area or gaming area at the site; and

- (e) the tests contemplated in Rule 3.3(1) shall be conducted by the LPM operator whenever the need to replace or change a faulty Site Data Logger (SDL) unit from a licensed and operational LPM site, has arisen.
- (3) The authorised department shall immediately update the CEMS reflecting any commissioning, alteration or de-commissioning of LPMs at the time of such occurrence.
- (4) The Technical Manager shall approve the commissioning, alteration or de-commissioning of all LPMs.
- (5) The LPM operator shall ensure that full data collection has been completed by the CEMS prior to de-commissioning an LPM.
- (6) An LPM may not be exposed for play before the tests referred to in sub-rule (1) have been successfully completed and the information on the CEMS has been verified as being correct.
- (7) Any change to an LPM's theoretical RTP percentage shall result in such LPM being treated as a different LPM for purposes of preparing statistical reports.
- (8) In respect of a multi-game LPM, the provisions of this Rule shall apply, with the necessary changes, to each game offered by such LPM.

#### **3.4 LPM and communication malfunctions**

- (1) The LPM shall be powered down and may not be available for play if a malfunction has occurred which –
  - (a) has a fair play implication; or
  - (b) affects the integrity of the LPM or CEMS information;and which cannot be repaired immediately.
- (2) The LPM shall be removed from the public area in the event that it has been powered down for a period of five (5) working days.
- (3) In the event that data collection has not been performed from an LPM site over a continuous 72-hour period, the Technical Department shall implement measures to allow the data collection to be performed.
- (4) In the event that the communication malfunction cannot be repaired immediately, the Technical Department shall inform the Board in writing.
- (5) The Technical Department shall, if requested in writing by the Board to do so, immediately disable an LPM for a period determined by the Board or until such time as the malfunction has been repaired.

#### **3.5 Maintenance**

- (1) The Technical Department shall maintain a detailed maintenance register in respect of all malfunctions and maintenance performed on LPMs and SDLs.
- (2) Preventative and routine maintenance on an LPM and SDL may be performed only by –
  - (a) an LPM Technician;
  - (b) an employee of the CEMS operator; and

- (c) an employee of an LPM manufacturer, licensed in terms of the Act, or in terms of the National Gambling Act;
- (3) Sub-rule (2) does not preclude a registered employee of the LPM site from performing routine maintenance to ensure the proper operation of the LPMs on its site, including attending to coin-in and coin-out errors, bill disputes, hopper fills and cash collections.
- (4) If a specific malfunction on an LPM recurs on a regular basis, the Technical Department shall attend to the problem.

### **3.6 RAM clear**

- (1) Only representatives of the Technical Department and CEMS operator shall be allowed to perform a RAM clear on an LPM and SDL.
- (2) A RAM clear on an LPM or SDL may be performed only by accessing the logic area of such LPM or secure housing of the SDL.
- (3) Prior to and after performing a RAM clear on an LPM, the LPM Technician shall record the LPM soft meter readings on the prescribed RAM Reset Document and shall –
  - (a) forward this information to the Administration Department; or
  - (b) ensure that the LPM soft meters have been archived on the CEMS.
- (4) Representatives from both the relevant LPM site and the Technical Department shall attest to the accuracy of the information contained in the RAM Reset Document.
- (5) The LPM Technician or representative of the CEMS operator shall ensure that full data collection has been completed by the CEMS prior to performing a RAM clear on the SDL, as prescribed by the operator's ICS.

### **3.7 Additional gambling devices**

- (1) The holder of an LPM operator licence may, at its office or such other site approved for this purpose by the Board, possess an additional number of gambling devices, which –
  - (a) shall not exceed 10% of the total number of gambling devices authorised to be exposed for play in terms of the LPM operator's licence;
  - (b) may not be utilised to conduct gambling,; and
  - (c) shall not be located within any public area.
- (2) The holder of an LPM operator licence may possess additional LPMs in excess of the number prescribed in sub-rule (1)(a), only upon the prior written approval of the Board.

## **CHAPTER IV**

### **ADMINISTRATION DEPARTMENT Regulation 124 (2)**

#### **4.1 Responsibilities**

- (1) The Administration Department of the LPM operator shall –
- (a) develop, implement and review financial controls;
  - (b) reconcile gambling revenue on a monthly basis;
  - (c) prepare and control financial records and data;
  - (d) capture data, other than the data required to be captured by the Technical Department, on the CEMS;
  - (e) store financial records;
  - (f) authorise the allocation of user-access rights;
  - (g) order, receive, secure, issue and be responsible for the storage of all controlled stationery and monitored keys;
  - (h) verify the integrity and validity of all financial information; and
  - (i) prepare all financial reports.

#### **4.2 Journal entries**

- (1) In the event of incorrect information being reflected on the CEMS, the Administration Department shall make printouts prior to and subsequent to changes being effected thereto, reflecting an audit trail of the amendments made and the reason for such amendments.
- (2) The Administration Department shall request the CEMS operator, in writing on the prescribed Journal Entry Register, to affect the necessary adjustments.
- (3) All journal entries shall be authorised and signed by the Administration Manager, his or her authorised representative, or such other person authorised in the route operator's ICS.
- (4) The route operator shall request a written approval from the Board prior to the authorised representative contemplated in sub-rule (3) above performing such delegated function, if there is no provision for such delegation in the LPM operator's ICS.

#### **4.3 LPM accounting**

- (1) The Administration Department shall, on a weekly basis, review the CEMS reports used for calculating taxable revenue, to verify the accuracy thereof.
- (2) The Administration Department shall verify that the data contemplated in Rule 3.2(1) and (2), has been collected in respect of all LPMs within 24 hours of the period allowed for the collection thereof.
- (3) The Administration Department shall immediately inform the Technical Department if the data collection contemplated in sub-rule (2) has been unsuccessful and the Technical Department shall accordingly investigate and document the outcome of such investigation.
- (4) A monthly reconciliation shall be prepared by the Administration Department in respect of the taxable revenue pertaining to all LPMs exposed for play by the LPM operator.
- (5) All LPM reconciliation procedures and any follow-up actions performed in respect thereof, shall be documented and retained for Board inspection.

- (6) The monthly tax return shall be signed by the Administration Manager or his/her authorised representative, or such other person authorised in the LPM operator's ICS.

#### 4.4 Controlled stationery

- (1) The Administration Department shall be responsible for ordering, receiving, storing and issuing the following controlled stationery –

- (a) One Machine Book for each LPM site, to document each time an LPM is accessed, reflecting the following relevant events where required.

##### Access

LPM site;  
LPM number;  
date and time of access;  
reason for access; and  
signature and name or employee number of the LPM Technician or licensed LPM site employee accessing the LPM;

##### Malfunction

SDL number;  
date and time of the malfunction;  
date and time of the maintenance;  
description of the malfunction and action taken to repair it;

##### RAM Clear

Date and time  
soft meter readings prior to the RAM clear;  
soft meter readings subsequent to the RAM clear; and  
signatures and names or employee numbers of the LPM Technician and licensed LPM site employee performing and witnessing the RAM clear;

- (b) Dispute Register, to be used to document all patron disputes, including resolved disputes, recording the relevant –
- (i) date and time of the dispute;
  - (ii) nature of the dispute;
  - (iii) the relevant LPM number, where applicable;
  - (iv) the patron's signature and contact details, including telephone number and address;
  - (v) remedial steps taken to resolve the dispute;
  - (vi) details regarding the resolution or referral of the dispute, as the case may be;
  - (vii) signature and name or employee number of the licensed LPM site employee to whom the dispute was reported; and
  - (viii) signatures and names or license or registration number of the LPM Technician and licensed or registered LPM site employee witnessing the maintenance;
- (c) Stationery Registers, documenting controlled stationery in stock, as well as all controlled stationery issued, recording the relevant –
- (i) amount of stationery received;
  - (ii) ranges of stationery received;
  - (iii) signature and name or employee number of the employee receiving the stationery;
  - (iv) LPM site at which the stationery is used, where applicable;
  - (v) date and time issued;
  - (vi) current stock level; and

- (vii) the signatures and names or employee numbers of the licensees receiving and issuing the controlled stationery;
- (d) Monitored Key Control Registers, documenting each time monitored keys or combinations thereof are issued, duplicated or destroyed, recording the relevant –
  - (i) type of key or combination of keys;
  - (ii) number of keys made, duplicated or destroyed;
  - (iii) signatures of all persons involved in the creation, duplication or destruction of such keys;
  - (iv) date and time issued;
  - (v) relevant LPM site, where applicable;
  - (vi) signature and name or employee number of the employee issuing the keys;
  - (vii) signature and name or employee number of the employee receiving the keys; and
  - (viii) date and time returned by the custodian of the monitored key.
- (2) All the unused and completed registers contemplated in sub-rule (1) shall be kept in a secure area controlled by the Administration Department.
- (3) The issue and receipt of all value or controlled stationery shall be registered in stationery registers.
- (4) Information required to be reflected on controlled stationery shall be recorded in ink or such other permanent medium as the Board may require or approve.
- (5) Corrections to information recorded on controlled stationery shall be made by drawing a single line through the error and entering the correct detail, whereupon at least one employee involved in the transaction shall append his or her initials alongside the changes, specifying his or her name or employee ID number.
- (6) All the completed registers contemplated in sub-rule (1) shall be retained -
  - (a) on the relevant LPM site, for a period of at least three (3) months from the date of the last entry therein; and
  - (b) at its registered office, by the LPM operator for a period of at least two (2) years from the date of the last entry therein;for Board inspection.
- (7) Notwithstanding the provisions of this Rule, where an LPM operator utilises a computerised system and electronic signature identification, the Board may approve different requirements and provisions in respect of controlled stationery, upon demonstration by the LPM operator to the satisfaction of the Board that there are sufficient controls in place to ensure the integrity and validity of the computerised system and the reports generated.
- (8) The LPM operator may combine certain of the registers specified in this Rule with computer-generated reports, provided that the LPM operator is able to prove to the Board –
  - (a) the validity and correctness of the information contained in the registers and reports; and
  - (b) that the integrity of the documentation is not prejudiced by such combination.

**4.5 Monitored keys**

- (1) The Administration Department shall maintain detailed records in respect of each monitored key that is made, duplicated or destroyed.
- (2) The Administration Department shall receive, secure, issue, control and dispose of the following monitored keys –
  - (a) LPM cabinet door keys;
  - (b) logic area door keys;
  - (c) SDL keys;
  - (d) such other keys that are required to be monitored or controlled in terms of the Act and ICS; and
  - (e) each duplicate key to the keys contemplated in paragraphs (a) to (d) above.
- (3) All monitored keys shall be kept in a secured area, in such a manner as to prevent unauthorised access thereto.
- (4) Access to the secure area referred to in sub-rule (3) shall be limited to representatives of the Administration Department.
- (5) All key transactions shall be registered in key control registers.
- (6) Monitored keys shall at all times remain under the control of the custodian of such keys.
- (7) In addition to the provisions of this Rule, the following provisions shall apply with regard to the control of –
  - (a) Logic area keys –
    - (i) only authorised representatives from the Technical Department shall be allowed access to the logic area keys;
    - (ii) Logic area keys may not be kept at the LPM site; and
    - (iii) All Logic area doors shall be sealed and the seal number recorded;
  - (b) SDL keys –
    - (i) the SDL keys shall be issued only to an LPM Technician or a representative of the CEMS operator;
  - (c) LPM cabinet door keys may only be issued to a licensed employee of the LPM site or a representative of the Technical Department.

## **CHAPTER V**

### **COMPLIANCE DEPARTMENT**

#### **5.1 Investigations**

- (1) The Compliance Department of the LPM operator shall, on a weekly basis, review the CEMS meter readings and significant events, in order to detect exceptions and unusual events, including –
  - (a) unauthorised access to secured areas of the LPM and SDL;
  - (b) configuration changes to LPM and SDL software;
  - (c) LPM and SDL software validation or signature failure;
  - (d) meter violations, meter wraps and RAM clears; and
  - (e) variances in excess of R100 or 20% per gaming day between actual and metered LPM drop, in the event that the actual LPM drop counted exceeds the metered drop.
- (2) The Compliance Department shall, on a weekly basis, ensure that the exceptions and unusual events referred to in sub-rule (1) are investigated.
- (3) The Compliance Department shall inform the Technical Department of any unresolved exceptions and unusual events referred to in sub-rule (1).
- (4) The Compliance Department shall inform the Administration Department regarding the outcome of the variances contemplated in sub-rules (1)(d) and (e).
- (5) The results of the investigations referred to in this Rule and the actions taken to prevent a recurrence thereof, shall be documented.
- (6) All reports contemplated in this Rule shall be in writing and kept for a period of at least five (5) years for Board inspection.

#### **5.2 Audits**

- (1) The Compliance Department shall be responsible for the performance of quarterly audits –
  - (a) to verify that only approved game and communication software is installed in LPMs;
  - (b) to verify that only approved software is installed in SDLs;
  - (c) to ensure that access to the CEMS has been allocated to authorised personnel only;
  - (d) assessing procedural compliance by the LPM operator and on the LPM site with the Rules and the LPM operator's ICS;
  - (e) to verify that all employees performing gambling-related functions are correctly licensed;
  - (f) on the LPM RTP percentages which are below 85% over a continuous 12-month period;
  - (g) to ensure that journal entries have been performed correctly and with the necessary authorisation;
  - (h) on monitored key registers for accuracy;
  - (i) on controlled stationery registers for accuracy and stock levels; and
  - (j) to verify the accuracy and integrity of information on the CEMS.
- (2) Any discrepancies found during the audits referred to in sub-rule (1) shall be investigated, and the results and actions taken to prevent a recurrence thereof shall be documented.

- (3) All reports contemplated in this Rule shall be in writing and kept for a period of at least two (2) years for Board inspection.
- (4) The Compliance Department shall, on a six-monthly basis, compile or review a risk analysis in respect of the day-to-day gambling and gambling-related activities conducted by the LPM operator and on the LPM site.

### **5.3 Reporting requirements**

- (1) The Compliance Manager shall report directly to, at least the General Manager or Managing Director of the LPM operator.
- (2) The Board may approve different reporting lines to those prescribed in sub-rule (1) above, upon demonstration by the LPM operator that there are no incompatible functions.
- (3) The Compliance Department shall, on a monthly basis, provide the Board with a report reflecting, in respect of the period reviewed –
  - (a) any contraventions of the LPM operator's ICS or the Act;
  - (b) any discrepancies detected during the prescribed audits and investigations;
  - (c) detail of all journal entries;
  - (d) a summary of all patron disputes arising;
  - (e) any cheating activities detected;
  - (f) a summary of all bannings affected; and
  - (g) such other detail as may be required by the Board.
- (4) The monthly reports, referred to in sub-rule (3), shall be submitted within five (5) working days after the conclusion of every month.
- (5) In addition to the provisions of sub-rule (3), the Compliance Department shall submit additional reports to the Board relating to –
  - (a) gambling-related activities and procedures;
  - (b) any material weaknesses identified in the LPM operator's ICS; and
  - (c) instances of possible non-compliance with the provisions of the LPM operator's ICS or the Act;within 14 days of compiling such reports.
- (6) All reports contemplated in this Rule shall be in writing and kept for a period of at least five (5) years in terms of Regulation 127 (2), for Board inspection.
- (7) The Compliance Department shall ensure that all matters of non-compliance in respect of the route operator and the sites are reported to the Board within 24 hours of becoming aware thereof, and such report shall set out:
  - (a) the reason for the non-compliance;
  - (b) why the relevant controls were not adequate to prevent such non-compliance;
  - (c) the corrective action taken by either the route operator or the site key employee to prevent a re-occurrence of such non-compliance; and
  - (d) whether such non-compliance has the potential to occur at other licensed sites, and if so, whether such sites will be advised accordingly.

### **5.4 Movement of LPMs**

The Compliance Department shall ensure that all matters of non-compliance in respect of the route operator and the sites are reported to the Board within 24 hours of becoming aware thereof, and such report shall set out:

- (a) the reason for the non-compliance;
- (b) why the relevant controls were not adequate to prevent such non-compliance;
- (c) the corrective action taken by either the route operator or the site key employee to prevent a re-occurrence of such non-compliance; and
- (d) whether such non-compliance has the potential to occur at other licensed sites, and if so, whether such sites will be advised accordingly.

#### **5.5 Non-operation of LPM's at a licensed site**

- (1) The Compliance Department shall ensure that whenever LPMs are to cease operating at a site, whether temporarily or permanently, that the relevant approval is obtained from the Board.
- (2) If a licensed site is to cease operations permanently in respect of the LPMs, the Compliance Department shall submit the following to the Board:
  - (a) written reasons why operations are to cease, municipal district, and number of LPMs; and
  - (b) a written request to remove the LPMs from the licensed site.
- (3) Within 24 hours of the gambling equipment being removed from the site, the Compliance Department shall provide confirmation to the Board that all licensed and registered employees associated with that site, have either had their employee access cards deactivated, or that the CEMS operator has been requested to deactivate their employee access cards.
- (4) In the case of a temporary discontinuation of operations in respect of the LPMs, the Compliance Department shall request approval prior to such operations being discontinued.
- (5) The Compliance Department shall report all sites to the Board, which have failed to trade for five (5) consecutive days, within 24 hours of becoming aware of such.

## **CHAPTER VI**

### **LPM SITE**

#### **6.1 ICS**

- (1) The provisions and procedures prescribed in an LPM operator's ICS, including its organisational structure and jobs compendium, shall be complied with on all licensed LPM sites on which it exposes LPMs for play.
- (2) No gambling or gambling-related activities shall be conducted on an LPM site prior to the approval of the relevant LPM operator's ICS by the Board.
- (3) All operations on an LPM site shall be conducted in terms of the relevant LPM operator's ICS.
- (4) A copy of these Rules and the relevant LPM operator's ICS shall, at all times, be retained on an LPM site.
- (5) If any provision or procedure of the LPM operator's ICS is contravened on an LPM site, such contravention shall be deemed to be a contravention of these Rules, and the LPM operator shall be liable for the penalties prescribed in respect thereof in these Rules, or such penalties together with such other sanction as the Board may impose in terms of the Act; provided that –
  - (a) where the holder of the LPM operator licence to which an LPM site relates does not exercise control over the site for the purposes of the contravention, the Board may require the site owner key employee to pay the penalties stipulated in these Rules in respect of such contravention; and
  - (b) where a penalty is imposed pursuant to paragraph (a), the Board may exempt the holder of the relevant LPM operator licence to which the site relates, from paying the penalty specified, if it is satisfied that that the holder of the relevant LPM operator licence could not reasonably have prevented the contravention.
- (6) For the purposes of sub-rule (5)(b), an LPM operator may not be regarded as having been unable reasonably to prevent a contravention, where –
  - (a) the LPM operator has previously been alerted to the commission of a similar contravention on the relevant LPM site;
  - (b) the LPM operator has undertaken to take steps to prevent a repetition of similar contraventions on the relevant LPM site, and has not taken sufficient steps to do so; or
  - (c) the same or similar contraventions take place on the relevant LPM site on a regular basis.
- (7) If any provision of these Rules is contravened on an LPM site, the provisions of sub-rules (5) and (6) shall apply *mutatis mutandis* in respect of the imposition of penalties regarding such contravention.

#### **6.2 Minimum requirements for LPM site**

- (1) The playing of LPMs on the LPM site shall constitute the secondary form of business provided on such site.
- (2) All business conducted on the LPM site shall be lawful and registered for tax purposes.
- (3) The Board shall approve the floor plan of the LPM site prior to any gambling activity being conducted on such site.

- (4) The approved floor plan in respect of an LPM site may not be altered without the prior written approval of the Board.
- (5) The LPM operator or any other person may not, on an LPM site, expose for play LPMs in excess of the maximum number authorised for such site by the Board.
- (6) The designated area of an LPM site shall be constructed in such a manner as to ensure restricted access thereto.
- (7) The designated area of an LPM site shall not be less than two and a half (2.5) square metres per LPM, unless otherwise approved by the Board.
- (8) The wiring to and from the LPM, SDL and SKP, shall be installed in a manner so as to prevent tampering therewith.
- (9) The LPMs shall not be visible to the general public from outside the LPM site.
- (10) Advertising of gambling on the exterior of an LPM site, other than the display of the corporate logo of the LPM operator, or the adoption or use of a name in respect of an LPM site which promotes or incorporates a reference to gambling, is prohibited.
- (11) All LPMs shall be placed and remain within the designated areas approved by the Board, unless otherwise prescribed by these Rules.
- (12) All SDLs and SKPs shall be placed and remain in an area approved by the Board.
- (13) The LPM operator or any other person on an LPM site shall not expose an LPM for play outside the approved designated area.

### **6.3 Responsibilities pertaining to LPM site**

- (1) In the event of an LPM or CEMS malfunction that cannot be repaired immediately, the licensed employee on the LPM site shall immediately inform the LPM operator.
- (2) LPMs that are not exposed for play shall not be stored in a public area.
- (3) An LPM may not be stored on an LPM site for a period longer than one (1) month, without the prior written approval of the Board.
- (4) A licensed employee on an LPM site shall perform a count of all the LPM drop proceeds at least once every week, and record the value of the drop proceeds on the CEMS.
- (5) All LPMs within the LPM site shall be monitored, observed and supervised by a registered employee during operating hours, in order to –
  - (a) ensure that no person under the age of 18 years –
    - (i) enters or remains in any designated area with LPMs;
    - (ii) takes part in an LPM game; or
    - (iii) operates an LPM;
  - (b) effectively monitor and control the designated area and areas in which the SDL and SKP are placed; and
  - (c) ensure that all LPMs and the SDL, and their wiring, are not –
    - (i) tampered with or damaged;
    - (ii) altered in any way; or

- (iii) accessed by unauthorised persons.

#### **6.4 Access to LPMs**

- (1) Only an authorised, registered employee of the LPM operator, a registered employee on an LPM site, and a licensed manufacturer, may access an LPM.
- (2) The employee card of the registered employee of the relevant LPM site, shall be inserted in the SKP each time an LPM is accessed.
- (3) The registered employee on an LPM site shall ensure that all doors of the LPMs and SDL are secured at all times.
- (4) The relevant entries shall be made in the Machine Book each time an LPM is accessed.

#### **6.5 Licence and signs to be displayed**

- (1) The following shall be prominently displayed in the designated area of each LPM site –
  - (a) a copy of the licence issued to the LPM site;
  - (b) a copy of the LPM operator's licence; and
  - (c) signage –
    - (i) stating that no persons under the age of 18 are allowed to enter or remain in the designated area;
    - (ii) that Responsible Gambling Brochures are available on the LPM site; and
    - (iii) providing the information required by the General Rules of the Board with regard to the National Responsible Gambling Programme in the designated area.
- (2) The signage referred to in this Rule shall be in the format determined by the Board.
- (3) Responsible Gambling Brochures shall be available at an LPM site, at all times.
- (4) Each LPM shall have Responsible Gambling stickers required or prescribed by the Board, located in a place visible to patrons.
- (5) The procedure pertaining to the resolution of patron disputes must be conspicuously displayed in the LPM site's designated area, specifying –
  - (a) that all disputes should be immediately reported on the LPM site;
  - (b) the procedure in respect of the completion of the Dispute Register;
  - (c) the helpline number of the LPM operator; and
  - (d) contact details in respect of the Board.

#### **6.6 Monitored keys and controlled stationery**

- (1) All monitored keys and controlled stationery must be kept in a secure area on the LPM site or in the possession of a licensed employee to prevent unauthorised access thereto.

#### **6.7 Patron disputes**

- (1) A licensed employee at an LPM site shall record all patron disputes in a Dispute Register, and immediately perform such investigations as may be required to resolve the dispute.

- (2) If the investigation contemplated in sub-rule (1) reveals that credits are legally owed to a patron, such credits shall immediately be paid out at the relevant LPM site.
- (3) The LPM site shall, within 48 hours, inform the LPM operator of any patron dispute arising on such site.
- (4) The LPM operator shall make available a helpline number for the purpose of registering patron disputes.
- (5) The LPM operator shall perform weekly follow-ups in respect of all patron disputes, to ensure the resolution thereof.
- (6) The LPM operator shall document the information in respect of the follow-ups performed, and retain such documentation for a period of at least two (2) years for Board inspection.
- (7) Whenever a patron is dissatisfied with the LPM operator's dispute-resolution outcome, the LPM operator shall inform the patron of available recourse and furnish the patron with the Board's contact details.

## **CHAPTER VII**

### **GENERAL PROVISIONS**

#### **7.1 Offices of the LPM operator**

- (1) The offices of the holder of an LPM operator licence, at which its administrative and accounting functions are conducted, shall be based within the borders of KwaZulu-Natal.

#### **7.2 Credit facility Regulation 187**

- (1) The LPM site, LPM operator, or any other person shall not, directly or indirectly, extend credit, in any form whatsoever, to any person, for the purpose of playing on, or operating, an LPM.
- (2) For the purposes of this Rule, credit extension includes the advancement of cash by an LPM site, LPM operator or any other person against a person's credit card, cheque, travellers cheque, money order, or any other negotiable instrument whatsoever.

#### **7.3 Game features, stakes and prizes Regulation 95, 96 and 97**

- (1) No bets in respect of which the stake exceeds the maximum amount prescribed in terms of the Act, may be offered or accepted on an LPM site.
- (2) The LPM site, LPM operator or any other person may not, in their own name or on behalf of any third party, offer any prize in excess of or in addition to the maximum prize prescribed in terms of the Act.
- (3) Progressive jackpots and double-up features are not permitted in respect of LPMs.
- (4) All prizes shall be paid in cash or a cash equivalent approved by the Board.

#### **7.4 Monetary instruments**

- (1) Betting on LPMs may only take place by means of cash or a cash equivalent approved by the Board.
- (2) Any cash equivalent used by an LPM site for betting,
- (3) The LPM site shall immediately redeem its monetary instrument used for betting, including credits registered on the LPM, for cash or a cash equivalent upon request of a patron, unless the monetary instrument was obtained or is being used unlawfully.

#### **7.5 SDL controls**

- (1) The SDL shall be designed and constructed in a manner to reveal any attempt at tampering therewith.

#### **7.6 Employee cards**

- (1) Employee cards shall be issued to and used only by that authorised registered employee.
- (2) Prior to accessing an LPM or SDL, a registered employee shall insert his or her employee card in the SKP.
- (3) Employee cards issued to registered employees at an LPM site, shall be valid only in respect of the specific LPM site.

- (4) Employee cards issued to registered employees of an LPM operator, shall be valid only in respect of the specific LPM site linked to such LPM operator.
- (5) An employee shall insert a password prior to performing any function or maintenance on an LPM or SDL.
- (6) Employee cards shall not be left unattended in the SKP when the registered employee is not physically on the site.
- (7) An employee card shall immediately be deactivated in the event that it is lost or when the employee to whom it relates has resigned.
- (8) Employee cards shall contain the following printed information –
  - (a) a photograph of the relevant employee
  - (b) the name of the employee to whom the card relates;
  - (c) the name of the licensed LPM site to which the card relates;
  - (d) the name of the relevant LPM operator;
  - (e) the job description of the LPM operator employee to whom the card relates, where applicable; and
  - (f) the licence number assigned to the relevant employee by the Board.
- (9) Route operators shall provide registered employees with identity cards, which shall contain the following printed information –
  - (a) a photograph of the relevant employee
  - (b) the name of the employee to whom the card relates;
  - (c) the name of the licensed LPM site to which the card relates;
  - (d) the name of the relevant LPM operator;
  - (e) the job description of the LPM operator employee to whom the card relates, where applicable; and
  - (f) the licence number assigned to the relevant employee by the Board.

#### **7.7 LPM site and employee records**

- (1) The holder of an LPM operator licence shall, in respect of each site at which it has been authorised to expose LPMs for play, maintain current and accurate LPM site records reflecting –
  - (a) the business name of the site;
  - (b) the physical address of the site;
  - (c) the postal address of the site;
  - (d) all other available contact details in respect of the site; and
  - (e) details of each licensed employee at the site, including the employee's –
    - (i) name and surname;
    - (ii) type of licence; and
    - (iii) Board licence number.
- (2) The LPM operator shall, within five (5) working days after the conclusion of every month, submit an LPM site and employee movement report to the Board specifying, in respect of the preceding month –
  - (a) the details of all newly appointed gambling-related employees;
  - (b) new LPM licensed sites;
  - (c) all licence renewals in respect of gambling-related employees and LPM site licences;
  - (d) details of all LPM site licences whose contracts were terminated;

- (e) details of all gambling-related employees who left the employment of the LPM operator or ceased employment on an LPM site; and
- (f) all promotions or demotions in respect of gambling-related employees of the LPM operator or persons licensed to be employed on an LPM site.

(3) A licensed employee on an LPM site shall immediately inform the LPM operator of any employee resignations.

#### **7.8 User access rights**

(1) All application forms for access to any gambling-related software, including amendments thereto, shall be signed by a representative of the Administration Department.

(2) The User Access Rights Application Form shall clearly indicate the user access rights for which the applicant has applied.

(3) The LPM operator shall request user access rights on the CEMS to be allocated to authorised licensed employees only.

(4) The user access rights matrix shall indicate all types of user groups registered on the CEMS, and all the user rights allocated to such users.

(5) The user access rights matrix shall be approved and signed by the General Manager of the LPM operator, the Administration Manager, and a representative of the Board.

(6) Any amendments to the pre-approved user access rights matrix shall be signed by the persons prescribed in sub-rule (5).

(7) The Administration Department shall request the CEMS operator, in writing, to allocate the employee's user rights in terms of the pre-approved user access rights matrix, by supplying the following information –

- (a) the applicant or employee's name and surname;
- (b) user access rights to be allocated;
- (c) LPM operator name;
- (d) LPM site name, where applicable; and
- (e) Board licence number.

(8) User access rights on the CEMS shall be allocated to appropriately licensed employees, and in terms of the user access rights matrix.

(9) The prior written approval of the Board is required in respect of all other persons for whom user access rights are requested on the CEMS.

(10) The LPM operator shall immediately inform the CEMS operator of the resignation of any employee, whereupon the relevant employee's user access rights shall be immediately disabled on the CEMS.

#### **7.9 Employees to be appropriately licensed**

(1) Only appropriately licensed persons may perform gambling-related functions on behalf of an LPM operator, CEMS operator, or on a licensed LPM site.

(2) Any person who has the authority to –

- (a) perform journal entries;
- (b) allocate user access rights on the CEMS; and
- (c) perform maintenance or change the functionality of the CEMS;

shall be licensed as a key employee in terms of the Act.

#### **7.10 Dispensation**

- (1) The Board may approve alternative criteria or procedures other than those prescribed in these Rules, if the LPM operator is able to prove to the Board that, notwithstanding such criteria or procedures, there are sufficient controls in place to ensure the integrity of the operation.

#### **7.11 Undesirable advertising**

- (1) No person shall display, publish or broadcast any advertisement or form of advertising with regard to gambling –
  - (a) without the Board's prior approval; or
  - (b) which has been declared to be undesirable in terms of this rule.
- (2) The Board shall not approve any advertisement or form of advertising which in the opinion of the Board –
  - (a) is offensive;
  - (b) is in any way misleading;
  - (c) is in bad state;
  - (d) may cause over-stimulation of gambling; or
  - (e) contains a comparison between the advertiser and any other licence holder in respect of –
    - (i) the size;
    - (ii) the number of games available; or
    - (iii) the house advantage, hold, win or any like indication of the probability of winning or losing.
- (3) The Board may, by written notice to an LPM operator or site licence holder or bookmaker, declare any advertisement or form of advertising undesirable on any of the grounds specified in sub-rule (2).
- (4) Notwithstanding the provisions of regulation 7.11(1)(a), it shall not be necessary for the Board to grant prior approval for any advertisement advertising only ancillary non-gambling attractions or facilities of an LPM site, and which does not refer or relate to gambling in any way.
- (5) Every advertisement published by or on behalf of a licensee which refers or relates to gambling must contain a slogan in clearly visible writing or which is clearly audible, as the case may be, which –
  - (a) is approved by the Board;
  - (b) alerts members of the public to the issue of problem gambling; and
  - (c) in the case of print advertisements –
    - (i) alludes to the fact that under 18s are not allowed to gamble or enter the gambling area; and
    - (ii) contains the name and telephone number of the National Responsible Gambling Programme, stating the number is toll-free;
- (6) The provisions of sub-rule (5) shall not apply to –
  - (a) every announcement promoting the licensee's gambling business over a communications network broadcasting only within a casino, if at least one reference is made to problem gambling and the National Responsible Gambling Programme within an hour of any such advertisement over that system;

- (b) any T-shirt or other garment;
  - (c) any advertisement for a sporting, social or other such event sponsored by a casino, where only the logo or name of such casino appears; or
  - (d) any other advertisement where the board for reasons of practicality has in writing so approved.
- (7) Notwithstanding the provisions of this rule, except for Board-approved signage, the holder of a route operator licence or gambling machine site licence, shall not advertise on the exterior of a licensed LPM site.

#### **7.12 Self-exclusion by patrons**

- (1) Each licensee shall develop and implement procedures to enable patrons to lodge a request to be excluded from participating in gambling.
- (2) The procedures for self-exclusion shall at a minimum provide:
  - (a) reasonable measures to identify and restrict access to gambling by persons who requested to be excluded from participating in gambling;
  - (b) that self-exclusion will only be lifted upon production of a certificate by a psychologist, psychiatrist or any counsellor appointed by the National Responsible Gambling Program. The certificate should at least certify that the punter has attended counselling sessions and that in his/her opinion the punter is fit and competent to participate in gambling;
  - (c) that whilst the Board and the gambling operators will make reasonable efforts to give effect to the request for exclusion, it is the punter/player's responsibility to refrain from participating in gambling during the period of exclusion. Both the Board and the licensee shall not be liable whatsoever for any damages that may be suffered as a result of the punter participating in gambling during the period of self-exclusion;
  - (d) that the exclusion will not be lifted within a period of six months from date of exclusion; and
  - (e) the operator may institute criminal proceedings for trespassing against persons participating in gambling during the period of exclusion.
- (3) The licensee shall on a weekly basis, supply the board with details of persons who requested to be excluded from gambling.
- (4) The details contemplated in sub-rule 3 above, shall at a minimum contain:
  - a - the name of the punter;
  - b - the identity number;
  - c - electronic photograph;
  - d - name of operator;
  - e - dates and time of request; and
  - g - duly signed exclusion form.
- (5) Each licensee shall ensure that all persons who have been placed on a self-exclusion list are removed from its mail-marketing list and guest loyalty programmes, and precluded from further participating in the licensee's credit facilities.

#### **7.13 Dispensation**

- (1) The Board may approve alternative criteria or procedures other than those prescribed in the Rules, if the licence holder is able to prove to the Board that, notwithstanding such criteria or procedures, there are sufficient controls in place to ensure the integrity of the operation.

## CHAPTER VIII

### OFFENCES AND PENALTIES

#### **8.1 Offences and penalties**

- (1) The LPM operator and a site owner key employee, where applicable, shall be guilty of an offence and be liable to –
  - (a) a penalty of R 10 000 per offence, if –
    - (i) it fails to comply with the provisions of these Rules or its ICS relating to its organisational structure and jobs compendium or to implement the organisational structure and jobs compendium approved by the Board;
    - (ii) it fails to comply with the provisions of these Rules or its ICS relating to the keeping or maintaining of any book, account, record, register, ledger, inventory or other document required to be kept or maintained in terms of these Rules, or its ICS or if such books, accounts, records, registers, ledgers, inventories or other documents are not up to date or in the correct format; or
    - (iii) it fails to comply with the provisions of these Rules or its ICS relating to any procedure to be followed;
  - (b) a penalty of R 20 000 per offence if –
    - (i) notwithstanding the provisions of sub-rule (1)(a), it fails to comply with the provisions of these Rules or its ICS relating to –
      - (aa) minors found in the designated LPM areas;
      - (bb) resolution of patron disputes;
      - (cc) signs and information to be displayed at the LPM site;
      - (dd) credit extension;
      - (ee) maximum stakes and prizes;
      - (ff) investigations and audits to be performed; and
      - (gg) journal entries;
  - (c) a penalty of R 50 000 per offence if –
    - (i) it fails to maintain LPMs and the CEMS in accordance with the provisions of the Rules; and
    - (ii) it fails to maintain or produce financial records utilised for the purpose of calculating taxable revenue.
- (2) In the event of –
  - (a) a second offence, the penalty referred to in sub-rule (1) shall double; and
  - (b) a third offence, the penalty referred to in sub-rule (1) shall treble.
- (3) For the purposes of this Rule an LPM operator's ICS shall be limited to those provisions of its ICS that are required to be incorporated into its ICS in terms of the Act.
- (4) The imposition of any penalty in terms of this Rule shall not preclude the Board from instituting any further or alternative disciplinary action against an LPM operator or other licence holder.
- (5) All penalties imposed in terms of this Rule shall be payable within 30 days of the imposition of such penalty.

- (6) The Chief Executive Officer of the Board shall have the competency to impose any penalty in terms of this Rule.

No. 78

10 August 2012

# BINGO RULES

## 1. Definitions

As used in these rules, unless the context otherwise indicates –

“**Act**” means the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010 as amended;

“**Bingo equipment**” means any gaming equipment used in the operation of or in connection with the game of Bingo or any other device other than an electronic Bingo terminal;

“**Bingo operator**” means the holder of a Bingo operator licence in terms of the Act and the holder of a casino licence in terms of the Act who is authorised by the Board to operate the game of Bingo on the licensed premises and “**operator**” and “**Bingo licensee**” shall have a corresponding meaning;

“**Board**” means the KwaZulu-Natal Gaming and Betting Board established in terms of Sec 6 of the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010, as amended;

“**card**” means a Bingo card;

“**central Bingo hall**” means a Bingo hall at which number selection takes place during a simultaneous game;

“**draw**” means selection of a number to be marked off by players during a game of Bingo;

“**game**” means the game of Bingo;

“**linked Bingo hall**” means a Bingo hall linked to the central Bingo hall during a simultaneous game;

“**player**” means any person who has bought a card with the intention of participating in a game of Bingo;

“**simultaneous game**” means a game of Bingo played at more than one Bingo hall at the same time.

## 2. Application of Rules

These Rules shall be applicable to all Bingo operators and applicants for Bingo operator licences.

### 2.1 Requirements for Bingo Halls

Every Bingo hall shall contain the following equipment:

- (1) A random number-selecting device, which shall operate either electronically or by means of a ball drawing apparatus;
- (2) A control desk, which shall be elevated from the rest of the premises and be clearly visible to all players;

- (3) A public address system which shall ensure clear audibility by all players, of all instructions and information from the control desk in relation to the conduct of the game;
- (4) One or more information panels or screens, which shall be clearly visible to all players, on which shall be displayed the following information:
  - a) the face value of the card being played;
  - b) all numbers drawn in the game currently being played;
  - c) all prizes available in the game currently being played;
  - d) the amount of the applicable jackpot as well as the maximum number of draws for the jackpot;
  - e) the number of draws made in the game currently being played; and
  - f) the number of cards sold in respect of the game currently being played.
- (5) A closed-circuit television system, of which at least one of the monitors shall be clearly visible from all positions which may be occupied by a player, on which the numbers being selected are clearly displayed;
- (6) A cash desk, with physical characteristics approved by the Board, in which a cashier shall be stationed and in which the following shall be kept:
  - (a) all Bingo cards removed from the storage area in order to be sold;
  - (b) all money paid by players for the purchase of Bingo cards until removed to Treasury;
  - (c) any other equipment needed by the cashier to perform his functions; and
  - (d) any other item(s) which the Board may require from time to time.
- (7) A computer system, approved by the Board, which shall be used to record and store the game records, required in terms of Bingo rule 14.

### **3. Random Number Selecting Devices**

- (1) A Bingo operator shall not use any random number-selecting device unless such a device has been certified by the SABS and approved by the Board;
- (2) Any number-selecting device shall be designed, manufactured and used in such a way that the randomness of the numbers selected will be ensured at all times;
- (3) The following requirements shall apply when a ball drawing apparatus is used as a random number-selecting device:
  - (a) the number of balls used shall equal the eligible game numbers on the tickets and the numbers reflected on the balls shall be the same numbers reflected on the game tickets, the lowest of which shall be number one and the highest of which shall be equal to the highest number being played;

- (b) the balls used shall be identical to one another in respect of all physical characteristics except for the colour and number painted on each ball;
  - (c) no two balls shall have the same number;
  - (d) each ball shall be indelibly imprinted with its particular number in such way and in such combination of colours to guarantee perfect visibility thereof on the closed circuit television monitors, if such ball is drawn by the ball drawing apparatus;
  - (e) the set of balls to be used shall be identical to a set of balls previously approved by the Board in writing;
  - (f) the complete set of balls shall be substituted at least on completion of 1000 games or on completion of such other number of games as determined by the Board;
  - (g) notwithstanding the provisions of paragraph (f), the complete set of balls shall be substituted before completion of 1000 games or such other number of games as determined by the Board, if it is discovered that any of the balls are not in perfect condition, in respect of colour, numbering, weight, size or any other aspect; and
  - (h) the replaced set of balls shall be kept in a box, which shall be sealed by the hall manager and kept for a period of at least three months on the licensed premises.
- (4) There shall be a reserve random number-selecting device in each Bingo hall, which shall be used in the event of a malfunction occurring in the random number-selecting device normally used.

#### **4. Approval of Floor Plan**

- (1) Every applicant for a Bingo operator licence shall submit to the Board, for approval, a detailed floor plan, drawn to scale, of the premises on which the game of Bingo is to be conducted, on which plan shall be indicated the seating arrangement for the players, as well as the placement of all necessary equipment;
- (2) If a licensee intends affecting any change to the floor plan as approved by the Board, such licensee shall apply to the Board, in writing, for approval of such change(s). The application shall be accompanied by a revised floor plan, which shall incorporate the proposed changes. No such change may be made by a licensee without the prior approval of the Board.

#### **5. Requirements for Bingo Cards**

- (1) The game of Bingo shall be played using cards, which shall be in accordance with the standard form approved by the Board, or such other device as may be approved by the Board;
- (2) All Bingo cards shall be manufactured in sets of at least 6000 cards;
- (3) No two cards in a set shall be identical to one another with regard to their unique serial numbers or the numbers to be marked off by players;
- (4) The following shall be printed on each card:
  - (a) the price of the card;

- (b) the numbers to be marked off by the players;
  - (c) the set to which the card belongs;
  - (d) its unique serial number within the set;
  - (e) the number of cards making up the set;
  - (f) a design, logo or the name of the Bingo Hall at which the card is sold;
  - (g) different types of prize winning combinations and the proportionate share of each prize;
  - (h) the applicable gaming tax; and
  - (i) the requirement that the rules of the game will be made available on request by the holder of that card.
- (5) Every Bingo card shall be valid for one game only;
- (6) All Bingo cards shall be manufactured in a material allowing them to be marked by the players.

## **6. Sale of Bingo Cards**

- (1) Bingo cards may only be sold in the Bingo hall where the game for which such cards are sold, is to be conducted;
- (2) All cards shall be issued consecutively according to their serial number within each of the sets. The sale of cards in each game shall begin with number one of a particular set, or the number following the number of the last card sold in a previous game, as the case may be. If the number of cards in the set being sold is insufficient to satisfy the demand of the players, cards of a second set may be sold for the same game, subject to the following requirements:
- (a) the second set to be sold shall have the same selling price per card as the first;
  - (b) the sale of the second set shall commence with the next consecutive number of such set; and
  - (c) the cards of the second set shall be sold up to the serial number immediately preceding the serial number of the first card sold in the first set, to ensure that no two cards identical to one another in the numbers to be marked off by the players, may be sold or used in the same game of Bingo.

## **7. Retention and Destruction of Bingo Cards**

The following cards shall be dealt with in the manner described below:

- (1) All prize winning cards shall be attached to the record of the relevant game and kept for a period of three months;
- (2) Any card which may constitute evidence of an offence or any contravention of the Act, Regulations or Rules, shall be retained and submitted to the Board on request and shall not be destroyed until the Board has approved, in writing, the destruction thereof;
- (3) Any card which forms the subject of a dispute or which may lead to the resolution of a dispute, shall be retained and submitted to the Board on request thereof and shall only be destroyed with the prior written approval of the Board; and

- (4) Any damaged or void card shall be kept for a period of three months.

## **8. Receipt, Storage and use of Bingo Cards**

- (1) Bingo cards shall be packaged and supplied, by approved suppliers, to operators in such a manner that no more than two sets are packaged together and sealed in order to prevent any tampering with the cards, before the opening of the packaging by the operator;
- (2) All Bingo cards received by the operator from the manufacturer or supplier thereof shall be checked by the hall manager or other designated key employee, immediately after arrival, to ensure that the packaging is intact and the seal free from tampering. If the packaging of any set of cards is not intact or the seal has been tampered with in any way whatsoever, the operator shall immediately inform the Board thereof and store the relevant cards, together with the packaging and seal thereof, until the Board has determined the manner in which it will be dealt with;
- (3) The cards received and whose packaging is intact and the seals free from tampering, shall be stored in a locked storage area. The location and physical characteristics of a storage area shall be approved by the Board;
- (4) Bingo card(s) referred to in sub-rule 3 shall not be removed from their packaging as contemplated in sub-rule 2, except in order to be sold to players; and
- (5) The operator shall submit to the Board, for approval, procedures for the following:
- (a) the control of access to all Bingo cards;
  - (b) removal of Bingo cards from the locked storage area;
  - (c) return of unused cards to the locked storage area;
  - (d) daily reconciliation of the Bingo cards received, sold and returned to the storage area;
  - (e) monthly reconciliation and inventory of all Bingo cards;
  - (f) a disaster recovery plan in the event of any of the Bingo cards being stolen or lost;  
and
  - (g) control of all keys of the Bingo hall.

## **9. Type and Format of Bingo to be Approved**

- (1) Every applicant for a Bingo operator licence shall submit to the Board full details of the type and format of Bingo to be conducted in or at the premises for which the licence is sought, including the types of prizes and jackpots and the manner in which it may be won. Only that type and format of Bingo which has been approved by the Board to be conducted in or at a specific Bingo hall, shall be conducted in or at such Bingo hall;
- (2) The holder of a Bingo operator licence shall apply to the Board in writing, before affecting any change to the type and format of Bingo, conducted in his Bingo hall, including the types of prizes and jackpots and the manner in which it may be won, and no such amendment shall be implemented until the Board has approved it.

## 10. Conducting the Game of Bingo

- (1) Every session or game of Bingo shall start with the sale of cards or tickets for that particular session or game;
- (2) The game of Bingo shall be conducted in the following manner:
  - (a) before the commencement of the sale of cards for the first game of each day, the desk or duty manager shall inspect all equipment in order to verify that it is in proper working condition;
  - (b) the sets (1 or more) of the cards to be sold, the face value of each card and the unique serial number of the first card to be sold shall be announced and/or displayed on the information panel, whereafter the cards shall be sold;
  - (c) on completion of the sale of the cards, the following shall be announced:
    - (i) the total number of cards sold, using the following wording: "... cards sold, of set ... numbered ... to ... and of set ... numbered ... to ...";
    - (ii) the value of each type of prize available for the game and the way in which each prize is to be claimed;
    - (iii) in the case of a jackpot prize being available, the maximum number of draws for which the jackpot shall be awarded; and
    - (iv) the commencement of number selection.
  - (d) numbers will be successively selected, using the random number selection device;
  - (e) every number selected shall be announced through or by means of a public address system in a clearly audible manner and shall be displayed on the closed circuit television system as well as the information panel/panels;
  - (f) the first player or players to complete the combination necessary for a prize on his card and, where applicable, within the required number of draws, shall be entitled to the applicable prize, if he claims the prize within the time and in the manner provided for in these rules;
  - (g) the game shall be interrupted when any player claims a prize and the card for which the prize is claimed shall be collected by the desk manager or other designated employee, who shall check the card in order to verify whether the claim is legitimate;
  - (h) if the check reveals that the relevant prize has been won, this shall be announced through or by means of a public address system and/or displayed on monitors. If the check reveals otherwise, the game will continue until all available prizes have been won;
  - (i) once the existence of a prize winning card has been verified and announced and/or displayed, the caller shall enquire from the players whether there are any other winning cards, allowing a reasonable time before ordering the game to be resumed or declaring it to have ended, as the case may be. Once the caller has declared the game to have ended all rights to claim any prize in respect of said game, shall be lost; and
  - (j) when the last available prize in a particular game has been claimed and positively verified, the caller shall declare the game closed and all prizes shall be paid to the winners before the commencement of the next game.

## 11. Suspension of Game and Refunds

- (1) If, during the course of a game, and before commencement of number selection, any malfunction occurs in any of the equipment required in terms of the Bingo rules or any other incident occurs, which prevents the continuation of the game, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time, the game shall be abandoned, each player shall be refunded the full amount paid for each card purchased for that particular game, and each card sold for that particular game shall be returned to the licensee;
- (2) If a malfunction of any of the equipment required in terms of the Bingo rules or any other incident occurs which prevents the continuation of the game, after commencement of number selection, the game shall be provisionally suspended and if the problem which has arisen cannot be resolved within a reasonable period of time, the game shall be abandoned, each player shall be refunded the full amount paid for each card purchased for that particular game less the pro-rata share of prizes paid, and each card sold for that particular game shall be returned to the licensee: Provided that any prize which has been claimed and verified, before such malfunction or incident, shall be paid out to the winner;
- (3) If any malfunction or incident, referred to in sub-rule (1) or (2), occurs, the hall or duty manager shall read the relevant sub-rule to the players before proceeding with any further steps;
- (4) The withdrawal of a player during the course of a game shall not entitle such player to a refund of the purchase price or any part thereof, of the cards bought by such player: Provided that a player may transfer his cards to any other player if he so wishes; and
- (5) If an error occurs in the announcement of any of the numbers selected, such error shall be corrected immediately, a note shall be made in the game record, and the game shall continue.

## 12. Prizes

- (1) No prize, other than money or such other prizes as may be approved by the Board, may be offered to any player of the game of Bingo;
- (2) All monetary prizes shall be paid to the winners thereof in cash, unless one of the following occurs:
  - (a) the winner requests or consents to the prize being given by cheque; or
  - (b) the amount of the prize is more than R1000, in which case a cheque, which shall not be post-dated, may be issued to the winner.

## 13. Game Records

- (1) Each operator shall have a computer system, approved by the Board and linked to the control desk, on which shall be recorded, simultaneously with the playing of each game, all information relevant to each game of Bingo, including, but not limited to, the following:
  - (a) the date;
  - (b) the series and serial number of the first card sold;

- (c) the series and serial number of the last card sold;
  - (d) the total number of cards sold;
  - (e) details of unsold or damaged cards;
  - (f) the amount of the face-value of the cards;
  - (g) the amount accumulated in the jackpot, if any, after the sale of the cards;
  - (h) the time of commencement of number selection;
  - (i) the numbers selected up to each of the prizes awarded;
  - (j) the serial number of the card or cards winning each of the prizes;
  - (k) the net amount of the total of each prize;
  - (l) the total number of numbers selected;
  - (m) any incident which may have an effect on the result of the game; and
  - (n) the time of closure of the game.
- (2) The information recorded in terms of sub-rule (1), shall be stored in electronic format for a minimum of three months after completion of each game, in such a manner that it shall not be capable of being changed after being recorded and such information shall only be accessible to the Board, authorised staff members of the Bingo operator or its franchisor and the auditors of the operator and/or franchisor;
- (3) In the event of a malfunction of the electronic recording device referred to in sub-rule (1), all relevant information with regard to every game of Bingo played shall be recorded in writing. Furthermore, in the event of a malfunction of the electronic recording device, such device shall be repaired or replaced within 24 hours of such malfunction occurring or such longer period as may be approved by the Board; and
- (4) The Bingo licensee shall immediately inform the Board in writing of the delay in repair of the electronic recording device, should such device not be repaired or replaced within a period of 24 hours.

#### **14. Inspection and Complaints Book**

- (1) Every operator shall have an inspection and complaints book, with numbered pages, in which shall be recorded any complaint by any player;
- (2) All complaints by player(s) shall be written in the complaint book and shall be signed by the complainant as well as the hall manager;
- (3) The complaints book shall detail at least the following:
- (a) name of the complainant;
  - (b) date and time of complaint;

- (c) nature of complaint; and
- (d) measures or steps taken to resolve the complaint.

## **15. Simultaneous Games**

### **15.1 General**

- (1) The game of Bingo may be played simultaneously at the Bingo halls of more than one Bingo operator, subject to the provisions contained in these Rules in general and this Chapter specifically;
- (2) Save where the context indicates otherwise, the rules as contained in the other Chapters of these Rules shall apply *mutatis mutandis* to a simultaneous game: Provided that in the event of a conflict between the other Chapters of these Rules, and this Chapter, this Chapter shall prevail in respect of a simultaneous game to the extent that the conflict exists;
- (3) Simultaneous Bingo shall be conducted at the Bingo hall of a Bingo operator, to which other Bingo operators shall be linked, in order that all significant events of the game be communicated to all participating players, simultaneously with the events taking place; and
- (4) The maximum number of simultaneous games allowed to be played in one day, shall be five or such other number as may be approved by the Board.

### **15.2 Equipment Required for Simultaneous Bingo**

- (1) The equipment required in terms of the Bingo rules to be contained in a Bingo hall, may be used when conducting a simultaneous game;
- (2) In addition to the equipment required in terms of Bingo rules, the following equipment shall be contained in the Bingo hall in which simultaneous games are conducted:
  - (a) The central Bingo hall shall have a random number-selecting device, which shall comply with the provisions of rule 3;
  - (b) if the random number-selecting device consists of a ball drawing apparatus, the following rules shall apply:
    - (i) the central Bingo hall shall have a system for the production and recording of a visual and audio signal, for distribution to the linked Bingo halls, which system shall be approved by the Board, prior to the use thereof in any simultaneous game;
    - (ii) all the draws of each game shall be recorded on video tape, which shall be kept as an annexure to the record of each game; and
    - (iii) the central Bingo hall shall have a system, approved by the Board, which shall transmit a visual and audio signal by means of a direct link to each linked Bingo hall, in order to ensure that each draw made is displayed to or announced to the players in each linked Bingo hall, simultaneously with the draw being made in the central Bingo hall; and

(c) if a computerised number-selecting device is used, there shall be a direct link between the central Bingo hall and each linked Bingo hall, which shall ensure that the numbers selected in the central Bingo hall shall be displayed in each linked Bingo hall, simultaneously with the selection thereof.

(3) (a) The central Bingo hall:

- (i) shall provide a link between the central Bingo hall and every linked Bingo hall;
- (ii) shall allow data and information to be sent and received between the central Bingo hall and each linked Bingo hall, on a real time online basis;
- (iii) shall automatically prepare all game records; and
- (iv) shall have sufficient computer capacity (processing, memory, communications inter-faces and hard disk storage) to efficiently monitor and log all significant events taking place in every simultaneous game.

(b) The hardware and software configuration of the distribution network used for simultaneous Bingo shall be approved by the Board, and any upgrade or change to the systems shall be approved by the Board prior to such upgrade or change taking place.

### **15.3 Sale of Cards and Conduct of Games**

- (1) A simultaneous game shall start with commencement of number selection;
- (2) The central Bingo hall shall determine the types of prizes available, the type of Bingo to be played, and the starting times of each game;
- (3) The sale of cards for a simultaneous game may start no earlier than four hours before the scheduled start of the simultaneous game and shall cease no later than five minutes before such scheduled start or such shorter period as may be approved by the Board;
- (4) All Bingo cards to be used in simultaneous games shall have serial numbers which shall be different to any of the serial numbers used in ordinary Bingo and shall be clearly distinguishable as Bingo cards for the purpose of a simultaneous game;
- (5) Before commencement of the sale of cards, the linked Bingo hall shall obtain permission from the central Bingo hall, which permission shall only be granted after it has been established by the central Bingo hall that no two identical cards will be sold to any two players who will participate in a simultaneous game;
- (6) Bingo cards for simultaneous games may be sold in the rest periods between ordinary games of Bingo;
- (7) No later than five minutes before the start of a simultaneous game or such shorter period as may be approved by the Board, the central Bingo hall shall order the linked Bingo halls to cease the sale of cards and the desk manager of each linked Bingo hall shall record the number of cards sold for that particular game and send the information to the central Bingo hall via the central distribution network;
- (8) The information received from the linked Bingo halls shall be processed at the central Bingo hall, where after the information to be displayed on the information panels in the linked Bingo halls, shall be sent to the linked Bingo halls from the central Bingo hall;

- (9) The commencement of the game shall be announced, followed by the random number selection; and
- (10) All prizes shall be paid out at the linked Bingo hall where that prize has been won, at the end of every simultaneous game.

#### **15.4 Refunds**

- (1) In the event of a malfunction of the central distribution network or the link between linked Bingo halls after commencement of the game, the full purchase price of all tickets sold at all the Bingo hall or halls where such malfunction occurred, shall be paid back to every player;
- (2) Notwithstanding the provisions of sub-rule (1), the game shall continue in the linked Bingo halls where no malfunction of the central distribution network has occurred and the prizes available to the players shall remain the same as those announced at the beginning of the game.

### **16. Minimum Internal Control Standards**

#### **16.1 Organisational Structure**

- (1) All Bingo operators shall develop and implement an organisational structure which shall provide for:
  - (a) a chain of command that permits management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
  - (b) the segregation of incompatible functions so that no employee is in a position both to commit an error or to perpetrate a fraud or to conceal the error or fraud in the normal course of his or her duties;
  - (c) supervisory positions, which permit the authorisation or supervision of necessary transactions at all relevant times; and
  - (d) areas of responsibility which are not so extensive as to be impractical for one person to monitor.
- (2) Subject to the provisions of sub-rule (1), each Bingo operator's organisational structure and system of internal controls shall include, at a minimum, the following departments and supervisory positions, each of which shall co-operate with, yet perform independently of, all other departments and supervisors:
  - (a) an internal audit department, supervised by a person referred to herein as an internal audit manager, who shall report directly to the audit committee of the board of directors of the Bingo operator or, in the absence of an audit committee, an independent member of the board of directors of the Bingo operator. Where a company has more than one Bingo operator licence, it is not required to have multiple internal audit departments. The internal audit department shall be responsible for, without limitation, the following:
    - (i) the review and evaluation of the adequacy of the operator's internal controls;
    - (ii) monitoring the operator's compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;

- (iii) reporting to the board of directors of the Bingo operator or the audit committee thereof, the executive management of the Bingo operator and the Board, of instances of non-compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
  - (iv) reporting to the board of directors of the Bingo operator, or the audit committee thereof, executive management of the Bingo operator and the Board, of any material weaknesses in the system of internal control; and
  - (v) recommending to the management of the Bingo operator, procedures to eliminate any material weakness in the system of internal control.
- (b) an electronic data processing department, supervised by a person referred to herein as the EDP department manager, which department shall be responsible for the quality, reliability and accuracy of all computer systems used by the Bingo operator including, without limitation, specifications of appropriate computer software, hardware and procedures for security, physical integrity, audit and maintenance of:
- (i) access codes and other data-related security controls used to ensure appropriately limited access to computers and the reliability of data;
  - (ii) computer tapes, disks or other electronic storage media containing data relevant to Bingo operations;
  - (iii) computer hardware, communications equipment and software used in the conduct of all Bingo operations; and
  - (iv) adequate backup and recovery procedures.
- (c) a security department, supervised by a person referred to herein as the security manager, which department shall be responsible for the overall security of the establishment, including, without limitation, the following:
- (i) enforcement of the law;
  - (ii) the physical safety of patrons in the establishment;
  - (iii) the physical safety of personnel employed by the establishment;
  - (iv) the protection of patrons and the establishment's property from any illegal activity;
  - (v) the identification and removal of any person who is required to be excluded or who may be excluded or rejected or of any person who is prohibited from entering a Bingo hall; and
  - (vi) all other functions assigned to it by the Bingo operator and approved by the Board.
- (d) a Bingo operations department, supervised by a person referred to herein as the hall manager, which shall be responsible for the operation of the game of Bingo, including the cash desk, and whose staff members shall include, at a minimum, the persons referred to in rule 17.2 (4) of these Rules; and

- (e) a Bingo accounts department, which shall be independent of the Bingo operations department, supervised by a person referred to herein as the Bingo accounts manager, which shall be responsible, without limitation, for the following:
  - (i) daily verification of the reconciliation by the cash desk, in accordance with the reconciliation procedures approved by the Board;
  - (ii) the control over unsold Bingo cards as well as money at hand;
  - (iii) control over security stationery;
  - (iv) the day-to-day accounting functions with regard to the operation of the Bingo operations department, including the cash desk; and
  - (v) the monthly audit of the cash desk by a member of the Bingo accounts department, after which all variances must be reported to the head of the Bingo accounts department. The Bingo accounts manager will authorise all journal entries and ensure that revenue, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.

## **16.2 Jobs Compendium Submission**

- 1) Each Bingo operator and applicant for a Bingo operator licence shall prepare and maintain a jobs compendium, consistent with the requirements of this chapter, detailing job descriptions and competencies and lines of authority for all positions in the operation of the Bingo hall. Unless otherwise directed by the Board, a jobs compendium shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operations;
- 2) The Board shall review each jobs compendium and shall determine whether the job descriptions and tables of organisation contained therein conform to the licensing or registration and chain-of-command requirements of the Act, Regulations and Rules. If the Board finds any insufficiencies, it shall specify the same in writing to the Bingo operator or licence applicant, who shall make the appropriate alterations. When the Board determines a submission to be adequate with respect to licensing or registration and chain-of-command, it shall notify the Bingo operator licence applicant accordingly. No Bingo operator shall commence gaming operations unless and until its jobs compendium is approved by the Board;
- 3) A jobs compendium shall include the following sections:
  - (a) an alphabetical table of contents listing the position, title and job code for each job description included in sub-rule (3)(c) below, and the page number on which the corresponding job description may be found;
  - (b) an organogram for each department and division illustrating, by position and title, direct and indirect lines of authority within the department or division. Each page of the organogram shall specify the following:
    - (i) the date of its submission;
    - (ii) the date of the previously submitted organogram which it supersedes; and
    - (iii) a unique title or other identifying designation for that organogram;

- 
- (c) a description of each employee position which accurately corresponds to the position title as listed in the organogram and as listed in the table of contents. Each position description shall be listed on a separate page, organised by departments or divisions, and shall include, at a minimum, the following:
- (i) position, title and corresponding department;
  - (ii) duties and responsibilities;
  - (iii) detailed descriptions of experience or educational requirements;
  - (iv) access to secured or sensitive areas and keys to such areas;
  - (v) the date of submission of each employee position, job description and the date of any prior job description it supersedes; and
  - (vi) the date of submission and page number of each table of organisation on which the employee's position title is included.
- (4) Notwithstanding the requirements in terms of the provisions of Chapter 43 of the Regulations, the following types or classes of occupation shall be included in the Bingo operations department, and shall be Bingo occupations, for which certificates of approval as employees will be required:
- (a) the desk or duty manager, who shall be responsible for preparing the record of each game, the checking of the condition of all apparatus to be used during a game, the keeping of accounts of the game, the complaints book and the checking of prize winning;
  - (b) the cashier, who shall be responsible for all Bingo cards removed from the locked storage area for sale, the handing over thereof to the sellers, the collection of cards from the sellers, the calculation of the amount of each prize available in each game, communication thereof to the desk or duty manager, and the paying of all prizes to winning players;
  - (c) the caller, who shall be responsible for controlling the random number-selecting device and call out each number selected as and when such number is selected;
  - (d) the seller, who shall collect Bingo cards from the cashier, sell such to the players, and deliver the purchase price to the cashier; and
  - (e) any other type or class of job determined by the Board to be a Bingo occupation.
- (5) Any proposed amendment to a previously approved jobs compendium shall be submitted to and approved by the Board before such amendment is implemented by the Bingo operator. Unless otherwise directed by the Board, any amendment required to be pre-approved in terms of this rule shall be submitted to the Board at least 60 days prior to the proposed effective date of the amendment; and
- (6) Notwithstanding any other requirement of this rule, each Bingo operator shall submit a complete and up-to-date jobs compendium to the Board, some 24 months after issuing of its licence and every 24 months thereafter, unless otherwise directed by the Board.

### **16.3 Cash Desk Procedures**

- (1) Procedures for the reconciliation of Bingo card floats and money, by the cash desk, shall be submitted to the Board for approval, prior to implementation of such procedures. Any amendment to the approved procedures shall be submitted to the Board for approval, prior to implementation of such amendment.

### **16.4 Internal Audit**

- (1) In addition to the responsibilities provided for in rule 17.1, but subject to the reporting requirements contained in said Rule, the internal audit department shall conduct a full audit of the Bingo operations of every Bingo hall, at least once every three months;
- (2) The results of every audit shall be reported to the audit committee of the board of directors of the licence holder or, in the absence of an audit committee, an independent member of the board of directors of the licence holder, and copies of these reports shall be submitted to the Board; and
- (3) Every Bingo operator shall submit an internal audit programme to the Board for approval.

## **17. Electronic Bingo**

### **Testing and Certification of Electronic, Computer and other Technologic Aids**

- (1) No Bingo license must be issued where a Bingo game shall be played through electronic, computer or other technologic aid, or modification of such aid, unless such electronic, computer, technological aid or modified version thereof has been:
  - (a) tested by a testing agent who qualifies as a testing agent in terms of Regulation 138; and
  - (b) certified by the National Regulator of Certification Specifications to be compliant with the National Regulator of Certification Specifications' technical standards for such electronic, computer, technological aid, or modified version thereof.
- (2) Unless there has been compliance with sub-regulation (1)(a) and (b), a licensing authority must not approve an electronic Bingo terminal, computer, technological aid or modified version thereof for the playing of a Bingo game in licensed Bingo premises.

## **18. Self-Exclusion by Patrons**

- (1) Each licensee shall develop and implement procedures to enable patrons to lodge a request to be excluded from participating in gambling;
- (2) The procedures for self-exclusion shall at a minimum provide:
  - (a) reasonable measures to identify and restrict access to gambling by persons who requested to be excluded from participating in gambling;
  - (b) that self-exclusion will only be lifted upon production of a certificate by a psychologist, psychiatrist or any counsellor appointed by the National Responsible Gambling Program. The certificate should at least certify that the punter has attended counselling sessions and that in hi /her opinion the punter is fit and competent to participate in gambling;
  - (c) that whilst the Board and the gambling operators will make reasonable efforts to give effect to the request for exclusion, it is the punter/player's responsibility to refrain from participating in gambling during the period of

- exclusion. Both the Board and the licensee shall not be liable whatsoever for any damages that may be suffered as a result of the punter participating in gambling during the period of self-exclusion;
- (d) that the exclusion will not be lifted within a period of six months from date of exclusion; and
  - (e) the operator may institute criminal proceedings for trespassing against persons participating in gambling during the period of exclusion.
- (3) The licensee shall on a weekly basis, supply the board with details of persons who requested to be excluded from gambling;
- (4) The details contemplated in sub-rule 3 above, shall at a minimum contain:
- a - the name of the punter;
  - b - the identity number;
  - c - an electronic photograph;
  - d - name of operator;
  - e - dates and time of request; and
  - f - duly signed exclusion form.
- (5) Each licensee shall ensure that all persons who have been placed on a self-exclusion list are removed from its mail-marketing list and guest loyalty programmes, and precluded from further participating in the licensee's credit facilities.

## 19. Dispensation

- (1) The Board may approve alternative criteria or procedures other than those prescribed in the Rules, if the licence holder is able to prove to the Board that, notwithstanding such criteria or procedures, there are sufficient controls in place to ensure the integrity of the operation.

**No. 79****10 August 2012**

**RULES FOR THE CONTROL OF BOOKMAKERS  
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# RULES FOR THE CONTROL OF BOOKMAKERS

## 1. Definitions

In these rules, unless the context otherwise indicates –

“**Act**” means the KwaZulu-Natal Gaming and Betting Act, Act 8 of 2010 as amended;

“**A place bet**” means a bet on a participant being placed in accordance with the rules of the particular race, sporting event or contingency;

“**All clear**” means an official announcement confirming a result after which payouts are claimable;

“**Ante post bet**” means in the case of horseracing, any bet accepted by a bookmaker before the final field is declared; and “**ante post bet**” in the case of sports, sporting events, other events or contingencies, means any bet accepted by a bookmaker prior to seven days before the sport, sporting event, other event or contingency is scheduled to commence;

“**Betting in running**” means a process when quotes or prices on selected events or contestants are updated during the event, arising in betting occurring after the official start but before the official end of an event, and “**in-running**” has a corresponding meaning;

“**Betting ticket**” means a document, adequately identifying all information in betting transactions, either physically handed to a patron or appearing within the patron’s account information reflected on the wagering system;

“**Bookmaker**” means a person who directly or indirectly lays fixed-odds bets or open bets with members of the public or other bookmakers, or places such bets with other bookmakers or with the holder of a totalisator licence;

“**Connected bet**” means a multiple bet where the same selection is picked for two or more different events;

“**Contingency**” means an event or occurrence of which the outcome is uncertain or unknown to any person until it happens;

“**Credit bet**” means a bet that is laid to a client with the understanding that the client will settle in due course;

“**Customer**” means a person who places a bet with a licensed bookmaker or totalisator operator, and “**punter**”, and “**investor**”, and “**bettor**” have corresponding meanings;

“**Deduction**” means a deduction as calculated in accordance with Annexure A;

“**Defaulting bettor**” means a person that has been adjudged to be a defaulter by the Board, as a result of his/her failure to pay debts incurred for betting transactions;

“**Deposit account bet**” means a cash bet that is laid to a client who has deposited funds into an account and for which a ticket is not printed;

“**Fixed-odds bet**” means a bet on one or more contingencies in which odds are agreed at the time the bet is placed;

“**Fixed place bet**” means a place bet at fixed-odds that are agreed upon prior to the event, subject to there being no deductions or dead heats;

“**Fixed win bet**” means a win bet at fixed-odds agreed upon prior to the event, subject to there being no deductions or dead heats;

“**Full accumulative multiple odds**” means the odds of a multiple bet, calculated by multiplying the odds of the first selection plus one, by the odds of the second selection plus one, by the odds of the third selection plus one, and so on for further selections, and the product thereof minus one, as illustrated in the formula as contemplated in Annexure B;

**"Group betting"** means betting on specified groups of players to achieve the lowest individual aggregate, or best placing for the tournament, irrespective of how far each player progresses;

**"Key bet"** means a place bet where the selection finishes in either first or second position;

**"KwaZulu-Natal Bookmakers' Society dissemination facility"** means the provider of an electronic transmission service to subscribers, of betting data, betting information, or sounds and images relating to betting upon any contingency;

**"Late withdrawal"** means a withdrawal that occurs after the official starting price has been disseminated by the Natal Bookmakers' Society dissemination facility, and the betting could not be revised as a result of the time at which the withdrawal took place;

**"Lay a bet"** means the acceptance by a licensed bookmaker of a bet, and **"laying a bet"** has a corresponding meaning;

**"Licensed premises"** means specific premises that are named or described in a bookmaker's licence;

**"Match betting"** means betting on specified pairings to achieve the higher placing, or the lowest individual aggregate score, for the whole tournament, on a selected day, or over a number of selected days;

**"Match play"** means any sporting event limited to two participants;

**"Match race"** means a horse race limited to two participants;

**"Multiple bet"** means a bet involving more than one selection in different horse races, sporting events or contingencies, combined to form one bet, and **"multiple event bet"** or **"all to come"** have corresponding meanings;

**"Official fixed price"** means the betting price set in respect of a contingency and either disseminated from a race track for public consumption, or transmitted by the Natal Bookmakers' Society dissemination facility to those licensed bookmakers in South Africa who or which subscribe to such a Natal Bookmakers' Society dissemination facility;

**"Open bet"** means –

(a) a bet, other than a totalisator bet, laid by a bookmaker on one or more contingencies, in which no fixed-odds are agreed at the time the bet is placed; or

(b) a bet in respect of which the payout is determined after the outcome of the contingency on which such a bet is struck became known, with reference to dividends generated by a totalisator;

**"Other contingency"** means any lawful event or contingency other than horseracing or a sporting contest, and **"other contingencies"** has a corresponding meaning;

**"Place a bet"** means to stake money or a valuable thing in anticipation of financial gain should the bet win;

**"Related bet"** means a bet where the outcome of one part of the bet contributes directly to the outcome of the other;

**"Scratching"** means a participant has been withdrawn from a particular race or event prior to the start thereof, and **"withdrawal"** has a corresponding meaning;

**"Selection"** means a choice made by a customer of a contestant or contestants in any horse race, sporting event, other event, or contingency, for the purposes of placing a bet;

**"Single bet"** means a selection of a single contestant for a bet in a horse race, sporting event, other event or contingency, and a **"single event bet"** has a corresponding meaning;

**"Stake"** means the monetary outlay by the customer in placing a bet;

**"Starting price"** means the official fixed price of the selected contestant at the commencement of the event;

**"Starting price win"** means a bet where the starting price is used when the contestant is placed first in an event;

“**Suitable medium**” means an electronic recording medium or device that can be utilised to store wagering data, without risk of the data being destroyed or damaged;

“**Suitable place for storage**” means a place other than the betting premises, that is secure;

“**Totalisator bet**” means a bet placed with a totalisator;

“**Win**” means the profit portion of a winning bet;

“**Win bet**” means any bet where the person who placed the bet correctly predicted the result of the event or contingency, or combination thereof, in respect of which the bet was placed;

“**With a run bet**” means any bet accepted by a bookmaker after the final field is declared in the case of horseracing, and in the case of sports, sporting events, other events, or contingencies, means any bet accepted by a bookmaker within seven days of the scheduled commencement of the sport, sporting event, other event, or contingency, and “**given a run bet**” and “**with a run**” have corresponding meanings;

“**Wooden spoon bet**” means a fixed-odds bet on a selection to finish last in a sporting event involving three or more participants;

## GENERAL RULES

### 2. Application of rules

The following rules are binding on all bookmakers and customers who place bets with bookmakers in KwaZulu-Natal, in addition to the rights, duties and obligations imposed on bookmakers in terms of the KwaZulu-Natal Gaming and Betting Act, 2010 (Act No. 08 of 2010) (hereinafter referred to as “the Act”), and the regulations made thereunder.

### 3. Amendment to approved floor plans

A bookmaker must apply to the Board to make any amendments to existing approved floor plans. These amendments include, but are not limited to, the following:

- 1] Addition or reduction of betting terminals; and
- 2] Changes to betting counters.

### 4. Acceptance of bets

- (1) A bookmaker is not compelled to accept any bet or any type of bet.
- (2) A bookmaker may not offer a wooden spoon bet on any horseracing event.
- (3) A cash bet is concluded once a bookmaker issues a ticket to the customer in exchange for monetary value.
- (4) A credit or deposit account bet is concluded by a bookmaker, when a bookmaker indicates to the customer that the bet has been accepted

### 5. Advertising

Any bookmaker, who wishes to advertise his/her business, must apply to the KwaZulu-Natal Gaming and Betting Board for approval of the advert, no matter the medium

## **6. Bookmaking records to be kept in respect of a computerised wagering system**

Every bookmaker utilising a computerised wagering system must keep the following records, disclosing a full and accurate account of his or her betting transactions, for a period of five [5] years:

- 1] A field sheet corresponding with each horse race, sporting event, or other event or contingency, in respect of which the bookmaker has entered into a betting transaction;
- 2] A list of each ticket issued or cancelled;
- 3] Original tickets of all cancelled bets;
- 4] A list showing details of each bet made;
- 5] A list of each take-back bet taken.

## **7. Cancellation of cash bets**

A bookmaker shall not cancel any cash bet, unless the original ticket has been returned by the bettor.

## **8. Cash-dispensing machines**

(1) No cash-dispensing machine may be visible to patrons from the gambling area, as defined in the KwaZulu-Natal Gaming and Betting Act.

(2) No direction signs to cash-dispensing machines may be placed anywhere in a gambling area.

## **9. Cut-off time to accept and process bets**

(1) A bookmaker shall, subject to the provisions of the relevant legislation, close all betting on an event on which the bet is sought to be placed, within thirty seconds after the event has officially started: Provided that where the event is expected to last less than 30 seconds, betting shall be closed at the commencement of the event.

(2) In the event that a bookmaker makes use of an independent service provider to close all betting on an event on its behalf, the onus shall remain on the bookmaker to ensure that the provisions of sub-rule (1) are complied with.

(3) Any selections placed contrary to sub-rule (1), shall be null and void.

## **10. Collection of winning bets**

(1) In the event that any money due from any winning bet payable by a bookmaker, is not collected within a period of 90 days from the date on which the contingency, in respect of which such bet was placed, or took place, such a bet shall be payable at the discretion of the relevant bookmaker: Provided that the tax on such a bet has been paid.

(2) A bookmaker shall, in a prominent position within that bookmaker's licensed premises or website, if applicable, display a notice informing the public that winnings in respect of any bet must be claimed within a period of 90 days from the date on which the winnings become payable, or such longer period as the bookmaker may allow.

## **11. Calculation of multiple bets**

All multiple bets shall be calculated at the minimum of full accumulative multiple odds.

## **12. Settlement of related bet and reduction of odds on connected bet**

(1) Where a bookmaker offers various betting opportunities or selections on the same match, competition, event or contingency, these selections cannot be deliberately combined in a manner in which the bet constitutes a related bet.

(2) Notwithstanding rule 11 –

- 1] If a related bet has been accepted by a bookmaker in error, it will be settled-
  - a] in the case of a related bet consisting of two selections, by splitting the related bet into two single bets and by equally dividing the stake unit amongst the two single bets so created at the applicable odds; and
  - b] in the case of a related bet consisting of more than two selections, by splitting the related bet into as many new bets as is necessary to de-link the related selections comprising the bet, and by equally dividing the stake unit amongst the new bets so created at the applicable full accumulative multiple odds;or
- 2] If a connected bet is accepted by a bookmaker, the full accumulative multiple odds on the relevant selections comprising the connected bet may be reduced by an amount agreed by the bookmaker and customer at the time that the bet is struck.

### 13. Calculation of key bet

(1) The odds for a key bet are calculated as a percentage of the bookmaker's fixed-odds win price, depending on the number of runners.

(2) In the event of a scratching and the race has four runners or less, the key bets that –

- 1] do not form part of an all to come, are void; and
- 2] are included in the all to come, will be recalculated by excluding the key bet leg.

(3) A bookmaker laying a key bet shall display its prices on a betting display indicator or its notice board.

### 14. Confidentiality of betting transactions

All betting transactions between a bookmaker and a customer or another bookmaker, shall –

- 1] Be strictly private; and
- 2] Not be divulged to any third party, other than –
  - a] an appointed officer;
  - b] an inspector appointed in terms of the relevant legislation;
  - c] a police official as defined in section 1 of the Criminal Procedure Act, 1977 (Act No. 51 of 1977); or
  - d] a person specially authorised thereto in terms of any legislation, where this is done in terms of an order of a competent court or where the customer has consented thereto.

### 15. Data backup procedure

A bookmaker must backup his/her data on a daily and monthly basis.

### 16. Data backup storage

A bookmaker must retain a copy of his daily backup off-site, at a place that is deemed suitable by the Board.

### 17. Data backup submission

Bookmakers must submit a computer-readable copy of their backup data to the Board by the 10<sup>th</sup> of each month in respect of the transactions concluded during the preceding calendar month.

## 18. Defaulting bettor

(1) A bookmaker must apply to the Board for authority to declare a bettor as a defaulter. This application must be accompanied by proof that the licensee has exhausted all other means to recover debts incurred from betting transactions.

(2) When the Board has adjudged a person to be a defaulter, they must send a notice to all licensees in the Province, and every licensee receiving such notice, must display it in a conspicuous place in the betting premises.

(3) Any bettor who has been adjudged to be a defaulter by the Board may not enter or be upon any approved betting premises licensed in terms Section 120 of the Act.

## 19. Destruction of records

All betting transactional records must be retained for a period of five [5] years and can only be destroyed with the approval of the KwaZulu-Natal Gaming and Betting Board.

## 20. Error in communication of official fixed price

All bets struck at an incorrectly disseminated or transmitted official fixed price which had earlier been incorrectly disseminated from the racetrack, or incorrectly transmitted by the Natal Bookmakers' Society dissemination facility, and which are subsequently officially corrected, shall be settled at the corrected official fixed price, or at the starting price, whichever is the greater.

## 21. Notification of resignation by clerks

A bookmaker must notify the Board of the resignation of any clerk, within fourteen days.

## 22. Possibility to win

(1) There must be a possibility for either party to win at the time the bet is made, failing which the bet shall be void.

(2) All bets on contingencies which have already arisen, shall be void.

## 23. Procedures for approval of betting premises

An application to relocate to new betting premises or to affect structural alterations to existing premises **MUST** be submitted to this office in writing, and this should be accompanied by the following documentation:-

- 1] Proposed lease agreement – with terms and conditions;
- 2] A detailed floor plan - **\*\*DRAWN TO SCALE – A4 SIZE\*\*** - indicating the internal layout of the premises in respect of the following:-
  - position of the bookmaker's/tote office;
  - betting counters;
  - number of betting/tote terminals (office and betting counters);
  - where applicable, bar/kitchen facilities;
  - ablution facilities;
  - position of ATM [where applicable];
  - designated smoking area; and
  - designated LPM site [where applicable].
- 3] An A4 size copy of a street location plan – detailing the position of the intended premises and the physical address.

4] Where applicable, the application to the route operator must be submitted, and proof of the submission must simultaneously accompany the application to the Kwazulu-Natal Gaming and Betting Board to relocate primary betting premises.

## **24. Procedures for laying a bet – computerised system**

Every bookmaker utilising a computerised record-keeping system must, immediately on laying a bet –

- 1] Enter onto the system full particulars of the bet made, including the date and time the bet was struck;
- 2] Issue to the person with whom the bet is made, a serially-numbered ticket, generated by a ticket printer, showing the date and time the bet was struck, and full particulars thereof: Provided that if the bet is a telephone bet, a ticket need not be printed but the information required by subparagraph (a) must be recorded, as well as the name of the person with whom the bet is made, in such detail as to make it possible for any employee of the Board authorised in terms of the Act or any member of the Board, to identify the said person;
- 3] Ensure that where such bet is a take-back bet, full particulars of such bet are recorded in the list of take-back bets referred to in rule 6; and
- 4] Ensure that full particulars of the bet are recorded in the records described in rule 6.

## **25. Settling**

(1) Bookmakers shall pay out winning bets –

- 1] In respect of horseracing, after the all clear has been given by the relevant authority; or
- 2] In respect of other sporting events or contingencies, once the medal ceremony, prize giving or podium presentation has been concluded.

(2) Subsequent disqualification, promotion of competitors, or any other change is irrelevant for the purposes of determining a betting result.

(3) Settling of all other bets not previously paid shall take place on demand, except –

- 1] Where a bookmaker –
  - a] has reason to doubt that a person who is the holder of a winning betting ticket, is the person who purchased the said ticket; or
  - b] reasonably ought to know that a person who is the holder of a winning betting ticket is not the person who purchased the said ticket, the bookmaker shall require such person to furnish, in support of his or her claim for payment on the ticket, an affidavit setting out the grounds for the claim, and may thereupon withhold payment to such person until the expiry of 90 days calculated from the date upon which the winnings became payable; and
- 2] Where a person who makes a claim for payment on a winning bet placed with a bookmaker, alleges that the winning betting ticket has been lost or destroyed, the bookmaker concerned shall require such person to furnish, in support of his or her claim for payment on the ticket, an affidavit setting out the grounds for the claim and the factors on which it is alleged the ticket was lost, and may thereupon withhold payment to such person until the expiry of 90 days calculated from the date upon which the winnings became payable.

(4) In the event that a bookmaker makes payment to a person who made a claim for payment and who submitted an affidavit as contemplated in sub-rule (3); the bookmaker shall not make payment to any other subsequent claimant.

(5) The bookmaker shall retain all affidavits contemplated in sub-rule (3).

## **26. Synchronisation of computer's server time**

A bookmaker must ensure that the time on the internal clock of the file server used by the wagering software does not differ from the standard South African time, by more than Ten [10] seconds.

## **27. Void bet and invalid selection**

- (1) Where a void bet has been made, the stake money shall be returned to the customer.
- (2) Where an invalid selection in a single bet has been made, the bet shall be void.
- (3) Where a scratched selection in a single bet has been made, the bet shall be void except if the bet was an ante post bet.
- (4) Where an invalid selection and subsequent scratching in a multiple bet has been made the –
  - 1] selection shall be ignored; and
  - 2] stake shall run onto the other selection in the bet at the price indicated on the ticket issued.
- (5) The calculation contemplated in sub-rule (4) shall be at full accumulative multiple odds.

## **28. Wagering software – version updates**

Bookmakers must upgrade to the latest approved version within six [6] months or submit proof that their version is still fully compliant with legislation and is supported by the software provider.

## **29. Wagering software users**

- (1) The licensee shall ensure that no person may access and enter betting transactions on their wagering software using either a login name or password personal to another person.
- (2) The licensee shall ensure that only the licensee's registered managers and clerks may access and enter betting transactions on their wagering software.
- (3) The licensee shall ensure that the wagering software reflects the correct first name and surname of managers and clerks when logged in.

## **30. Rules for other contingencies**

Rules 3 to 29 shall apply, with the necessary changes, to all betting relating to other contingencies, in those circumstances not specifically covered by these rules.

# **BETTING RULES FOR HORSERACING**

## **31. Ante post bets**

- (1) With the exception of starting price win bets, should any selection not run for any reason other than the abandonment of the race itself –
  - 1] an ante post bet shall be lost and the customer shall forfeit his or her stake; and
  - 2] ante post bets struck on other horses in the race shall not be subject to any adjustment in betting odds.
- (2) Where a race is abandoned, all ante post selections that are still live or undetermined, shall become void.
- (3) Should a selected horse in any leg of a multiple event bet be scratched, withdrawn or not accepted prior to the bet becoming void or being won, the bet shall be regarded as lost, notwithstanding the fact that the race is abandoned.

### 32. Betting with a run

- 1] Where a single bet is made with a run and the selected horse is scratched, the bet shall become void.
- 2] All bets struck with a run on the remaining horses in a race, where one or more horses have been scratched, shall be subject to the deductions detailed in Annexure A of the rules for the control of bookmakers.
- 3] Where a deduction applies to remaining horses in any event of a multiple event bet with a run bet, the -
  - 1] relevant deduction in terms of rule 34 and Annexure A shall be applied to the horses of the event where the scratching occurred; and
  - 2] entire bet is recalculated in respect of the event from which the horse was scratched.
- 4] Any bets with a run, struck after the official announcement of the withdrawal of one or more horses shall not be subject to any deduction, unless there is a further withdrawal or withdrawals.
- 5] Where a race is abandoned, all relevant selections with a run shall become void.
- 6] In starting price with a run multiple bets, the amount won on win bets shall be calculated and paid at the official starting prices, subject to the provisions of rule 34.

### 33. Display of odds

- (1) A bookmaker laying ante post bets shall display the betting odds on the betting display indicator, whether on its premises or on a website, and indicate betting odds against the name of each horse in the race.
- (2) In all races on which a bookmaker is laying bets, betting odds shall be shown against each horse not officially scratched.
- (3) Doubtful starters must be indicated as such.

### 34. Deductions

- (1) Where a horse is withdrawn before or after coming under starter's orders, all fixed-odds selections on that horse shall be void, and all bets struck at fixed-odds on the remaining horses on the day of the race or with a run, shall be subject to deduction.
- (2) Any bets struck with a run after the announcement by the KwaZulu-Natal Bookmakers dissemination facility of the withdrawal of one or more horses, shall not be subject to any adjustment unless there are further withdrawals.
- (3) Where a horse is withdrawn before or after coming under starter's orders, all starting price selections on that horse shall be void.
- (4) In the event of a late withdrawal, all bets struck at starting price on the remaining horses in the race shall be subject to deduction.
- (5) Should two horses be withdrawn simultaneously, and both are subject to a deduction on any winning bets, the deductions shall be applied consecutively and not simultaneously.
- (6) Any odds that fall between two ranges as contemplated in Annexure A, will default to the lower deduction percentage.

### 35. Postponed races

Where a race advertised to be run on a certain date is postponed to any future date –

- 1] All ante post bets on such race shall stand;
- 2] Within 48 hours after the original advertised date at the same venue, all bets with a run shall stand;

3] More than 48 hours after its initial scheduling, the race shall be deemed to have been abandoned for betting purposes, and bets with a run shall be treated as described in rule 32

### **36. Change of venue or track**

Where the venue of a race or track is changed from that originally advertised, the race shall be deemed to be abandoned for the purposes of all betting thereon, and bets shall be treated as described in rule 19 *mutatis mutandis*.

### **37. Dead heats**

(1) In the case of a dead heat in a match race, the selection shall be void, unless odds were offered on the outcome being a dead heat.

(2) In the case of a two horse dead heat in races other than match races, the customer shall in single win bets or multiple win bets, win the odds to half the stake and lose half the stake.

(3) In the case of a win bet being a multiple bet where –

- 1] two races result in dead heats, the customer shall win the odds to one quarter of the stake and lose the other three quarters;
- 2] three races result in dead heats, the customer shall win the odds to one eighth of the stake and lose the other seven eighths; or
- 3] four races result in dead heats, the customer shall win the odds to one sixteenth of the stake and lose the other fifteen sixteenths.

(4) Notwithstanding the provisions of sub-rule (2), in the case of a three horse dead heat in a multiple win bet, where one race results in a triple dead heat, the customer shall win the odds to one-third of the stake and lose the other two thirds of the amount staked.

(5) Notwithstanding rule 40, in this rule, the words "payable places" mean those official places on which a bookmaker offers fixed odds for place betting.

(6) In the event that horses dead heat in any of the official places, that number of places ranked below the place at which the dead heat occurs, corresponding in number to one less than the number of horses which dead heat, are deemed to be vacant places.

(7) If the number of horses involved in a dead heat is equal to or less than the number of vacant places which are also payable places, place bets are unaffected.

(8) If the number of horses involved in a dead heat is higher than the number of vacant places which are also payable places, the place bets shall be recalculated as follows -

- 1] the stake amount will be divided by the number of horses involved in the dead heat and thereafter multiplied by the unfilled payable places; and
- 2] the winning bettor shall win the odds to the stake calculated in (1), and lose the other portion of the original stake.

### **38. Starting prices and tote odds**

(1) In starting price win bets, the starting price shall be the last official fixed price disseminated either from the Kwazulu-Natal Bookmakers' Society dissemination facility, or from the race track as displayed on the betting board indicator at the start of the event.

(2) In the event of a late withdrawal, the starting price shall be the last price disseminated, subject to the adjustment reflected in Annexure A.

(3) Unless otherwise stipulated in the form of limits, any place betting at tote odds shall be settled in accordance with tote dividends.

(4) Notwithstanding sub-rule (3), a bookmaker may pay more than the official tote dividend, subject to this being agreed to at the time the bet is struck.

(5) In starting price bets and open bets, any limits to actual dividends, odds and payouts which apply, shall be prominently displayed, and shall be made available at all times by the bookmaker.

### **39. Open bet limits**

(1) Open bets offered by a bookmaker may be subject to payout limits and odds limits, which limits shall be determined by the bookmaker.

(2) The limits applicable to open bets must be clearly displayed on the notice board, website or other relevant media of the bookmaker concerned.

### **40. Place betting at fixed odds**

(1) In place betting at fixed odds –

- 1] in races of 6-7 horses, the 1st and 2nd places will be payable; or
- 2] in races of 8 or more horses, the 1st, 2nd and 3rd places will be payable:

Provided that if fewer than 6 horses participate, no place bets will be paid.

(2) The number of horses reflected in sub-rule (1) relate only to horses that participate in the race.

(3) All place bets are subject to the rules relating to scratching, deductions and dead heats.

(4) A bookmaker laying place bets shall display betting odds on a betting display indicator or on a notice board.

### **41. Races re-run**

In the event of any race being ordered to be re-run –

- 1] Starting price bets shall be calculated and paid at the current price at the time the race is finally run;
- 2] With a run selection on any horse, which started on the first occasion and which was subsequently scratched, shall be void and the deductions in terms of rule 34 shall apply; and
- 3] Ante-post bets shall stand.

## **BETTING RULES FOR SPORTING EVENTS (OTHER THAN HORSERACING)**

### **42. Application of this section**

(1) In all betting relating to sports, other than horseracing, the rules relating to betting on horses or contestants shall apply *mutatis mutandis* to all circumstances not covered by the provisions of this section.

(2) Annexure A shall apply to this section.

(3) Betting in-running shall apply to all sports and other contingencies.

(4) For settlement purposes in respect of sports events or contingencies, the medal ceremony, prize giving or podium presentation will count as the official result.

### 43. Void bets

Unless otherwise specified in the rules applying to a specific sport, where a fixed-odds bet is placed on an individual or team and such individual or team –

- 1] Does not participate;
- 2] Is eliminated prior to the event through injury or sickness; or
- 3] Is eliminated from the competition due to a technical infringement, excluding mechanical breakdown, crash, fall or injury during the event, such selection is void.

### 44. Soccer (Football)

(1) All soccer bets shall be settled on the score at full time, being 90 minutes played plus the referee's optional time, unless the bet is struck to win outright, to lift the cup, or to progress to another round of the competition.

(2) Where a bet is struck to win outright, lift the cup or to progress to another round of the competition, there shall be no betting on the draw, as extra time, golden-goal or penalties, may be required to decide the outcome.

(3) Betting odds shall be displayed in respect of both teams and the draw.

(4) Betting odds on the home team should be displayed first, followed by the betting odds on the away team; alternatively it must be clearly indicated which the home team is: Provided that this rule does not apply if the teams are playing at a neutral venue.

(5) If a team plays a different opponent to that which is advertised, or if the venue of a match is the reverse of that displayed, or if the venue is changed to a neutral ground, all selections on that match shall become void.

(6) Should a match start and be abandoned prior to the completion of full time, and should an official result be declared by the governing association of the match within 24 hours, relevant bets will be determined on that result, notwithstanding –

- 1] any later changes to the result; or
- 2] any error:

Provided that selections which are dependent upon the number of goals scored, including handicap selections, are void.

(7) If a match is officially called off prior to its scheduled completion and an official match result is not declared by the relevant recognised governing body within 24 hours, selections in respect of which a result has not been determined at the time the match is called off are void: Provided that selections in respect of which a result has already been determined at the time the match is called off, stand.

(8) Settlement of first or last player to score bets shall be based on the goal scorer credited with the goal: Provided that own goals do not count.

(9) First player to score selections shall become void if the selected player does not participate or takes the field as a substitute after the first goal has been scored.

(10) If a match is abandoned, first player to score bets will stand: Provided that a goal has been scored.

(11) Selections on any matches that are postponed by more than 24 hours after the advertised date, or where there is a change of venue, shall be void.

(12) Bets are accepted up to kick-off time, and any selection inadvertently made after kick-off time shall be void: Provided that bets:

- 1] to win outright;
- 2] to lift the cup; or
- 3] to progress to another round of the competition,

may be struck after full time, as contemplated in sub-rule (1), but prior to kick-off in the case of extra time, and prior to the taking of the first penalty, in the case of a penalty shoot-out.

(13) Notwithstanding sub-rule (12), bets may be struck in running and selections may be made in running, provided that the phrase "in-running", is clearly stated on the ticket.

(14) Bets relating to time will be settled according to the timing of the television-broadcaster's clock.

(15) Where no television-broadcaster's clock is available to use, or the game is not broadcast on television, then all affected bets will be settled according to the information published on the internet or by the Press Association.

#### **45. Athletics and swimming**

For settlement purposes the podium position or medal ceremony will count as the official result.

#### **46. Boxing**

(1) In the event of a contest being postponed for more than 24 hours, or if one of the boxers is substituted, all selections will be void.

(2) Betting odds may be offered for a draw and in the event of a draw, bets on either boxer to win will be losing bets.

(3) If either boxer fails to answer the bell, his or her opponent will be deemed to have won the contest in the previous round.

(4) A point's decision is effective on completion of the scheduled number of rounds: Provided that if for any reason a point's decision is awarded before the full number of rounds is completed, bets will be settled on the round in which the fight was stopped.

(5) If for any reason the number of rounds scheduled is changed, all round-by-round selections will be void.

(6) Notwithstanding rule 43 (c), where a boxer is disqualified by reason of technical infringement such as low-blows, eye-gouging and head butting, such boxer will be deemed to have lost and all bets shall stand.

#### **47. Cricket**

(1) In the case of limited over matches –

1] All bets will be settled in accordance with official competition rules, including matches where a reduction of overs takes place;

2] If a match is abandoned due to outside interference and no official result is declared, all selections will be void;

3] In a weather-affected match, where the minimum number of overs necessary to declare a match or result, has not been bowled, all selections on the game will be void, except for those bets where the contingency bet on, has already been concluded;

4] Bets on matches that are reduced in length but not abandoned, including in-running bets, will stand, provided that the match has been completed and an official result has been declared;

5] All total runs bets on a single innings will stand regardless of how many overs have been bowled, if an official result is declared;

6] Bets will stand for all postponed matches, if they are played within 24 hours: Provided that, if there is a change of venue or team selection, selections will be declared void;

7] When a match is tied –

a] top batsman, top bowler and team total bets shall stand; and

b] match selections are void unless tie betting is quoted; and

8] In top batsman and top bowler betting, runs scored by an individual batsman betting, or wickets taken by individual bowlers betting –

a] selections on any player not in the starting eleven shall be void;

b] selections shall become void in a match where at least one ball has not been bowled to both sides;

c] top batsman and top bowler bets will stand so long as the player is picked to play in the match, irrespective of whether or not he or she bats or bowls;

- d] should a player not bat or not bowl in the match, such players will be deemed to have scored zero runs and to have taken zero wickets, as the case may be;
- e] head-to-head bets require at least one ball to have been bowled and a minimum of 25 overs to have been bowled or the relevant innings to have been completed to stand: Provided that in the event of a tie, head-to-head selections will be void;
- f] selections on an individual batsman's runs will be void if he does not face at least one ball;
- g] dead-heat rules apply for top batsman or bowler and catches betting; and
- h] if a match is abandoned before a bowler can complete his or her allotted overs or take more wickets than the other bowler, selections are void.

(2) In the case of five day matches –

- 1] The top batsman and top bowler rules as contemplated in sub-rule (1) apply;
- 2] At least one ball must be bowled for bets to stand, otherwise affected selections are void;
- 3] If a match is officially abandoned due to outside interference and no official result is declared, then undecided selections on the match are void; and
- 4] In the event of a tie, where both teams have completed two innings each and have the same score, dead-heat rules will apply, and bets on the draw will be losing bets.

(3) In the case of series betting, whether in respect of test cricket or one day cricket –

- 1] Selections are void if the designated number of matches in the series is not completed, unless a sufficient number of matches have been played to determine the series; and.
- 2] Correct score selections shall be void if the stipulated number of matches is not played.

(4) In a tournament or series, where a bet on an outright winner has been placed and the trophy is shared due to a tie or a no result, dead-heat rules apply: Provided that bets on a team to win a final are void if the match ends in a tie.

## 48. Golf

(1) If a tournament is scheduled for 72 holes and play is abandoned for any reason, all selections on the outcome of the tournament are void, unless an official result is declared by the relevant recognised governing body within 48 hours.

(2) If a tournament is abandoned prior to completion of the scheduled number of holes, any selections relevant to holes to have been played after the point at which the tournament was abandoned, are void.

(3) If a tournament is suspended by the recognised governing body and no official result declared under circumstances where the balance of the tournament is intended to be rescheduled, all bets for which the result has not yet been determined stand until a result is declared by the relevant recognised governing body: Provided that, if a result is not declared within seven days of the original scheduled commencement date, all selections for which the result has not yet been determined, are void.

(4) All outright bets are settled on the player who wins the trophy and any play-off holes will be taken into account when determining the winner of a tournament.

(5) In the case of place bets where there is a tie after completion of the predetermined number of holes, subject to sub-rules (1), (2) and (3), the revised payout shall be calculated as follows –

- 1] Divide the face value of the sports bet, the original payout, and the original stake, by the number of competitors involved in the tie, and
- 2] Multiply the figure obtained above by the number of official placings to be filled by the competitors involved in the tie.

(6) Selections shall be void if any player fails to tee off in the first round, and subsequent withdrawals are losers.

(7) Should a player tee off, all outright and match bets relevant to that player stand.

(8) The following applies to make the cut betting –

- 1] For a selection to stand the named player must play either 36 holes or 54 holes, depending upon the point at which the cut is made in that particular tournament; and

2] A player is deemed to have made the cut if he or she is eligible to play in the round after the cut has been made, even if he or she chooses not to.

(9) The following applies to tournament group betting –

- 1] Selections shall become void on any player in that group who fails to start the tournament, and deduction rules applicable to horseracing as contemplated in rule 18, shall apply on the remaining players in that group; and
- 2] Dead heat rules applicable to horseracing shall apply if two or more players tie for first place in the group.

(10) The following applies to tournament match betting –

- 1] Betting odds are quoted for the tie in match betting, where both players achieve the same overall score after 72 holes, irrespective of when the number of holes has been reduced: Provided that it is not fewer than 36 holes and an official result has been declared by the recognised governing body;
- 2] If either player fails to participate in the tournament, or if the specific round is abandoned, selections on that match shall be void;
- 3] Play-off holes do not count, unless the bet was made specifically to exclude the tie; and
- 4] If one player misses the cut, the other is the winner, and where both players miss the cut, the player with the lowest score when the cut is made, is the winner.

(11) If two, three and four balls matches are played –

- 1] All bets are settled on the lowest single round score over the specified 18 holes play, and all 18 holes must be completed;
- 2] If a player starts a round but fails to complete it, all bets on that player will be deemed losers, regardless of score;
- 3] All selections shall become void if the specified round is abandoned, or if any one of the players fails to start the round;
- 4] Dead-heat rules applicable to horseracing shall apply for three and four ball matches, if more than one player achieves the lowest score, unless the betting odds on a tie are quoted;
- 5] The betting odds for a tie will be quoted for two-ball match betting, and where a tie occurs, all bets on players are losers, unless it clearly states that betting is quoted with no tie;
- 6] In the event of a player listed in a three or four-ball match withdrawing before the event has started, all selections on that specific three or four-ball match are void;
- 7] If for any reason a player withdraws or is disqualified during the tournament after he or she has teed off, all bets will stand on that three or four-ball match; and
- 8] If two or three players are tied on the same score, they will be settled as a dead heat for betting purposes, unless they are involved in a playoff, where the winner of the three or four-ball match is the golfer with the lowest finishing score: Provided that if all three or four golfers miss the cut, the player with the lowest score will be the winner.

## **49. Motor racing**

(1) In the case of championship betting –

- 1] Bets stand on all drivers whether or not they participate: Provided that drivers must start at least one race;
- 2] Results will be determined based on the official points standings upon the initial declaration of the official result by the relevant recognised governing body of the final event for championship purposes; and
- 3] The championship result will not be affected by any subsequent protests, processes or amendments to placings.

(2) In the case of Grand Prix betting –

- 1] For settlement purposes the podium position or medal ceremony immediately after the race shall count as the official result;
- 2] The result will not be affected by any subsequent protests, processes or amendments to placing;
- 3] In the event that the number of laps in the race is reduced for any reason, bets will stand and the podium finish will be applied to determine the outcome of the event;
- 4] Selections will be void on any driver who withdraws from the race prior to the commencement of the warm-up lap;
- 5] Once the warm-up lap is underway, all contestants are under starter's orders and all bets stand; and
- 6] In the case of head-to-head betting between two drivers or cars, if either or both fails to finish, the outcome will

be determined in accordance with which car or driver completes the most laps, even if the number of laps is reduced for any reason: Provided that where both are accredited with completing the same number of laps, dead heat rules apply.

(3) Any selections on the constructors' title will stand whether they participate or not: Provided that one of the constructors' cars must start at least one race.

## **50. Rugby**

(1) All rugby bets shall be settled on the score at full time, being 80 minutes play, plus referees' optional time, unless the bet is struck to win outright, to lift the cup, or to progress to another round of the competition.

(2) Where a bet is struck to progress to another round of the competition, or to lift the cup, or to win outright, there shall be no betting on the draw, as extra time or penalties may be required to decide the outcome: Provided that where both teams tie after extra time has been played, dead heat rules apply.

(3) Betting odds shall be displayed on both teams as well as the draw if applicable, and it shall be clearly indicated which is the home team.

(4) Betting odds on a handicap tie, if applicable, will be quoted, and if the game is a tie on handicap after 80 minutes, then all bets on either side for the win will be losers.

(5) If a team plays a different opponent to that which is advertised, or if the venue of a match is the reverse of that displayed, all selections on that match shall be void.

(6) Should a match be incomplete, abandoned or postponed, all selections shall be void, unless it is resumed or played within 24 hours of the original scheduled date.

(7) In the case of first try-scorer bets –

- 1] Selections shall become void if the selected player does not take part in the starting line-up;
- 2] If a match is abandoned, first player to score bets shall stand where at least one try has been scored;
- 3] Where betting odds are offered on a penalty try, all bets on players to score the first try will be losers;
- 4] Where betting odds on a penalty try are not offered and the first try awarded is a penalty try, then the relevant bet will be determined on the basis of the try following the penalty try; and
- 5] Bets stand regardless of whether the player who is the subject of the bet or any other player takes or leaves the field or is dismissed from the game.

(8) Any matches postponed by more than 24 hours after the advertised date or where there is a change of venue, will be void.

## **51. American Football**

(1) The score at the end of play, including overtime, will be taken as the final result.

(2) Notwithstanding the provisions of sub-rule (1), first half and second half double bets shall be settled at the conclusion of regulation time

## **52. Tennis**

(1) A tennis match is deemed to have commenced with the first serve: Provided that if a match ends prematurely due to either player's retirement or disqualification, all match selections are void.

(2) If a match is postponed and rescheduled, all bets stand.

(3) If the match is not played within 24 hours, match selections are void.

(4) Bets stand regardless of any change of venue or court surface.

(5) In the case of sets betting, if the match does not start or is unfinished due to either player's incapacity or

disqualification, the relevant selections are void.

(6) In the event of a change in the total number of sets to be played -

- 1] Match bets will stand; and
- 2] Set betting selections will be void.

## BETTING RULES FOR SPREAD BETTING

### 53. General Rules

(1) In spread betting, unless the context otherwise indicates, the terms set out shall bear the following meanings –

“**going high**” means wagering that the result of a certain event will exceed the high point or offer price of the spread quote, and “**buying**” and “**has gone high**” and “**bought**” has a corresponding meaning;

“**going low**” means wagering that the result of a certain event will be below the low point or bid price of the spread quote, and “**selling**” and “**has gone low**” and “**sold**” has a corresponding meaning;

“**make-up**” means the final settlement price of a spread bet;

“**mid-point**” means the average of the bid and offer price or the going high and going low price;

“**spread bet**” means a bet laid by a bookmaker on the contingency that the outcome of a certain event will fall outside a spread margin;

“**spread margin**” means the margin, expressed in points, set by a bookmaker, of predicted outcomes of a certain event, and “**bid-offer price**” has a corresponding meaning; and

“**stop loss**” means the maximum amount of points on a spread market that can be won or lost, and “**stop win**” has a corresponding meaning.

(2) A spread bet is placed by the customer staking a stated amount of money per point, and going high or going low where the amount won or lost is directly related to the fixed amount per point wagered.

(3) Each spread bet shall be subject to the stop loss or stop win set by the bookmaker on each type of spread betting market offered by him or her.

(4) All stop losses or stop wins shall be displayed at all times in the betting room or displayed on the website of a bookmaker and, at the request of the player, shall be read out to the player.

(5) A player shall lose if the outcome of the event falls within the spread margin or the side of spread margin opposite to that on which he or she wagered.

(6) The size of a player's win shall be determined by taking the lesser of –

- 1] The number of points difference between that point of the spread margin at which the player wagered and the stop loss or stop win on that side; and
- 2] The number of points difference between that point of the spread margin at which the player wagered and the outcome of the event.

(7) The size of the player's loss shall be determined by taking the lesser of –

- 1] The number of points difference between that point of the spread margin opposite to that on which the player wagered and the stop loss or stop win on that side; and
- 2] The number of points difference between that point of the spread margin opposite to that on which the player wagered and the outcome of the event.

(8) In certain events the bookmaker may allow the player to close his or her bet by either taking a profit or cutting a loss.

1] If a player has gone high and he or she takes his or her profit or cuts his or her loss, the size of the player's win or loss, as the case may be, shall be the difference between –

- a] the high point of the spread margin applicable when the bet was struck; and
- b] the low point of the spread margin applicable at the time that the profit is taken or the loss is cut.

2] If a player has gone low and he or she takes his or her profit or cuts his loss, the size of the player's win or loss, shall be the difference between –

- a] the low point of the spread margin applicable when the bet was struck; and
- b] the high point of the spread margin applicable at the time that the profit is taken or the loss is cut.

#### **54. Sport provisions relating to spread betting**

Notwithstanding the provisions of rule 42 to rule 52, the following provisions shall apply to sports spread betting –

(1) In relation to football –

- 1] For any bets on the time of an event, such as first goal or first throw occurring in the match, settlement shall be determined by the official timing of the match where available, or alternatively bets will be settled on market consensus;
- 2] A bet on the total number of points that a team will attain during the season, shall not be affected by any points deducted after the completion of the season; and
- 3] In any bet on the total shirt numbers of the goal scorers in a match, the shirt number of any scorer of an own goal shall be added to the total of shirt numbers of the team which is credited with the goal.

(2) In relation to cricket –

- 1] All bets struck on the number of runs to be scored in the first innings of a one-day match, shall be void if the side has not completed 90 per cent of the original allocated overs, or 90 per cent of any reduction of overs, unless the team has been dismissed; and
- 2] In respect of a bet on a match between two batsmen, each shall go in to bat, and at least one ball shall be bowled to each for the bet to be valid.

(3) In relation to golf, in a bet on finishing positions where a position is tied, the average of the number of places allocated to the players involved in the tie for such position shall be used: Provided that in a playoff, the winner of the playoff shall be the winner.

(4) In relation to motor racing, any bet involving the winning margin of a Grand Prix race, the margin shall be rounded up or down to the nearest 1000<sup>th</sup> of a second.

(5) In relation to rugby –

- 1] Eight points shall be awarded for a penalty try on bets struck on the jersey numbers of try scorers; and
- 2] Every player shall retain his or her original number for the duration of the match.

(6) In relation to boxing, for any bet involving the finishing time of the fight, all rounds shall be three minutes, and the finishing time shall be rounded up or down to the nearest minute.

(7) In relation to horseracing, a bet on finishing positions across a race day shall be void should the race meeting be abandoned.

**ANNEXURE A**

<b>ODDS OF WITHDRAWN HORSE OR CONTESTANT</b>	<b>DEDUCTIONS</b>
25 /1 and bigger	No deduction
13/1 to 20/1	5%
9/1 to 12/1	10%
6/1 to 8/1	15%
4/1 to 11/2	20%
3/1 to 7/2	25%
22/10 to 28/10	30%
16/10 to 2/1	35%
13/10 to 15/10	40%
11/10 to 12/10	45%
1/1	50%
8/10 to 9/10	55%
6/10 to 7/10	60%
5/10	65%
4/10	70%
1/3 and shorter	80%

## ANNEXURE B

### Full Accumulative Multiple Odds

#### NOTES

##### Note 1

Formula for the calculation of Full Accumulative Multiple Odds (F. A. Odds)

$$\text{F. A. Odds} = (\text{O S1} + 1)(\text{O S2} + 1)(\text{O S3} + 1) - 1$$

Where

O S1 = Odds of the first selection

O S2 = Odds of the second selection

O S3 = Odds of the third selection

##### Note 2

##### Example (Maths)

$$\text{O S1} = 1/1$$

$$\text{O S2} = 2/1$$

$$\text{O S3} = 4/1$$

$$\text{F. A. Odds} = (\text{O S1} + 1)(\text{O S2} + 1)(\text{O S3} + 1) - 1$$

$$= (1+1)(2+1)(4+1) - 1$$

$$= (2)(3)(5) - 1$$

$$= (2 \times 3 \times 5) - 1$$

$$= 30 - 1$$

$$= \underline{29} \quad [29/1]$$

##### Note 3

##### Actual Bet

Stake R1	O S1 = 1/1,	O S2 = 2/1,	O S3 = 4/1	
	Winnings		Stake	Payout
Leg 1	1	1	2	
Leg 2	4	2	6	
Leg 3	<u>24</u>	6	30	
<b>Total</b>	<b>29</b>			

Total Winnings R29 + original Stake R1 = Payout R30

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## TOTALISATOR RULES

### GENERAL RULES

A] The Totalisator operator must apply to the Board before implementing any bet type not covered under these Rules.

B] These rules shall apply to bets placed with or through the **CLAIRWOOD TURF CLUB, DURBAN TURF CLUB, PIETERMARITZBURG TURF CLUB** and their agent **TOTALISATOR AGENCY BOARD (NATAL)** on bets and contingencies provided for in The KwaZulu-Natal Gaming and Betting Act, No. 08 of 2010.

C] Where the bet or contingency is upon the outcome of horse racing then that horse racing shall be subject to the rules of The National Horseracing Authority and to published local racing conditions.

D] Where the contingency is upon an event other than horse racing then the event shall be subject to such rules and conditions as may be declared to be applicable by one or more of those entities named above.

E] By placing a bet a customer shall be deemed to have agreed to be bound by these rules, which shall be deemed to be extended to include any other rules or conditions which may apply to the event or bet or contingency in question.

F] The clubs named above are authorised by the Act to conduct totalisators and to appoint others to conduct totalisators on their behalf. Each of those clubs has appointed the Totalisator Agency Board (Natal) as its agent to conduct a totalisator on its behalf, and have authorised that agent to appoint others to assist it in carrying out its duties.

G] Each of the entities named above will on request make the rules and published local racing conditions available for perusal and copying.

H] These rules and the rules of the National Horseracing Authority and published local racing conditions are amended from time to time. It is the responsibility of the investor to make himself familiar with amendments by perusing the documents referred to above.

## 1. DEFINITIONS

In these rules, unless inconsistent with the context, the singular shall include the plural and vice versa and the male shall include the female.

### 1.1. BET SLIP:

Shall mean the official bet slip issued by the Operator for the purpose of selecting pools, horse combinations and sports results or other predictions which are to be read by the ticket issuing machines.

### 1.2. BOX:

Shall mean that mode of betting where selected horses or sports results are permuted all ways in relation to the type of bet and applies to, amongst others, the following pools: Swinger, Exacta, Trifecta and Quartet.

### 1.3. CARDED:

Shall mean that any horse appearing as an entry, or Reserve runner, in the official race card, regardless of whether it was scratched before or after the race card had been printed, shall be considered to be carded.

### 1.4. COMMINGLING:

The amalgamation of defined betting pools within a pre-determined community of wagering entities and the declaration of a common dividend within that community.

### 1.5. CUSTOMER:

Shall mean a person who places a bet with a licensed OPERATOR. The words punter/investor/bettor shall have a similar meaning.

### 1.6. DIVIDEND:

Shall mean the amount declared to be paid to holders of winning tickets in respect of each unit bet calculated in accordance with these rules as they apply to each form of betting.

### 1.7. EACH WAY:

Shall mean a win and place bet on one horse issued on the same ticket.

### 1.8. EVENT:

Shall mean a sport event or any lawful contingency on which betting is allowed.

### 1.9. EMPLOYEE:

Shall mean a person acting as such, whether in a permanent or temporary capacity on behalf of the Operator.

### 1.10. GROSS POOL:

Shall mean the total money received in respect of a betting pool.

**1.11. HOST JURISDICTION:**

Shall mean the jurisdiction where the commingled betting pools are hosted on an event.

**1.12. JSE:**

shall mean the Johannesburg Securities Exchange

**1.13. LEG:**

Shall mean each nominated race or event in those forms of betting where selections are required in more than one race or event. Each nominated race or event is termed a leg. The first of the nominated races or events to be run is the 1st Leg. The second of the nominated races or events to be run is the 2nd Leg and so on, depending on the number of races or events incorporated in a particular bet type.

**1.14. MINOR:**

Shall mean a person under the age of eighteen years.

**1.15. NATIONAL HORSERACING AUTHORITY ("NHRA"):**

Shall mean an association consisting of representatives of the horseracing industry tasked with the supervision or officiation of the physical horseracing events.

**1.16. NET POOL:**

Shall mean the Gross Pool less Statutory or permissible Deductions.

**1.17. OFFICIAL:**

Shall mean a person acting as such on behalf of the Operator, whether in a permanent or temporary capacity.

**1.18. OFFICIAL RESULT:**

Shall mean the official announcement and publication of the official results or outcome of the event signaling the dividend shall be paid in terms thereof.

**1.19. OPERATOR:**

Shall mean a company or other entity, including its subsidiaries or lawful agents whether a Club or otherwise, licensed to conduct a totalisator betting system.

**1.20. RACE CARD:**

Shall mean the official card issued by the Operator for a specific race meeting, listing amongst others the horses and jockeys participating in the event.

**1.21. RESERVE RUNNER:**

Shall mean that horse that has been carded in the official race card as a replacement horse for any horse which may be scratched from such race before a particular time. This horse retains its carded number and forms part of the carded field.

**1.22. RULES:**

Shall mean the Operational Betting Rules: Totalisator herein contained, as amended from time to time hereafter.

**1.23. RUNNER:**

Shall mean a horse which in any race has come under starter's orders and has not been withdrawn before or after the start of such race.

**1.24. SPOT PRICE:**

shall mean the price of a commodity, a security or a currency that is quoted for immediate (spot) settlement (payment and delivery).

**1.25. STEWARD:**

Shall mean a person employed by or acting on behalf of NHA.

**1.26. TICKET ISSUED:**

Shall mean an official betting ticket issued subject to the provisions of these rules.

**1.27. TOTE FAVOURITE:**

Is the individual horse on which the most number of win units has been taken. Should two or more horses have exactly the same number of units wagered on them, Joint Favourites shall be declared.

**1.28. TRADING WEEK:**

The trading week for purposes of these rules is the five (5) week-day period commencing at 9am on a Monday and closing at 6pm on a Friday, during which trading takes place on the JSE or any period determined by the JSE.

**1.29. VALID TICKET:**

No ticket shall be valid unless it is issued from an operative terminal on official ticket paper and contains the following minimum information relating to the venue, event, selection, bet type, stake, ticket number and date.

**1.30. VALID TICKET HOLDER:**

Is the person who presents a valid ticket for payment.

## **2. GENERAL**

### **2.1 APPLICABILITY OF RULES:**

**2.1.1** These rules shall apply to bets on horse races, sporting events or any lawful contingency placed with or through the Totalisator ["Operator"] or through any outlet authorised by the Operator as the case may be, provided that, they have been approved by the Provincial Licensing Authority ("PLA") having jurisdiction over the totalisator operator.

**2.1.2** In so far as any rule may relate to a specific totalisator pool such rule shall be applicable only if the Operator offers such pool.

**2.1.3** Horseracing is conducted subject to the rules of the National Horseracing Authority and any other condition(s) imposed by the PLA.

**2.1.4** These rules cover all bets on events hosted by the Operators in South Africa, and do not apply to events hosted in foreign jurisdictions. The rules of the foreign host jurisdiction shall be applied when betting into such foreign pools (commingling), provided that these foreign host rules have been forwarded by the relevant Operator to each of the PLAs and are made available in advance to customers wishing to place a bet. The Operators must ensure that new foreign bets are clearly explained and any differences are clearly highlighted and published.

**2.1.5** These rules do not constitute an offer by the totalisator operators to any person to place a bet on the totalisator and accordingly, the totalisator operators shall not be obliged to offer any bet type provided for in these rules at any particular race meeting or for any particular horse race, sporting event or lawful contingency.

### **2.2 TAX AND COMMISSION:**

Deductions as stipulated by the relevant provincial or national legislation as laid down from time to time shall be deducted from every gross pool before the calculation of any dividend.

### **2.3 BRACKETED HORSES:**

**2.3.1** Whenever in any race, a trainer has two or more horses carded (including Reserve runners) such horses shall be bracketed or coupled on the Totalisator for the Pick 6, 7, 8 and 9 Pools only.

**2.3.2** Subject to the provisions of these rules, whenever a bracketed horse wins a race, all the horses in the bracket shall qualify for the purpose of the calculation and payment of Pick 6, 7, 8 and 9 dividends.

**2.3.3** In the event of one or more horses within a bracket being scratched such horse/s shall be substituted with the highest placed horse in the order of finish of either:

**2.3.3.1** the totalisator favourite or

**2.3.3.2** the remaining horse/s within the bracket.

**2.3.4** The change in the trainer of a horse after the printing of the race card shall not be recognised for the purpose of bracketing of horses.

### **2.4 REFUNDS FOR HORSERACING BETS:**

**2.4.1** Whenever a horse is withdrawn from a race before or after coming under starter's orders, or if one or more of the starting gates do not open, thus preventing a fair start; the horse shall be deemed to be scratched and the money wagered on such horse in any Win, Place, Exacta, Quartet, Swinger, Trifecta pool shall, subject to the provisions of these rules, be refundable to the

customer. If for any reason whatsoever an event or contingency is abandoned or cancelled, a full refund of the total stake wagered shall be made provided that:

**2.4.1.1** A refund shall only be made on presentation of a valid ticket bearing the number of the scratched horse.

**2.4.1.2** No refund shall be made in respect of any Double, Place Accumulator, Pick 3, Pick 4 (jackpot), Pick 6, 7, 8 or 9 ticket except where a race meeting is cancelled or abandoned before the first leg of a Double, Pick 3 or either the first or second leg of the Place Accumulator, Pick 4 (jackpot), Pick 6, 7, 8 or 9 as the case may be.

#### **2.4.2** Change of venue or track

Where the venue of a race or track is changed from that originally advertised, the bets shall stand and pools carried over. Refunds shall be entertained on customer request, unless the race is abandoned, in which case the provisions of rule 2.4.1 shall apply.

#### **2.4.3** Postponement of an event

Where a race advertised to be run on a certain date is postponed to any future date –

**2.4.3.1** within 48 hours after the original advertised date at the same venue, the bet shall stand.

**2.4.3.2** more than 48 hours after its initial scheduling, the race shall be deemed to have been abandoned for betting purposes and the provisions of rule 2.4.1 shall apply.

**2.4.3.2** However, the Operator may, at any time within the period mentioned above, abandon the race and provisions of rule 2.4.1 shall apply

### **2.5 DIVIDENDS:**

**2.5.1** All unit bet dividends shall be calculated to the completed R0-10 and any balance remaining after such calculation shall accrue to and become the property of the Operator as the case maybe.

**2.5.2** Fractional bet dividends shall be calculated by multiplying the unit bet dividend by the percentage of the unit bet purchased and rounded down to the nearest cent. This resultant dividend is then multiplied by the number of times that the bet is won and rounded down to the nearest R0-10. Any balance remaining shall accrue to the Operator as the case maybe.

### **2.6 LOST OR MUTILATED TICKETS:**

No claim shall be recognised or entertained in respect of a lost or mutilated ticket unless the Operator in its internal control procedures provides otherwise.

### **2.7 PRESCRIPTION:**

**2.7.1** No claim for payment of a dividend or for refund shall be admitted unless made within the period prescribed (in the relevant legislation) of the date of issue of the ticket, unless the Operator in its internal control procedures provides otherwise.

**2.7.2** Monies unclaimed within the prescribed period after the date of issue of a ticket shall be forfeited and accrue to and become the property of the Operator subject to payment of the prescribed tax.

**2.8 PAYMENT OF DIVIDENDS:**

Subject to the provisions of these rules, payment of dividends shall commence as soon as possible after each race or event has been decided, results confirmed and declared "official" or "all clear".

**2.9 OBJECTIONS:**

Whenever an objection against the result of a race has been lodged, any payments shall be made in accordance with the decisions of the race meeting Officials or Stewards.

**2.10 COMPLAINTS:**

No complaint either in regard to the correctness of a ticket, the correctness of change or the payment of a dividend shall be entertained unless it is made before the complainant leaves the teller/Operator's window.

**2.11 MINORS:**

No bet may be made by or on behalf of a minor and no dividend shall be paid to a minor or to anyone on behalf of a minor.

**2.12 LIMITATION OF LIABILITY:**

The Operator or any Steward, Official, Member, Independent Authorised Contractor, Agent or Employee shall not be liable for damages resulting from any breach of contract or any act relating in any way to totalisator betting for which they are responsible either directly, indirectly, vicariously or in any way, and in particular none of the aforementioned shall be liable in damages either directly, indirectly, vicariously or in any other way for loss, destruction or disappearance of any original betting ticket, or for any error made by any of the aforesaid persons, subject to Rule 2.24

**2.13 CLOSING TIMES OF POOLS:**

Bets must either be accepted by the wagering system of the Operator before the stated closing time or when the wagering system closes for the purposes of accepting bets for the particular pool for which the bet is placed. A bet cannot be accepted after the result of the event is known, if a wagering system of the operator erroneously accepts a bet in this circumstance the bet would be refunded.

**2.14 PROHIBITION OF STAFF BETTING:**

No employee, whether permanent or temporary of the Operator is entitled to participate, either directly or indirectly, in any way whatsoever in any totalisator pool or dividend while on duty, subject to the relevant provincial legislation.

**2.15 CONFIDENTIAL:**

Information and details gained with regard to any type of betting transaction are strictly confidential and no employee of the Operator may divulge such information unless in the course of duty.

**2.16 ONUS ON CUSTOMER AND WAIVER OF CLAIM:**

The onus is on the customer to ensure that a bet slip is correctly completed and that the ticket issued corresponds with the selections requested on that bet slip or in the case of a verbal bet that such ticket issued corresponds to the bet called by the said customer or in the case of a telephone bet that the bet called back by the Operator corresponds to the bet called by the said customer. The Operator shall prominently display this requirement at all of its betting outlets.

**2.16.1** The customer shall not have any claim arising out of any error made by the Operator and the customer's failure to comply with the provision of Rule 2.16 and subject to Rule 2.24.

**2.17 ASSISTANCE BY STAFF:**

Staff who offer any advice on betting and/or assistance to customers in the completion of any bet slip or in the issue of any ticket in accordance with these Rules, shall not be liable for failure to comply with the requirements of such customer, nor shall any claim lie against the Operator.

**2.17.1** The Operator likewise is not bound contractually for any default or omission caused by any member of staff dealing with a customer.

**2.18 EQUIPMENT FAILURE:**

In the event of breakdown in any equipment, device or means of communication employed by the Operator for processing bets, the Operator may declare the favourite for the race (based on the dividends at the time of such failure) and such dividend or refund as may be appropriate in the circumstances having regard to the information available.

**2.19 LOG TAPE OR AUDIT FILES:**

**2.19.1** The only admissible evidence to a betting transaction shall be the record of the original transaction contained on the log tape or audit files of the approved wagering system of the Operator.

**2.19.2** In the event of a discrepancy existing between the bet details printed on the ticket issued and the aforementioned logged records the bet details reflected in the records shall prevail, subject to Rule 2.24.

**2.20. MINIMUM GUARANTEED DIVIDENDS:**

There is a minimum guaranteed dividend, for all bet types, equal to the unit of wager as provided for in Chapter 4 except where a dead heat results in more winning combinations than otherwise contemplated. However, the exception shall not apply to runners not affected by the deadheat.

**2.21 MORE THAN 20 RUNNERS:**

Where there is a field in excess of 20 runners, all runners bearing the number 20 and higher are treated as a single runner (bearing the number 20, even if the runner actually bearing the number 20 is scratched), and, notwithstanding the official result, all such runners are deemed to finish in the place that the first of such runners finishes

**2.22 OBLIGATIONS:**

Customers shall be obliged to comply with any laws or conditions pertaining to payment of dividends including the Financial Intelligence Centre Act, 38 of 2001.

**2.23 RULES PERTAINING TO BETTING THROUGH INTERACTIVE WAGERING SYSTEMS, INCLUDING TELEPHONE, ON-LINE, GPRS AND OTHER TECHNOLOGY FACILITATED BETTING:**

**2.23.1** All telephone, on-line, GPRS and other technology facilitated betting transactions are subject to these Rules as amended from time to time.

**2.23.2** A customer must have an active account with the Operator in order to transact through telephone, on-line, GPRS and other technology facilitated betting wagering systems.

**2.23.3 CALLING OF BETS:** After the placing of a bet through a telephone, the Operator or consultant shall orally confirm what he has keyed in and obtain authority from the customer to transmit the bet to the system.

**2.23.4** If the customer does not query or rectify the oral confirmation of the bet he is deemed to have accepted the details as called back by the Operator or consultant as being correct and becomes bound by the call back.

**2.23.5 ALTERATION OF BETS:** No bets may be altered after they have been accepted.

**2.23.6 DIVIDENDS:** shall be credited to the customer's account with the Operator as soon as possible after being declared "Official".

**2.23.7 REFUNDS:** Refunds in respect of scratchings are credited to the customer's account by the Operator at the same time as dividends are paid.

**2.23.8 COMMUNICATION FAILURE-WAIVER OF CLAIMS:** The customer shall not have any claim of any nature against Operator and/or any of its employees arising from a failure to accept his/her bets because of delays caused by a breakdown in the telephone system and/or other telecommunication system for whatever reason.

**2.23.9 SYSTEM UNAVAILABLE:** Bets can only be accepted whilst the approved wagering system is operative.

**2.23.10 RECORDING EQUIPMENT AND WAIVER OF RIGHTS:**

**2.23.10.1** For the protection of the customers all telephone transactions shall be recorded.

**2.23.10.2** The recording shall be retained for a minimum period of 14 days following the race meeting or event, before being erased. In the event of a dispute being lodged the Operator shall retain the recordings until the dispute has been resolved.

**2.23.10.3** Disputes regarding account balances and betting transactions must be made in writing within 14 days of the race meeting or event concerned. The customer shall not have a claim once this period has elapsed and the dispute has not been raised.

**2.23.11 SECURITY:**

**2.23.11.1** The customer's security or personal identification code must prevent unauthorised use of his account and must not be divulged to other parties.

**2.23.11.2** The customer shall immediately notify the Operator should he lose his account details.

**2.23.11.3** No betting transaction or withdrawal from an account is permitted unless the customer provides his security or personal identification code or any detail required by the Operator for verification purposes.

**2.23.12 UNAUTHORISED USE OF ACCOUNT:** The Operator shall not be liable for any loss incurred by a customer due to the unauthorised use of his account.

**2.23.13 TERMINATION OF ACCOUNT:** The Operator shall be entitled to terminate the Operator contract or account with immediate effect at its sole discretion. The customer shall not have any claim of whatsoever nature against Operator arising out of the lawful cancellation of such contract or account other than to claim a refund of the money outstanding to the credit of his account. 8

#### **2.24 DISPUTES:**

Subject to the provisions of applicable provincial or national legislation, gambling or otherwise, the Operator shall decide on any dispute arising in any way whatsoever from the running of the totalisator betting transactions. For this purpose, the Operator shall be entitled to conduct an inquiry, which the complainant shall be obliged to attend, answer questions and be entitled to be heard, make representations and call witnesses.

**2.24.1.** Any dispute that remains unresolved maybe referred to the relevant PLA.

#### **2.25. ACCOUNT WITHDRAWALS:**

Customers shall only be authorised by the Operator to make withdrawals on the effects of their dividend(s) and not their deposits. The only exception to this rule shall be on final closure of the account by the customer.

#### **2.26. OFFICIAL RESULTS:**

The result of a race shall be official when they are declared as such in terms of these rules, that is when the All Clear is declared by the racetrack and the "Official result" is announced by the Operator.

#### **2.27. AVAILABILITY AND BINDING EFFECT OF RULES**

**2.27.1.** These rules shall be published and made available to the customer. It is the responsibility of the customer to make himself or herself familiar with the amendments to these rules.

**2.27.2.** A customer who places bets or claims to have placed bets on the totalisator shall be deemed to have read these rules and to have agreed to be bound by these rules including any other rule(s) or condition (s) which may apply to the event or bet or contingency in question.

#### **2.28. DORMANT ACCOUNT:**

If a customer has not transacted on or made claim on a deposit made into a betting account held with the Operator, the customer will lose claim to this money after a period of three years. This money shall be forfeited by the customer to the Operator and declared as income.

### **3. FRACTIONAL BETTING**

#### **3.1 PURPOSE:**

Fractional betting allows the purchase of a portion of a bet, or a bet a number of times, i.e. a fraction greater than 1.

#### **3.2 APPLICATION:**

Fractional betting is available on the bet types listed in 3.3 and the totalisator Rules applicable to these bet types apply to their use in fractional betting, and are offered from all betting terminals including telephone, on-line, GPRS, and other technology facilitated betting.

### **3.3 METHOD OF PURCHASE:**

Subject to the provisions of Rule 4.2 the following units shall apply: Pick 4 (Jackpot), Pick 6, Place Accumulator, Trifecta, Quartet,

**The Operator must ensure that the wagering system is capable of:**

**3.3.1** Determining the value of the bet by multiplying the horse selection (i.e. number of bets) by the unit of betting for that particular bet type.

**3.3.2** Comparing the amount of money wagered with the value of the bet at the unit of betting as in 3.3.1 above. The resultant percentage is then applied to the unit of betting and rounded down to the nearest cent, thus arriving at the fractional value of each bet unit purchased, i.e. the base unit of betting.

**3.3.3** Multiplying this base unit of betting with the number of bets taken to determine actual cost of bet. This shall be rounded up to the nearest ten cents.

**3.3.4** Adding the difference between the actual cost of the bet and the money paid (rounded up to the next ten cents) to the gross pool for that particular bet type.

**3.3.5** Printing a bet ticket and in addition to the bet details normally printed, showing the percentage of the total bet purchased if less than 100%. If the bet purchased is more than a unit then the ticket shall show the number of times the bet is purchased and any fraction in excess of the whole number shall be shown as a percentage of the unit of betting.

## **4. UNIT OF BETTING & MINIMUM BET LIMITS**

### **4.1. UNIT OF BETTING:**

The unit of betting for each pool is R1-00 with the exceptions of: Soccer 6; Soccer 4; Soccer 2; Rugby 4 and Rugby 2 for which the unit of betting shall be R6-00; the Rugby 5 for which the unit of betting shall be R10-00 the Soccer 10 for which the unit of betting shall be R2-00; the Soccer 13 for which the unit of betting shall be as stipulated by the Host Jurisdiction Rules; the Double for which the unit of betting shall be R10-00; and the Sports Cocktail, for which the unit of betting shall be R10. The Operator may amend the unit of betting on any pool or bet from time to time.

### **4.2. MINIMUM BET:**

The minimum bet on all pools may differ from outlet to outlet and shall be as prescribed by the Operator and amended from time to time. Such minimum bet shall be clearly displayed in each outlet, and these prescribed levels may be subject to review by the Provincial Licensing Authorities from time to time.

**4.2.1** This minimum bet would apply irrespective of whether a bet is accepted at the full unit of betting or accepted at a fraction of a unit of betting in terms of these Rules.

**4.2.2** The minimum bet shall only apply to the total cost in respect of permutation, box and floating banker bets. Examples of these are:

- 600 bet combinations at R0.01 per bet (a fractional bet) shall cost R6-00 and is permitted where the minimum for the outlet is R6-00 or 300 bet combinations at R0.01 per bet (a fractional bet) shall cost R3-00 and is permitted where the minimum for the outlet is R3-00.
- 60 bet combinations at R0.10 per bet (fractional betting) shall cost R6-00 and is permitted where the minimum for the outlet is R6-00 or 30 bet combinations at R0.10 per bet (fractional betting) shall cost R3-00 and is permitted where the minimum for the outlet is R3-00.
- A 3-horse swinger box costing R3-00 shall have to be taken twice where the minimum for the outlet is R6-00.
- A 2-horse exacta boxed costing R2-00 has to be taken 3 times where the minimum for the outlet is R6-00.

**4.2.3** The minimum bet shall apply to each Win, Place, Double, Exacta or Swinger bet taken. If more than one bet is taken at the same time, the minimum shall apply to each bet.

**4.2.4** The minimum each way bet, in effect a win and place bet on the same horse, shall cost R6-00 - in other words a R3-00 win and a R3-00 place bet, where the minimum in the outlet is R6-00.

## **5.1 WIN POOL**

### **5.1.1 PURPOSE:**

The purpose is to select the winner of a specified race.

### **5.1.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

### **5.1.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

### **5.1.4. CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the number of unit bets on the winning horse.

### **5.1.5. DEAD HEAT:**

**5.1.5.1** Notwithstanding the provisions of Rule 5.1.4 whenever two or more horses dead heat the dividend payable shall be calculated in the following manner:

**5.1.5.1.1** The net pool shall be divided into as many equal portions as there are dead heaters and each resultant portion shall then be divided by the number of unit bets wagered on the individual dead heaters.

**5.1.5.2** In the event of there being no winning ticket on one of the dead heaters that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.1.6.

**5.1.6. CARRY FORWARD:**

In the event of there being no ticket on the winning horse the net pool shall be carried forward and added to a net win pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.2 PLACE POOL****5.2.1 PURPOSE:**

The purpose is to select a horse placed first, second, third or fourth in a specified race, subject to the provisions of rule 5.2.3.3.

**5.2.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.2.3. PLACE BETTING:**

Whenever there are -

**5.2.3.1.** Eight to fifteen runners, dividends shall be paid in respect of the horses placed first, second and third.

**5.2.3.2.** Sixteen or more runners, dividends shall be paid in respect of the horses placed first, second, third and fourth.

**5.2.3.3.** The Operators may offer place pools in races with less or more runners than specified in 5.2.3.1 and 5.2.3.2 above. For instance, a place pool may be offered on races with six or seven runners, where dividends will be paid in respect of the horses placed first and second or offer dividends for more than four places in certain circumstances.

**5.2.4 CALCULATION OF DIVIDEND:**

The net pool shall be divided into as many equal portions as there are placed horses in terms of Rule 5.2.3. The portions shall be divided respectively by the number of unit bets on each of the placed horses and the results so obtained shall be the dividend payable subject to the provisions of Rule 5.2.5.

**5.2.5 DEAD HEAT:**

**5.2.5.1.** For the purpose of the calculation of dividends, horses dead heating for first place shall be deemed to have filled the first and second places, horses dead heating for second place to have filled the second and third places, horses dead heating for third to have filled third and fourth places and horses dead heating for fourth to have filled fourth place jointly.

**5.2.5.2.** Whenever a dead heat between two horses results in the payment of more place dividends than is provided for in Rule 5.2.3, the dividends payable shall be calculated as follows:

**5.2.5.2.1.** the net pool shall be divided into so many equal portions as, but for the dead heat, there would have been places in terms of Rule 5.2.3.

**5.2.5.2.2.** the dividends on the horses not involved in the dead heat shall be calculated as provided for in Rule 5.2.4.

**5.2.5.2.3.** The remaining portion shall be divided into two equal parts, which shall respectively be divided by the number of unit bets on each of the horses in the dead heat.

**5.2.5.3.** Should there be three horses in a dead heat, the dividends payable in respect of the dead heating horses shall be calculated as provided for in Rule 5.2.5.2 save that the money available for distribution among holders of tickets on the dead heating horses shall be divided into three equal parts.

**5.2.6 CARRY FORWARD:**

In the event of there being no ticket on any of the placed horses, the net pool shall be carried forward and added to a net place pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.3 EXACTA POOL**

**5.3.1 PURPOSE:**

The purpose of the Exacta is to select two horses to finish first and second in that order in a race designated in the official race card as an Exacta Pool race.

**5.3.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.3.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

**5.3.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the number of unit bets on the winning horse combinations.

**5.3.5 DEAD HEAT:**

Notwithstanding the provisions of Rule 5.3.4 whenever two or more horses' dead heat the dividends payable shall be calculated in the following manner:

**5.3.5.1** The net pool shall be divided into as many equal portions as there are possible dead heat combinations and each resultant portion shall then be divided by the number of unit bets wagered on those winning combinations. Provided further that should there be no unit bets on any of the possible winning combinations, that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.3.6.

**5.3.6 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations the net pool shall be carried forward and added to a net exacta pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

## **5.4 SWINGER POOL**

### **5.4.1 PURPOSE:**

The purpose of the swinger is to select any two horses finishing in the first three places irrespective of the order in which they finish in a race designated in the official race card as a Swinger pool race.

### **5.4.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

### **5.4.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

### **5.4.4 CALCULATION OF DIVIDENDS:**

The net pool shall be divided into equal parts and the parts respectively divided by the number of unit bets on any two of the first three horses, namely:

**5.4.4.1** The first and second placed horses or;

**5.4.4.2** The first and third placed horses or;

**5.4.4.3** The second and third placed horses.

### **5.4.5 DEAD HEAT:**

**5.4.5.1** For the purpose of the calculation of dividends in the case of a dead heat:

**5.4.5.1.1** Between two horses for the first place, they shall be deemed to have filled first and second places.

**5.4.5.1.2** Between three horses for the first place, they shall be deemed to have filled first, second and third places.

**5.4.5.1.3** Between two horses for second place, they shall be deemed to have filled second and third places.

**5.4.5.2** Where three horses dead heat for second place the winning combinations shall be the first horse coupled with any one of the dead heaters and a coupling of any two of the dead heaters.

**5.4.5.3** Where there is a dead heat between two or more horses for third place the winning combinations shall be the first horse coupled with the second horse, the first horse coupled with any one of the dead heaters and the second horse coupled with any one of the dead heaters.

**5.4.5.4** Notwithstanding the provisions of Rule 5.4.4, whenever Rule 5.4.5.2 applies, the dividends shall be calculated by dividing the net pool into as many parts as there are winning combinations and the parts respectively by the number of unit bets on each such combination.

**5.4.5.5** Notwithstanding the provisions of Rule 5.4.4, whenever Rule 5.4.5.3 applies, the dividends shall be calculated in the following manner:

**5.4.5.5.1** One third of the net pool shall be divided by the number of unit bets on the first and second placed horses.

**5.4.5.5.2** The balance of the net pool shall be divided into as many parts as there are winning combinations and the parts respectively by the number of unit bets on each such combination.

#### **5.4.6 REDUCTION OF RUNNERS:**

**5.4.6.1** In the event of a designated swinger pool race being reduced to only 4 or 5 runners, dividends shall be paid in respect of horses placed FIRST and SECOND only, irrespective of the order in which they finish.

**5.4.6.2** In the event of a designated swinger pool race being reduced to less than 4 runners, the swinger pool shall be abandoned and refunded to customers.

#### **5.4.7 CARRY FORWARD:**

In the event of there being no ticket on the winning combinations, the net pool shall be carried forward and added to a net swinger pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of original pool.

### **5.5 DOUBLE POOL**

#### **5.5.1 PURPOSE:**

The purpose of the double is to select the first horse in each of the legs, as defined in Rule 1.12, constituting the double and shall operate on any two races designated in the official race card as a double pool.

#### **5.5.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

#### **5.5.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply.

#### **5.5.4 CALCULATION OF DIVIDENDS:**

The dividend shall be calculated by dividing the net pool by the number of unit bets on the winning combinations.

#### **5.5.5 DEAD HEAT:**

In the event of two or more horses dead heating for first place in either leg, the net pool shall be divided into as many parts as there are dead heaters and the parts respectively divided by the number of unit bets selecting any dead heater with the horse placed first in the other leg. Provided that should any horse in a dead heat not be selected with the winning horse in the other leg, that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.5.8.

#### **5.5.6 SECOND LEG ABANDONED:**

Where for any reason the 2nd leg is abandoned after the running of the 1st leg, the net pool shall be distributed to: -

**5.5.6.1** Holders of tickets bearing the number of the winner of the first leg.

**5.5.6.2** In the event of a dead heat for the first place the net pool shall be divided into as many parts as there are dead heaters and each part shall be distributed among the holders of tickets bearing the number of one of the dead heaters respectively.

#### **5.5.7 SCRATCHINGS:**

**5.5.7.1** Where a horse is withdrawn from the first leg of a double or from the second leg prior to the running of the first leg, the horse shall be deemed to be scratched and the holder of any ticket on which such horse has been selected shall receive a refund on all combinations affected by the scratching.

**5.5.7.2** Where a horse is withdrawn from the second leg of a double after the first leg has been decided; the horse shall be deemed to be scratched and shall be substituted with the tote favourite only on double tickets bearing the number of the winner in the first leg and the number of the scratched horse in the second leg.

**5.5.7.3** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.5.7.2 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.5.7.4** In the event of joint totalisator favourites dead heating for 1st place, a scratched horse to be substituted in terms of Rule 5.5.7.2 shall be substituted with the joint totalisator favourite bearing the lower race card number.

#### **5.5.8 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net double pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

### **5.6 TRIFECTA POOL**

#### **5.6.1 PURPOSE:**

The purpose of the Trifecta is to select three horses to finish first, second and third in that order in a race designated in the official race card as a Trifecta Pool race and shall operate where there are three or more runners.

#### **5.6.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

#### **5.6.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

#### **5.6.4 TYPES OF ENTRY:**

There shall be 5 types of entry, namely:

**5.6.4.1** A single entry where only 3 horses must be selected to finish in the exact order of selection.

**5.6.4.2** A box entry where three or more horses may be selected to finish in the first three positions, irrespective of their order.

**5.6.4.3** A Single Floating Banker Entry where one horse must be selected to run either first, second or third with three or more horses selected to fill the remaining two positions.

**5.6.4.4** A Double Floating Banker Entry where two horses must be selected to fill any two of the first three positions with two or more horses selected to fill the remaining position.

**5.6.4.5** A Multiple Entry where one or more horses must be selected for each of the first three positions.

#### **5.6.5 CALCULATION OF DIVIDEND:**

**5.6.5.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.6.5.2** In the event that there are no full unit winning bets on a Trifecta pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be either carried over in terms of Rule 5.6.9 or apportioned in terms of Rule 5.6.6.2.

#### **5.6.6 DEAD HEAT:**

Notwithstanding the provisions of Rule 5.6.5, whenever two or more horses dead heat, the dividend payable shall be calculated in the following manner:

**5.6.6.1** In the event of a dead heat resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.6.6.2** In the event of a dead heat for the First place between two horses they shall be deemed to have run First and Second, Second and First. There shall therefore be two winning combinations. Should three or more horses dead heat for First place there shall be as many winning combinations as there are possible combinations.

**5.6.6.3** In the event of a dead heat for Second place between two horses they shall be deemed to have run Second and Third, Third and Second. There shall therefore be two winning combinations. Should three or more horses dead heat for Second place there shall be as many winning combinations as there are possible combinations.

**5.6.6.4** In the event of two or more horses dead heating for Third place there shall be as many winning combinations as there are dead heaters.

**5.6.6.5** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.6.6.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.6.9.

#### **5.6.7 LESS THAN THREE RUNNERS FINISHING:**

In the event of three or more horses starting a race and less than three horses finishing the race for any reason whatsoever, a dividend shall be declared on the first and second placed horses with the field as the third place, or if only one horse finishes, a dividend shall be declared on that horse with the field for second place and the field for third place.

**5.6.8 REFUNDS:**

**5.6.8.1** In the event of a selected horse being scratched, a refund of the money wagered, relating to that horse shall be made.

**5.6.8.2** In the event of a Trifecta pool race being cancelled or abandoned for any reason whatsoever a full refund shall be made.

**5.6.9 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net trifecta pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.7 QUARTET POOL****5.7.1 PURPOSE:**

The purpose of the Quartet is to select four horses to finish first, second, third and fourth in that order in a race designated in the official race card as a Quartet Pool race and shall operate where there are four or more runners.

**5.7.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.7.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

**5.7.4 TYPES OF ENTRY:**

There shall be 6 types of entry, namely:

**5.7.4.1** A Single Entry where only 4 horses must be selected to finish in the exact order of selection;

**5.7.4.2** A Box Entry where four or more horses may be selected to finish in the first four positions, irrespective of their order;

**5.7.4.3** A Single Floating Banker Entry where one horse must be selected to run either first, second, third or fourth with four or more horses selected to fill the remaining three positions;

**5.7.4.4** A Double Floating Banker Entry where two horses must be selected to fill any two of the first four positions with three or more horses selected to fill the remaining two positions;

**5.7.4.5** A Triple Floating Banker Entry where three horses must be selected to fill any three of the first four positions with two or more horses selected to fill the remaining position;

**5.7.4.6** A Multiple Entry where one or more horses must be selected for each of the first four positions.

**5.7.5 CALCULATION OF DIVIDEND:**

**5.7.5.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.7.5.2** In the event that there are no full unit winning bets on a Quartet pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be either carried over in terms of Rule 5.7.9 or apportioned in terms of Rule 5.7.6.2.

**5.7.6 DEAD HEAT:**

Notwithstanding the provisions of Rule 5.7.5, whenever two or more horses dead heat the dividend payable shall be calculated in the following manner:

**5.7.6.1** In the event of a dead heat resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.7.6.2** In the event of a dead heat for the First place between two horses they shall be deemed to have run First and Second, Second and First. There shall therefore be two winning combinations. Should three or more horses dead heat for First place there shall be as many winning combinations as there are possible combinations.

**5.7.6.3** In the event of a dead heat for Second place between two horses they shall be deemed to have run Second and Third, Third and Second. There shall therefore be two winning combinations. Should three or more horse dead heat for Second place there shall be as many winning combinations as there are possible combinations.

**5.7.6.4** In the event of two or more horses dead heating for Third place they shall be deemed to have run Third and Fourth, Fourth and Third. There shall therefore be two winning combinations. Should three or more horses dead heat for Third place there shall be as many winning combinations as there are possible combinations.

**5.7.6.5** In the event of two or more horses dead heating for Fourth place there shall be as many winning combinations as there are dead heaters.

**5.7.6.6** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.7.6.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.7.9.

**5.7.7 LESS THAN FOUR RUNNERS FINISHING:**

In the event of four or more horses starting a race and less than four horses finishing the race for any reason whatsoever, a dividend shall be declared on the placed horses completing the race with the field in the other unfilled position/s.

**5.7.8 REFUNDS:**

**5.7.8.1** In the event of a selected horse being scratched a refund of the money wagered, relating to that horse shall be made.

**5.7.8.2** In the event of a Quartet pool race being cancelled or abandoned for any reason whatsoever a full refund shall be made.

**5.7.9 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net quartet pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.8 PICK 3 POOL****5.8.1 PURPOSE:**

The purpose of the Pick 3 is to select the winners of each of the legs constituting a Pick 3 as designated in the official race card.

**5.8.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

**5.8.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to a Pick 3.

**5.8.4 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded. Rule 5.8.5 applies to scratchings.

**5.8.5 SCRATCHINGS:**

**5.8.5.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg.

**5.8.5.2** No refunds shall be given in respect of scratched horses.

**5.8.5.3** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.8.5.1 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.8.5.4** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.8.5.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

**5.8.6 CALCULATION OF DIVIDEND:**

**5.8.6.1** The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

**5.8.7 ABANDONED OR CANCELLED LEGS:**

If for any reason whatsoever a Pick 3 race is abandoned or cancelled the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 3 which were duly decided provided that if there is no unit bet on the winning combinations, the provisions of Rule 5.8.10 shall apply.

**5.8.7.1** All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

**5.8.8 REFUNDS:**

No refunds shall be made in respect of any Pick 3 tickets, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of a Pick 3 pool. No refunds shall be made in respect of any pool carried forward.

**5.8.9 DEAD HEAT:**

**5.8.9.1** In the event of a dead heat between two or more horses in any leg for the first place in a Pick 3 Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.8.9.2** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.8.9.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.8.10.

**5.8.10 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 3 pool selected at the sole discretion of the Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.9 PICK 4 POOL (JACKPOT)****5.9.1 PURPOSE:**

The purpose of the Pick 4 (Jackpot) is to select the winners of each of the legs constituting the Pick 4 (Jackpot) as designated in the official race card.

**5.9.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.9.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to the Pick 4 (Jackpot) Pool.

**5.9.4 FIRST TIMER RULE:**

The first timer Rule shall not apply to the Pick 4 (Jackpot) Pool.

**5.9.5 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded.

**5.9.6 SCRATCHINGS:**

**5.9.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg.

**5.9.6.2** No refunds shall be given in respect of scratched horses.

**5.9.6.3** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.9.6.1 shall be substituted with the joint totalisator favourite which is highest placed in the order of finishing of that race.

**5.9.6.4** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.9.6.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

#### **5.9.7 CALCULATION OF DIVIDEND:**

**5.9.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.9.7.2** In the event that there are no full unit winning bets on a Pick 4 (Jackpot) pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.9.11 or apportioned in terms of Rule 5.9.10.3.

#### **5.9.8 ABANDONED OR CANCELLED LEGS:**

If for any reason whatsoever a Pick 4 (Jackpot) race is abandoned or cancelled the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 4 (Jackpot) which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.9.7.2, the provisions of Rule 5.9.11 shall apply.

All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

#### **5.9.9 REFUNDS:**

No refunds shall be made in respect of any Pick 4 (Jackpot) ticket, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of the Pick 4 (Jackpot) pool. No refunds shall be made in respect of any pool carried forward.

#### **5.9.10 DEAD HEAT:**

**5.9.10.1** In the event of a dead heat between two or more horses in any leg for the first place in the Pick 4 (Jackpot) Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.9.10.2** In the event of a dead heat between two or more bracketed horses and another horse in any leg for the first place in the Pick 4 (Jackpot) pool resulting in more than one winning combination, the net pool shall be divided into as many portions as there are winning combinations resulting from the number of dead heating horses. The portions of the net pool pertaining to the bracketed horses shall then be combined and a dividend for the total number of tickets on the bracketed horses shall be declared.

**5.9.10.3** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.9.10.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.9.11.

**5.9.11 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 4 (Jackpot) pool selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool.

**5.10 PICK 6 POOL****5.10.1 PURPOSE:**

The purpose of the Pick 6 is to select the winners of each of the legs constituting the Pick 6, as designated in the official race card.

**5.10.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.10.3 BRACKETING OF HORSES:**

The bracketing of horses shall apply to the Pick 6 pool, except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case the bracketing of horses shall not apply.

**5.10.4 FIRST TIMER RULE:**

If a horse that has not raced before wins a leg of the Pick 6 the first horse to finish of those in the race that have raced before shall also qualify as a winner in the Pick 6 except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case this first timer Rule shall not apply.

**5.10.5 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded. Rule 2.3 applies in regard to bracketed horses and Rule 5.10.6 applies to scratching's.

**5.10.6 SCRATCHINGS:**

**5.10.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg. Provided further that in the event of one or more horses within a bracket being scratched from any leg, the holder of any ticket on which such horse/s has/have been selected, shall be deemed to have selected the highest placed horse in the order of finish in such leg of either:

**5.10.6.1.1** The totalisator favourite or

**5.10.6.1.2** the remaining horse/s within the bracket

**5.10.6.2** No refunds shall be given in respect of scratched horses.

**5.10.6.3** In Pick 6 betting, if a horse in a bracket is the tote favourite, as determined in Rule 1.25, all the horses within the bracket shall be deemed to be the tote favourite for the purpose of determining the substitution, in the event of a scratching.

**5.10.6.4** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.10.6.1 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.10.6.5** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.10.6.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

**5.10.6.6** In the event of the totalisator favourite and a horse within a bracket dead heating for first place, a scratched horse to be substituted in terms of 5.10.6.1 shall be substituted with the horse within that bracket.

#### **5.10.7 CALCULATION OF DIVIDEND:**

**5.10.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.10.7.2** In the event that there are no full unit winning bets on a Pick 6 pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.10.11 or apportioned in terms of Rule 5.10.10.3.

#### **5.10.8 ABANDONED OR CANCELLED LEGS:**

If, for any reason whatsoever, a Pick 6 race is abandoned or cancelled, the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 6 which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.10.7.2, the provision of Rule 5.10.11 shall apply. All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

#### **5.10.9 REFUNDS:**

No refunds shall be made in respect of any Pick 6 ticket, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of the Pick 6 pool. No refund shall be made in respect of any pool carried forward.

#### **5.10.10 DEAD HEAT:**

**5.10.10.1** In the event of a dead heat between two or more horses in any leg for the first place in the Pick 6 Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.10.10.2** In the event of a dead heat between two or more bracketed horses and another horse in any leg for the first place in the Pick 6 pool resulting in more than one winning combination, the net pool shall be divided into as many portions as there are winning combinations resulting from the number of dead heating horses. The portions of the net pool pertaining to the bracketed horses shall then be combined and a dividend for the total number of tickets on the bracketed horses shall be declared.

**5.10.10.3** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.10.10.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.10.11.

**5.10.11 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 6 pool selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool.

**5.11 PICK 7 POOL****5.11.1 PURPOSE:**

The purpose of the Pick 7 is to select the winners of each of the legs constituting the Pick 7, as designated in the official race card.

**5.11.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.11.3 BRACKETING OF HORSES:**

The bracketing of horses shall apply to the Pick 7 pool, except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case the bracketing of horses shall not apply.

**5.11.4 FIRST TIMER RULE:**

If a horse that has not raced before wins a leg of the Pick 7 the first horse to finish of those in the race that have raced before shall also qualify as a winner in the Pick 7 except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case this first timer Rule shall not apply.

**5.11.5 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded. Rule 2.3 applies in regard to bracketed horses and Rule 5.11.6 applies to scratching's.

**5.11.6 SCRATCHINGS:**

**5.11.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg. Provided further that in the event of one or more horses within a bracket being scratched from any leg, the holder of any ticket on which such horse/s has/have been selected, shall be deemed to have selected the highest placed horse in the order of finish in such leg of either:

**5.11.6.1.1** The totalisator favourite or

**5.11.6.1.2** the remaining horse/s within the bracket

**5.11.6.2** No refunds shall be given in respect of scratched horses.

**5.11.6.3** In Pick 7 betting, if a horse in a bracket is the tote favourite, as determined in Rule 1.25, all the horses within the bracket shall be deemed to be the tote favourite for the purpose of determining the substitution, in the event of a scratching.

**5.11.6.4** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.11.6.1 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.11.6.5** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.11.6.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

**5.11.6.6** In the event of the totalisator favourite and a horse within a bracket dead heating for first place, a scratched horse to be substituted in terms of 5.11.6.1 shall be substituted with the horse within that bracket.

#### **5.11.7 CALCULATION OF DIVIDEND:**

**5.11.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.11.7.2** In the event that there are no full unit winning bets on a Pick 7 pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.11.11 or apportioned in terms of Rule 5.11.10.3.

#### **5.11.8 ABANDONED OR CANCELLED LEGS:**

If, for any reason whatsoever, a Pick 7 race is abandoned or cancelled, the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 7 which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.11.7.2, the provision of Rule 5.11.11 shall apply. All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

#### **5.11.9 REFUNDS:**

No refunds shall be made in respect of any Pick 7 ticket, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of the Pick 7 pool. No refund shall be made in respect of any pool carried forward.

#### **5.11.10 DEAD HEAT:**

**5.11.10.1** In the event of a dead heat between two or more horses in any leg for the first place in the Pick 7 Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.11.10.2** In the event of a dead heat between two or more bracketed horses and another horse in any leg for the first place in the Pick 7 pool resulting in more than one winning combination, the net pool shall be divided into as many portions as there are winning combinations resulting from the number of dead heating horses. The portions of the net pool pertaining to the bracketed horses shall then be combined and a dividend for the total number of tickets on the bracketed horses shall be declared.

**5.11.10.3** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.11.10.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.11.11.

**5.11.11 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 7 pool selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool.

**5.12 PICK 8 POOL****5.12.1 PURPOSE:**

The purpose of the Pick 8 is to select the winners of each of the legs constituting the Pick 8, as designated in the official race card.

**5.12.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.12.3 BRACKETING OF HORSES:**

The bracketing of horses shall apply to the Pick 8 pool, except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case the bracketing of horses shall not apply.

**5.12.4 FIRST TIMER RULE:**

If a horse that has not raced before wins a leg of the Pick 8 the first horse to finish of those in the race that have raced before shall also qualify as a winner in the Pick 8 except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case this first timer Rule shall not apply.

**5.12.5 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded. Rule 2.3 applies in regard to bracketed horses and Rule 5.12.6 applies to scratchings.

**5.12.6 SCRATCHINGS:**

**5.12.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg. Provided further that in the event of one or more horses within a bracket being scratched from any leg, the holder of any ticket on which such horse/s has/have been selected, shall be deemed to have selected the highest placed horse in the order of finish in such leg of either:

**5.12.6.1.1** The totalisator favourite or

**5.12.6.1.2** the remaining horse/s within the bracket

**5.12.6.2** No refunds shall be given in respect of scratched horses.

**5.12.6.3** In Pick 8 betting, if a horse in a bracket is the tote favourite, as determined in Rule 1.25, all the horses within the bracket shall be deemed to be the tote favourite for the purpose of determining the substitution, in the event of a scratching.

**5.12.6.4** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.12.6.1 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.12.6.5** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.12.6.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

**5.12.6.6** In the event of the totalisator favourite and a horse within a bracket dead heating for first place, a scratched horse to be substituted in terms of 5.12.6.1 shall be substituted with the horse within that bracket.

#### **5.12.7 CALCULATION OF DIVIDEND:**

**5.12.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.12.7.2** In the event that there are no full unit winning bets on a Pick 8 pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.12.11 or apportioned in terms of Rule 5.12.10.3.

#### **5.12.8 ABANDONED OR CANCELLED LEGS:**

If, for any reason whatsoever, a Pick 8 race is abandoned or cancelled, the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 8 which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.12.7.2, the provision of Rule 5.12.11 shall apply. All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

#### **5.12.9 REFUNDS:**

No refunds shall be made in respect of any Pick 8 ticket, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of the Pick 8 pool. No refund shall be made in respect of any pool carried forward.

#### **5.12.10 DEAD HEAT:**

**5.12.10.1** In the event of a dead heat between two or more horses in any leg for the first place in the Pick 8 Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.12.10.2** In the event of a dead heat between two or more bracketed horses and another horse in any leg for the first place in the Pick 8 pool resulting in more than one winning combination, the net pool shall be divided into as many portions as there are winning combinations resulting from the number of dead heating horses. The portions of the net pool pertaining to the bracketed horses shall then be combined and a dividend for the total number of tickets on the bracketed horses shall be declared.

**5.12.10.3** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.12.10.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.12.11.

#### **5.12.11 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 8 pool selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool.

## **5.13 PICK 9 POOL**

### **5.13.1 PURPOSE:**

The purpose of the Pick 9 is to select the winners of each of the legs constituting the Pick 9, as designated in the official race card.

### **5.13.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

### **5.13.3 BRACKETING OF HORSES:**

The bracketing of horses shall apply to the Pick 9 pool, except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case the bracketing of horses shall not apply.

### **5.13.4 FIRST TIMER RULE:**

If a horse that has not raced before wins a leg of the Pick 9 the first horse to finish of those in the race that have raced before shall also qualify as a winner in the Pick 9 except in instances where the pool is offered on race meetings held outside the Republic of South Africa, in which case this first timer Rule shall not apply.

### **5.13.5 RESERVE RUNNER:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded. Rule 2.3 applies in regard to bracketed horses and Rule 5.13.6 applies to scratching's.

### **5.13.6 SCRATCHINGS:**

**5.13.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the totalisator favourite in such leg. Provided further that in the event of one or more horses within a bracket being scratched from any leg, the holder of any ticket on which such horse/s has/have been selected, shall be deemed to have selected the highest placed horse in the order of finish in such leg of either:

**5.13.6.1.1** The totalisator favourite or

**5.13.6.1.2** the remaining horse/s within the bracket

**5.13.6.2** No refunds shall be given in respect of scratched horses.

**5.13.6.3** In Pick 9 betting, if a horse in a bracket is the tote favourite, as determined in Rule 1.25, all the horses within the bracket shall be deemed to be the tote favourite for the purpose of determining the substitution, in the event of a scratching.

**5.13.6.4** In the event of joint totalisator favourites being declared in a particular race, a scratched horse to be substituted by the totalisator favourite in terms of Rule 5.13.6.1 shall be substituted with the joint totalisator favourite, which is highest placed in the order of finishing of that race.

**5.13.6.5** In the event of joint totalisator favourites dead heating for first place, a scratched horse to be substituted in terms of Rule 5.13.6.1 shall be substituted with the joint totalisator favourite bearing the lower race card number.

**5.13.6.6** In the event of the totalisator favourite and a horse within a bracket dead heating for first place, a scratched horse to be substituted in terms of 5.13.6.1 shall be substituted with the horse within that bracket.

#### **5.13.7 CALCULATION OF DIVIDEND:**

**5.13.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination/s.

**5.13.7.2** In the event that there are no full unit winning bets on a Pick 9 pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.13.11 or apportioned in terms of Rule 5.13.10.3.

#### **5.13.8 ABANDONED OR CANCELLED LEGS:**

If, for any reason whatsoever, a Pick 9 race is abandoned or cancelled, the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Pick 9 which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.13.7.2, the provision of Rule 5.13.11 shall apply. All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

#### **5.13.9 REFUNDS:**

No refunds shall be made in respect of any Pick 9 ticket, except in instances where a race meeting is cancelled or abandoned before either the first or second leg of the Pick 9 pool. No refund shall be made in respect of any pool carried forward.

#### **5.13.10 DEAD HEAT:**

**5.13.10.1** In the event of a dead heat between two or more horses in any leg for the first place in the Pick 9 Pool resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**5.13.10.2** In the event of a dead heat between two or more bracketed horses and another horse in any leg for the first place in the Pick 9 pool resulting in more than one winning combination, the net pool shall be divided into as many portions as there are winning combinations resulting from the number of dead heating horses. The portions of the net pool pertaining to the bracketed horses shall then be combined and a dividend for the total number of tickets on the bracketed horses shall be declared.

**5.13.10.3** Should there be no unit bets on one or more of the winning combinations as provided for under Rule 5.13.10.1 that portion of the net pool shall be carried forward and dealt with in terms of Rule 5.13.11.

#### **5.13.11 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net Pick 9 pool selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool.

## **5.14 PLACE ACCUMULATOR POOL**

### **5.14.1 PURPOSE:**

The purpose of the Place Accumulator is to select a placed horse placed first, second or third in each of the legs constituting the Place Accumulator as designated in the official race card.

### **5.14.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

### **5.14.3 BRACKETING OF HORSES:**

The bracketing of horses shall not apply to the Place Accumulator pool.

### **5.14.4 LIMITATION OF PLACE ACCUMULATOR BETTING:**

The number of placed horses applicable to the Place Accumulator Pool shall be three, regardless of the number of carded horses/runners.

### **5.14.5 RESERVE RUNNERS:**

The carded number of any Reserve runner replacing a scratched horse remains unaltered and consequently field selections should include all horses carded.

### **5.14.6 SCRATCHINGS:**

**5.14.6.1** If any horse is scratched from any leg the holder of any ticket on which such horse has been selected, shall be deemed to have selected the tote favourite in such leg.

**5.14.6.2** No refunds shall be given in respect of scratched horses.

### **5.14.7 CALCULATION OF DIVIDEND:**

**5.14.7.1** The dividend shall be determined by dividing the net pool by the total number of unit and fractional unit bets on the winning combination /s.

**5.14.7.2** In the event that there are no full unit winning bets on a Place Accumulator pool, and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend shall be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, shall be carried over in terms of Rule 5.14.11.

### **5.14.8 ABANDONED OR CANCELLED LEGS:**

If for any reason whatsoever a Place Accumulator race is abandoned or cancelled the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Place Accumulator which were duly decided provided that if there is no unit bet on the winning combinations, read in conjunction with Rule 5.14.7.2, the provisions of Rule 5.14.11 shall apply.

All selections in any abandoned or cancelled legs shall be deemed to be winning selections.

**5.14.9 REFUNDS:**

No refunds shall be made in respect of any Place Accumulator ticket, except in instances where a race meeting is cancelled or abandoned before the first or second leg of the Place Accumulator pool. No refunds shall be made in respect of any pool carried forward.

**5.14.10 DEAD HEAT:**

In the event of a dead heat between two or more horses for any place in the Place Accumulator, all such horses shall be deemed to have filled that place and following places within the ambit of Rule 5.14.4.

**5.14.11 CARRY FORWARD:**

In the event of there being no winning ticket on a Place Accumulator Pool, the net pool shall be carried forward and added to a net Place Accumulator Pool selected at the sole discretion of Operator's Management, provided that such carry forward is made within one month of the original pool.

**5.15 ALL-TO-COME POOL****5.15.1 PURPOSE:**

**5.15.1.1.** The purpose of the All-To-Come bet is to select a runner, which qualifies for a dividend in respect of the pool in each of the legs of the All-To-Come bet selected, that is on one or more pools on several races, and the selected bets are printed on a single ticket.

**5.15.1.2.** All-To-Come bets will apply to the WIN or PLACE pools and the general rules applicable to those pools shall apply to the All-To-Come betting.

**5.15.1.3.** The pool type may not be common to all legs of the All-To-Come bet and the bet shall consist of not less than two and not more than six legs, all of which must be from the same race meeting. All legs must be selected in ascending order, but need not be consecutive.

**5.15.1.4.** If a selected race is abandoned or a selected runner is scratched, then the All-To-Come bet continues as if that leg had not been selected and any reinvestments from the previous leg, or legs, shall be carried forward to the next selected leg(s) if any remain. For a single leg bet or the terminating leg of an All-To-Come bet, the amount due for investment in that leg, shall be paid as a dividend.

**5.15.1.5.** Proceeds are only invested once the results are made official. If for any reason there is a delay in the declaration of official results on a preceding leg, and pools are closed for the current leg, investments from the preceding race will not be invested in such leg and will be invested on further legs if applicable.

**5.15.1.6.** The operators may prescribe the maximum reinvestment on any single or more selections, in which case any amount in excess of the prescribed limit shall be held back and treated as a dividend due, regardless of the results of any subsequent leg(s).

**5.15.2 UNIT OF BETTING AND MINIMUM BET:**

The unit of betting shall be as laid down for the **WIN** and **PLACE** pools. Refer to Chapter 4.

**5.15.3. CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the number of unit bets on the winning horse. All the selected legs of an All-To-Come bet must have been run before any dividends accruing to the bet will be paid.

**5.15.4. ABANDONED OR CANCELLED LEGS:**

**5.15.4.1.** Subject to 5.15.5, if a selected race is abandoned or a selected runner is scratched, then the All-To-Come bet continues as if that leg had not been selected and any reinvestments from the previous leg, or legs, shall be carried forward to the next selected leg(s) if any remain. For a single leg bet or the terminating leg of an All-to-Come bet, the amount due for investment in that leg, shall be paid as a dividend.

**5.15.4.2.** If a selected race is, for any reason, run out of the advertised sequence, the selection in such a race will be treated as in rule 5.15.4.1.

**5.15.5. REFUNDS:**

No refunds shall be made in respect of any All-To-Come ticket, except in instances where a race meeting is cancelled or abandoned before the first leg of the All-To-Come pool.

**5.16 SUPERFECTA POOL****5.16.1 PURPOSE:**

The purpose of the Superfecta is to select the first six horses past the post in a race designated as a Superfecta pool race.

**5.16.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4.

**5.16.3. BRACKETING OF HORSES:**

The bracketing of horses shall not apply to this pool.

**5.16.4. TYPES OF ENTRY:**

There shall be nine types of entries, namely:

**5.16.4.1.** A Single Entry where only 6 horses must be selected to finish in the exact order of finish.

**5.16.4.2.** A Box Entry where six or more horses may be selected to finish in the first six positions, irrespective of their order.

**5.16.4.3.** A Single Floating Banker Entry where one horse must be selected to run either first, second, third, fourth, fifth or sixth with six or more horses selected to fill the remaining five positions.

**5.16.4.4.** A Double Floating Banker Entry where two horses must be selected to fill any two of the first six positions with five or more horses selected to fill the remaining four positions.

**5.16.4.5.** A Triple Floating Banker Entry where three horses must be selected to fill any three of the first six positions with four or more horses selected to fill the remaining three positions.

**5.16.4.6.** A Quadruple floating banker entry where four horses must be selected to fill any four of the first six positions with three or more horses selected to fill the remaining two positions.

**5.16.4.7.** A Quintuple floating banking entry where five horses must be selected to fill any five of the first six positions with two or more horses selected to fill the remaining position.

**5.16.4.8.** A Multiple Entry where one or more horses must be selected for each of the first six positions.

**5.16.4.9.** A Double Box Entry where three or more horses are boxed to finish first, second and third in any order with three or more other horses boxed to finish fourth, fifth and sixth in any order.

#### **5.16.5. CALCULATION OF DIVIDEND:**

**5.16.5.1.** The dividend shall be determined by dividing the net pool, plus the total of any carried forward pool, by the total number of unit and fractional unit bets on the winning combination/s.

**5.16.5.2.** In the event that there are no full unit winning bets and at the same time, the sum of the percentage of bets purchased of all fractional winners is less than 100% of the unit of betting, then the dividend will be determined for a full unit of betting and the balance of the dividend, i.e. not apportioned to the fractional winners, will be carried over in terms of rule 5.16.10 or apportioned in terms of rule 5.16.7.3.

#### **5.16.7. DEAD HEAT:**

Notwithstanding the provisions of Rule 5.16.5 whenever two or more horses dead heat, the dividend payable will be calculated in the following manner:

**5.16.7.1.** In the event of a dead heat for first, second, third, fourth and fifth, resulting in more than one winning combination of the net pool shall be divided into as many equal portions as there are winning combinations, and each portion shall then be divided by the number of unit and fractional bets on each of the combinations.

**5.16.7.1.1.** In the event of a dead heat for the First place between two horses they will be deemed to have run first and second, second and first. There will therefore be two winning combinations. Should three or more horses dead heat for first place there will be as many winning combinations as there are possible combinations.

**5.16.7.1.2.** In the event of a dead heat for second place between two horses they will be deemed to have run second and third, third and second. There will therefore be two winning combinations. Should three or more horses dead heat for second place there will be as many winning combinations as there are possible combinations.

**5.16.7.1.3.** In the event of a dead heat for third place between two horses they will be deemed to have run third and fourth, fourth and third. There will therefore be two winning combinations. Should three or more horses dead heat for third place there will be as many winning combinations as there are possible combinations.

**5.16.7.1.4.** In the event of a dead heat for the fourth place between two horses they will be deemed to have run fourth and fifth, fifth and fourth. There will therefore be two winning combinations. Should three or more horses dead heat for fourth place there will be as many winning combinations as there are possible combinations.

**5.16.7.1.5.** In the event of a dead heat for fifth place between two horses they will be deemed to have run fifth and sixth, sixth and fifth. There will therefore be two winning combinations. Should three or more horses dead heat for fifth place there will be as many winning combinations as there are possible combinations.

**5.16.7.2.** In the event of a dead heat for sixth place resulting in more than one winning combination of both elements of the Superfecta, the respective portions of the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit and fractional bets on each of the combinations.

**5.16.7.3.** Should there be no unit bets on one or more of the winning combinations as provided for under rule 5.16.7.1 that portion of the net pool shall be carried forward and dealt with in terms of rule 5.16.10.

#### **5.16.8. LESS THAN SIX RUNNERS FINISHING:**

In the event of six or more horses starting a race and less than six horses finishing the race for any reason whatsoever, a dividend will be declared on the placed horses completing the race with the field in the other unfilled position/s.

#### **5.16.9. REFUNDS:**

**5.16.9.1.** In the event of a selected horse being withdrawn a refund of the investment affected by the withdrawal will be made.

**5.16.9.2.** In the event of a Superfecta pool race being cancelled or abandoned for any reason whatsoever a full refund will be made.

#### **5.16.10. CARRY FORWARD:**

In the event of there being no winning combination, the net pool will be carried forward at the Operator's Management's discretion to any Superfecta pool, within 30 days.

### **6.1 SOCCER WIN POOL**

#### **6.1.1 PURPOSE:**

The purpose is to select the winning team and score in a specified soccer match as designated in the official soccer fixtures card for each event. There are 12 possible results for each match viz.

1. Team A to win by 1 goal
2. Team A to win by 2 goals
3. Team A to win by 3 goals
4. Team A to win by 4 or more goals
5. Teams A and B to draw 0-0
6. Teams A and B to draw 1-1
7. Teams A and B to draw 2-2
8. Any other draw
9. Team B to win by 1 goal
10. Team B to win by 2 goals
11. Team B to win by 3 goals
12. Team B to win by 4 or more goals

**6.1.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

**6.1.3 RESULTS**

**6.1.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.1.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.1.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

**6.1.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

**6.1.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as advertised, is not completed by 8 am after the last day on which it was to be played, it shall be treated as an abandonment and all possible result choices/combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

**6.1.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

**6.1.7 CARRY FORWARD:**

Should there be no winning tickets on the winning selection the net pool shall be carried forward and added to a net soccer pool selected at the sole discretion of Operator Management provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

## **6.2 SOCCER 2 POOL**

### **6.2.1 PURPOSE:**

The purpose of the soccer 2 is to select the result of two soccer matches as designated in the official soccer 2 fixtures card for each event. There are six possible results for each match viz.,

1. Team A to win by 1 goal;
2. Team A to win by 2 or more goals;
3. a no score draw (0-0 only);
4. a score draw (example 1-1; 2-2);
5. Team B to win by 1 goal; and
6. Team B to win by 2 or more goals.

### **6.2.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

### **6.2.3 RESULTS**

**6.2.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.2.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.2.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

### **6.2.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

### **6.2.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as advertised, is not completed by 8 am after the last day on which it was to be played, it shall be treated as an abandonment and all possible result choices/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

The Operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

### **6.2.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

### **6.2.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 2 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is

the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

### **6.3 SOCCER 4 POOL**

#### **6.3.1 PURPOSE:**

The purpose of the soccer 4 is to select the result of four soccer matches as designated in the official soccer 4 fixtures card for each event. There are six possible results for each match viz.,

1. Team A to win by 1 goal;
2. Team A to win by 2 or more goals;
3. A no score draw (0-0 only);
4. A score draw (example 1-1; 2-2);
5. Team B to win by 1 goal; and
6. Team B to win by 2 or more goals.

#### **6.3.2 UNIT OF BETTING AND MINIMUM BET:**

R6-00. No fractional betting shall be permitted.

#### **6.3.3 RESULTS**

**6.3.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.3.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.3.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

#### **6.3.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

#### **6.3.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as advertised, is not completed by 8 am after the last day on which it was to be played, it shall be treated as an abandonment and all possible result choices/combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

#### **6.3.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

#### **6.3.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 4 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided

that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

#### **6.4 SOCCER 6 POOL (Fast play option)**

##### **6.4.1 PURPOSE:**

The purpose of the soccer 6 is to select the result of six soccer matches as designated in the official soccer 6 fixtures card for each event. There are three possible results for each match viz.,

1. Team A to win;
2. A draw; and
3. Team B to win.

##### **6.4.2 UNIT OF BETTING AND MINIMUM BET:**

R6-00. No fractional betting shall be permitted.

##### **6.4.3 RESULTS**

**6.4.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.4.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.4.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

##### **6.4.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

##### **6.4.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match, as advertised, is not completed by 8 am after the last day on which it was to be played or completed, it shall be treated as an abandonment and all possible result choices /combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

##### **6.4.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

##### **6.4.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 6 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is

the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

## **6.5 - SOCCER 6 POOL (Classic play option) (HOST JURISDICTION - ISLE OF MANN)**

### **6.5.1 PURPOSE:**

The purpose of the soccer 6 (classic play) is to select the result of six soccer matches as designated in the official soccer 6 fixtures card for each event. There are six possible results for each match via, 1 - Team A to win by 1 goal, 2 - Team A to win by 2 or more goals, 3 – a no score draw (0-0 only), 4 – a score draw (example 1-1; 2-2) 5 - Team B to win by 1 goal and 6 - Team B to win by 2 or more goals.

### **6.5.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

### **6.5.3 RESULTS:**

**6.5.3.1.** All results are based on the score at the end of normal play, including extra time if played, but not penalty shootouts.

**6.5.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.5.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

### **6.5.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

### **6.5.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as advertised, is not completed by 8 am after the last day on which it was to be played, it shall be treated as an abandonment and all possible result choices/combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

### **6.5.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

### **6.5.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 6 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

## **6.6 - SOCCER 10 POOL**

### **6.6.1 PURPOSE:**

The purpose of the soccer 10 is to select the result of ten soccer matches as designated in the official soccer 10 fixtures card for each event. There are three possible results for each match viz.

1. Team A to win;
2. A draw; and
3. Team B to win.

### **6.6.2 UNIT OF BETTING AND MINIMUM BET:**

R2-00. No fractional betting shall be permitted.

### **6.6.3 RESULTS**

**6.6.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.6.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.6.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

### **6.6.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

### **6.6.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match, as advertised, is not completed by 8 am after the last day on which it was to be played or completed, it shall be treated as an abandonment and all possible result choices /combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

### **6.6.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

### **6.6.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 10 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

## **6.7 - SOCCER 13 POOL**

NOTE: Soccer 13 is hosted by Svenska Spel in Sweden and host rules apply

### **6.7.1 PURPOSE:**

The purpose of the soccer 13 is to select the result of thirteen soccer matches as designated in the official soccer 13 fixtures card for each event. There are three possible results for each match viz.

1. Team A to win;
2. A draw; and
3. Team B to win.

### **6.7.2 UNIT OF BETTING AND MINIMUM BET:**

R1-20. No Fractional betting shall be permitted. Unit of betting is subject to exchange rate fluctuations and may vary from time to time at the operator's discretion. Any differences between the unit of betting and the prevailing exchange rate will be allocated to an exchange reserve account.

### **6.7.3 RESULTS**

**6.7.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.7.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources. The operator will not be liable for any errors or misprints as provided by the official sources.

**6.7.3.3.** A special draw to determine the result of a match will take place if:

- a match commences before the start of the pool;
- a match is not concluded by the end of the pool;
- interrupted match.

The result will be drawn from a pool of 16 lots and is a process done by a computer program that makes the draw under supervision of the Swedish Gaming Board. The result will be drawn from a pool consisting of: 10 lots determined by 10 individual expert predictions, 2 lots for Home Win, 2 lots for Draw, and 2 lots for Away Win.

### **6.7.4 CALCULATION OF DIVIDEND:**

In the event there is one winning ticket (13 out of 13 correct) the payout will be from a Guaranteed Fund of R10,000,000-00 (subject to change due to exchange rate fluctuation). Other than in that instance, the Nett pool is split into winning groups as follows:

- 13 out of 13 correct — 40% of Nett pool;
- any 12 out of 13 correct — 15% of Nett pool;
- any 11 out of 13 correct — 12% of Nett pool;
- any 10 out of 13 correct — 25% of Nett pool;
- in addition, 8% of the pool is set aside for the Guaranteed Fund previously mentioned.

**6.7.4.1.** If a winning line is not found in any group other than the first winnings group, that winnings group will be discarded and its winnings total divided equally between the remaining winnings groups in the pool.

**6.7.4.2.** The winnings per line in lower winnings groups must not exceed the winnings per line in higher winnings groups. Surplus sums will be divided equally between the lines in the relevant winnings groups.

**6.7.4.3.** All dividends shall be based on the Host Tote's currency exchange rate as quoted by the operator's principal banker on the day that the dividend is declared.

**6.7.4.4.** The operator reserves the right to delay dividend payments until such time as net money room settlement has been effected between the Host tote and the operator.

#### **6.7.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a game that has not started, is abandoned or postponed and the game is due to be rescheduled for play within 2 days from the initial scheduling of the game the bet is kept open for the game to take place and then the actual result is used before a dividend is declared. If a game is permanently abandoned or postponed until a day beyond the 2 day cut off then a result is determined by the drawing of lots process (refer to 6.6.3.3 above).

#### **6.7.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded. If there is a data communication breakdown to host system, all bets shall be refunded.

#### **6.7.7 CARRY FORWARD:**

If a dividend declared within a specific winnings group is less than R15 (subject to change due to exchange rate fluctuation), that winnings group will be discarded and its winnings total will be carried over to the first winnings group (13 out of 13) in the next week's pool. A carryover will also apply if there is no winner in the 13 out of 13 group in a pool. The winnings total for that group will be discarded and carried over to the first winnings group in the next week's pool.

### **6.8 - SOCCER 1 POOL**

#### **6.8.1 PURPOSE:**

The purpose of the soccer 1 is to select the result of one soccer match as designated in the official soccer 1 fixtures card for each event. There are six possible results for each match viz.,

1. Team A to win by 1 goal;
2. Team A to win by 2 or more goals;
3. A no score draw (0-0 only);
4. A score draw (example 1-1; 2-2);
5. Team B to win by 1 goal; and
6. Team B to win by 2 or more goals.

#### **6.8.2 UNIT OF BETTING AND MINIMUM BET:**

R6-00. No Fractional betting shall be permitted.

#### **6.8.3 RESULTS**

**6.8.3.1.** All results are based on the score at the end of normal 90-minute play, including injury time, but not extra time if played nor penalty shootouts.

**6.8.3.2.** The Operator will declare a dividend based on official results of matches as provided by official sources of all matches, e.g. PSL, Press Association and other designated official sources.

**6.8.3.3.** In the event that a match started earlier than the advertised time, that is, before the close of the pool, and the operator was not in a position to close the pool at the start of such a match, all possible results/combinations will apply as the final result for that purpose and for purposes of calculating a dividend.

#### **6.8.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

#### **6.8.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match, as advertised, is not completed by 8 am after the last day on which it was to be played or completed, it shall be treated as an abandonment and all possible result choices /combinations will apply as the final result for that purpose and for purposes of calculating a dividend. The operator reserves the right to extend the time for a match to be completed if circumstances warrant and provided this does not unduly hamper the declaration of results and dividends.

#### **6.8.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

#### **6.8.7 CARRY FORWARD:**

Should there be no winning tickets on a soccer 1 pool, the net pool shall be carried forward and added to a net soccer pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net soccer pool within one month of the commencement of the new season.

### **7.1 FORMULA 1 MOTOR RACING TRIFECTA**

#### **7.1.1 PURPOSE:**

The purpose of the formula 1 Trifecta is to select three cars to finish first, second and third in that order in an official grand prix race as designated in the official race sheet as a Trifecta pool race. The Trifecta shall operate where there are 3 or more starters.

#### **7.1.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

#### **7.1.3 RESULT:**

The result shall be the podium finish

**7.1.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combinations/s.

**7.1.5 DEAD HEAT:**

Notwithstanding the provisions of Rule 7.1.4 whenever two or more cars dead heat, the dividend payable shall be calculated in the following manner:

**7.1.5.1** In the event of a dead heat resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**7.1.5.2** In the event of a dead heat for the first place between two cars they shall be deemed to have finished first and second and second and first. There shall therefore be two winning combinations. Should three or more cars dead heat for first place there shall be as many winning combinations as there are possible combinations.

**7.1.5.3** In the event of a dead heat for second place between two cars they shall be deemed to have finished second and third and third and second. There shall therefore be two winning combinations. Should three or more cars dead heat for second place there shall be as many winning combinations as there are possible combinations.

**7.1.5.4** In the event of two or more cars dead heating for third place there shall be as many winning combinations as there are dead heaters.

**7.1.6** In the event of three or more cars starting a race and less than three cars finishing a race for any reason whatsoever, a dividend shall be declared on the first and second placed cars with the field as the third place. If only one car finishes, a dividend shall be declared on that car with the field for second place and the field for third place.

**7.1.7** In the event of a selected car being withdrawn before the official start of the race the car shall be deemed to be scratched and a refund of the money wagered, relating to the scratched car shall be made.

**7.1.8** The official start of a race shall be that start that leads to the conclusion of the race and shall not include a start that is retaken, for whatever reason.

**7.1.9 CANCELLED OR ABANDONED RACE:**

In the event of a race being cancelled or abandoned for any reason whatsoever a full refund shall be made.

**7.1.10 CARRY FORWARD:**

Should there be no winning tickets on any of the winning combinations, the net pool shall be carried forward and added to a net formula 1 pool selected at the sole discretion of the Operator's management provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net formula 1 pool within one month of the commencement of the new season.

## **7.2 FORMULA 1 MOTOR RACING QUARTET**

### **7.2.1 PURPOSE:**

The purpose of the formula 1 Quartet is to select four cars to finish first, second, third and fourth in that order in an official grand prix race as designated in the official race sheet as a quartet pool race. The Quartet shall operate where there are 4 or more starters.

### **7.2.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

### **7.2.3 RESULT:**

The result shall be that as declared officially at the end of the grand prix race.

### **7.2.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combinations/s.

### **7.2.5 DEAD HEAT:**

Notwithstanding the provisions of Rule 7.2.4 whenever two or more cars dead heat, the dividend payable shall be calculated in the following manner:

**7.2.5.1** In the event of a dead heat resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**7.2.5.2** In the event of a dead heat for the first place between two cars they shall be deemed to have finished first and second and second and first. There shall therefore be two winning combinations. Should three or more cars dead heat for first place there shall be as many winning combinations as there are possible combinations.

**7.2.5.3** In the event of a dead heat for second place between two cars they shall be deemed to have finished second and third and third and second. There shall therefore be two winning combinations. Should three or more cars dead heat for second place there shall be as many winning combinations as there are possible combinations.

**7.2.5.4** In the event of a dead heat for third place between two cars they shall be deemed to have finished third and fourth and fourth and third. There shall therefore be two winning combinations. Should three or more cars dead heat for third place there shall be as many winning combinations as there are possible combinations.

**7.2.5.5** In the event of two or more cars dead heating for fourth place there shall be as many winning combinations as there are dead heaters.

**7.2.6** In the event of four or more cars starting a race and less than four cars finishing the race for any reason whatsoever, a dividend shall be declared on the placed cars completing the race with the field in the other unfilled position/s.

**7.2.7** In the event of a selected car being withdrawn before the official start of the race the car shall be deemed to be scratched and a refund of the money wagered, relating to the scratched car shall be made.

**7.2.8** The official start of a race shall be that start that leads to the conclusion of the race and shall not include a start that is retaken, for whatever reason.

**7.2.9 CANCELLED OR ABANDONED RACE:**

In the event of a race being cancelled or abandoned for any reason whatsoever a full refund of the money wagered shall be made.

**7.2.10 CARRY FORWARD:**

Should there be no winning tickets on any of the winning combinations, the net pool shall be carried forward and added to a net formula 1 pool selected at the sole discretion of the Operator's management provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net formula 1 pool within one month of the commencement of the new season.

**8.1 RUGBY WIN POOL**

**8.1.1 PURPOSE:**

The purpose is to select the winning team and score in a specified rugby match as designated in the official fixtures card. There are 11 possible results for each match viz., 1 - Team A to win by 1 to 6 points, 2 - Team A to win by 7 to 12 points, 3 - Team A to win by 13 to 18 points, 4 - Team A to win by 19 to 25 points, 5 - Team A to win by 26 points or more, 6 - Team A to Draw with Team B, 7 - Team B to win by 1 to 6 points, 8 - Team B to win by 7 to 12 points, 9 - Team B to win by 13 to 18 points, 10 - Team B to win by 19 to 25 points and 11 - Team B to win by 26 points or more

**8.1.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

**8.1.3 RESULTS:**

All results are based on the score at the end of normal play, including extra time if played. Any other method used to determine the result thereafter would not be considered.

**8.1.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the number of unit bets on the winning selection.

**8.1.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as designated in the official rugby fixtures card, is not completed by midnight Sunday (SA time) of the weekend or by midnight of the final midweek day during which it was to be played, it shall be treated as an abandonment and all result choices for the match, shall qualify as winners.

**8.1.6 REFUNDS:**

If the match, as designated in the official fixtures card, is abandoned, all bets shall be refunded.

**8.1.7 CARRY FORWARD:**

Should there be no winning tickets on the winning selection the net pool shall be carried forward and added to a net rugby pool selected at the sole discretion of Operator Management provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net rugby pool within one month of the commencement of the new season.

**8.2 RUGBY 2****8.2.1 PURPOSE:**

The purpose of the RUGBY 2 is to select the result of two rugby matches as designated in the official rugby 2 fixtures card. There are seven possible results for each match viz, 1 - team A to win by 1 to 7 points, 2 - team A to win by 8 to 18 points, 3 - team A to win by 19 points or more, 4 - Team A to Draw with Team B, 5 - team B to win by 1 to 7 points, 6 - team B to win by 8 to 18 points and 7 - team B to win by 19 points or more,

**8.2.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

**8.2.3 RESULTS:**

All results are based on the score at the end of normal play, including extra time if played. Any other method used to determine the result thereafter would not be considered.

**8.2.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

**8.2.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as designated in the official rugby fixtures card, is not completed by midnight Sunday (SA time) of the weekend or by midnight of the final midweek day during which it was to be played, it shall be treated as an abandonment and all result choices for the match, shall qualify as winners.

**8.2.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

**8.2.7 CARRY FORWARD:**

Should there be no winning tickets on a RUGBY 2 pool, the net pool shall be carried forward and added to a net rugby pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net rugby pool within one month of the commencement of the new season.

### **8.3 RUGBY 4**

#### **8.3.1 PURPOSE:**

The purpose of the RUGBY 4 is to select the result of four rugby matches as designated in the official rugby 4 fixtures card. There are seven possible results for each match viz., 1 - team A to win by 1 to 7 points, 2 - team A to win by 8 to 18 points, 3 - team A to win by 19 points or more, 4 - Team A to Draw with Team B, 5 - team B to win by 1 to 7 points, 6 - team B to win by 8 to 18 points and 7 - team B to win by 19 points or more,

#### **8.3.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

#### **8.3.3 RESULTS:**

All results are based on the score at the end of normal play, including extra time if played. Any other method used to determine the result thereafter would not be considered.

#### **8.3.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

#### **8.3.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as designated in the official rugby fixtures card, is not completed by midnight Sunday (SA time) of the weekend or by midnight of the final midweek day during which it was to be played, it shall be treated as an abandonment and all result choices for the match, shall qualify as winners.

#### **8.3.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

#### **8.3.7 CARRY FORWARD:**

Should there be no winning tickets on a RUGBY 4 pool, the net pool shall be carried forward and added to a net rugby pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net rugby pool within one month of the commencement of the new season.

### **8.4 RUGBY 4 (FAST PLAY)**

#### **8.4.1 PURPOSE:**

The purpose of the RUGBY 4 is to select the result of four rugby matches as designated in the official rugby 4 fixtures card. There are five possible results for each match viz, 1 - team A to win by 1 to 10 points, 2 - team A to win by 11 points or more, 3 -Team A to Draw with Team B, 4 - team B to win by 1 to 10 points, 5 - team B to win by 11 points or more.

**8.4.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

**8.4.3 RESULTS:**

All results are based on the score at the end of normal play, including extra time if played. Any other method used to determine the result thereafter would not be considered.

**8.4.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

**8.4.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as designated in the official rugby fixtures card, is not completed by midnight Sunday (SA time) of the weekend or by midnight of the final midweek day during which it was to be played, it shall be treated as an abandonment and all result choices for the match, shall qualify as winners.

**8.4.6 REFUNDS:**

If all the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

**8.4.7 CARRY FORWARD:**

Should there be no winning tickets on a rugby 4 pool, the net pool shall be carried forward and added to a net rugby pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a net rugby pool within one month of the commencement of the new season.

**8.5 RUGBY 5 POOL****8.5.1 PURPOSE:**

The purpose of the RUGBY 5 is to select the result of five rugby matches as designated in the official RUGBY 5 fixtures card. There are five possible results for each match i.e. 1 - team A to win by 1-12 points, 2 - team A to win by 13 or more points, 3 - team A to draw with team B, 4 - team B to win by 1-12 points, 5 - team B to win by 13 or more points.

**8.5.2 UNIT OF BET AND MINIMUM BET:**

The Unit of bet shall be ten rand which shall also be the minimum. No fractional betting shall be permitted.

**8.5.3 RESULTS:**

All results are based on the score at the end of normal play, including referee's stoppage time. Extra time result, if played, will not be included, nor will any other method used to determine the result thereafter.

**8.5.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination.

**8.5.5 ABANDONED, CANCELLED AND RESCHEDULED MATCHES:**

If a match or matches, as designated in the official rugby fixtures card, is not completed for any reason by midnight of the final day in the country where the last match of the designated rugby fixture card is due to be completed, it shall be deemed abandoned and all result choices for the match shall qualify as winners. The same rule will apply for matches abandoned during play regardless of what the score is at the time of abandonment.

**8.5.6 REFUNDS:**

If more than two of the matches, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

**8.5.7 CARRY FORWARD:**

Should there be no winning tickets on a RUGBY 5 pool, the net pool shall be carried forward and added to a net rugby pool selected at the sole discretion of Operator Management, provided that, subject to appropriate fixtures being available, carry forward is made within one month of the original pool. Where there are no appropriate fixtures within the one month period, it shall be carried forward to the first period where the fixtures allow for a selection of 5 appropriate games.

**9.1 SHOW JUMPING WIN POOL****9.1.1 PURPOSE:**

The purpose of the Show Jumping Win Pool is to select the winner of a Show Jumping event as designated in the official Show Jumping event sheet as a win pool.

**9.1.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

**9.1.3 RESULTS:**

The result shall be that as declared by the official judges.

**9.1.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the number of unit bets on the winning horse.

**9.1.5 DEAD HEAT:**

Notwithstanding the provisions of Rule 9.1.4, whenever two or more horses dead heat the dividend payable shall be calculated in the following manner:

**9.1.5.1** The net pool shall be divided into as many equal portions as there are dead heaters and each resultant portion shall then be divided by the number of unit bets wagered on the individual dead heaters.

**9.1.6 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net winning pool, selected at the sole discretion of the Operator's Management.

**9.2 SHOW JUMPING TRIFECTA POOL****9.2.1 PURPOSE:**

The purpose of the Show Jumping Trifecta Pool is to select three horses to finish first, second and third in that order in an official show jumping event as designated in the official race sheet as a trifecta pool. The trifecta shall operate where there are 3 or more starters.

**9.2.2 UNIT OF BETTING AND MINIMUM BET:**

Refer to Chapter 4. No fractional betting shall be permitted.

**9.2.3 RESULTS:**

The result shall be that as declared by the official judges.

**9.2.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combinations/s.

**9.2.5 DEAD HEAT:**

Notwithstanding the provisions of Rule 6.13.4 whenever two or more horse.s dead heat, the dividend payable shall be calculated in the following manner:

**9.2.5.1** In the event of a dead heat resulting in more than one winning combination, the net pool shall be divided into as many equal portions as there are winning combinations, and each such portion shall then be divided by the number of unit bets on each of the combinations.

**9.2.5.2** In the event of a dead heat for the first place between two horses they shall be deemed to have finished first and second and second and first. There shall therefore be two winning combinations. Should three or more horses dead heat for first place there shall be as many winning combinations as there are possible combinations.

**9.2.5.3** In the event of a dead heat for second place between two horses they shall be deemed to have finished second and third and third and second. There shall therefore be two winning combinations. Should three or more horses dead heat for second place there shall be as many winning combinations as there are possible combinations.

**9.2.5.4** In the event of two or more horses dead heating for third place there shall be as many winning combinations as there are dead heaters.

**9.2.6** In the event of three or more horses starting a show jumping event and less than three horses finishing the event for any reason whatsoever, a dividend shall be declared on the first and second placed horses with the field as the third place. If only one horse finishes, a dividend shall be declared on that horse with the field for second place and the field for third place.

**9.2.7 REFUNDS:**

In the event of a selected horse being withdrawn before the official start of the show jumping event the horse shall be deemed to be scratched and a refund of the money wagered, relating to the scratched horse shall be made.

**9.2.8 OFFICIAL START:**

The official start of show jumping event shall be that start that leads to the conclusion of the event and shall not include a start that is retaken, for whatever reason.

**9.2.9 ABANDONED, CANCELLED AND RESCHEDULED MEETINGS:**

In the event of the show jumping event being cancelled or abandoned for any reason whatsoever a full refund shall be made.

**9.2.10 CARRY FORWARD:**

In the event of there being no ticket on any of the winning combinations, the net pool shall be carried forward and added to a net trifecta pool, selected at the sole discretion of the Operator's Management.

**CHAPTER 10 – SPORTS COCKTAIL POOL****10. SPORTS COCKTAIL POOL****10.1 PURPOSE:**

The purpose of the Sports Cocktail Pool is to select the winner (s) of sporting and other events as designated in the official sports cocktail fixtures card which shall be based on existing bet types, including multiple bet types, that is, betting on any lawful contingency or a combination of some other lawful events. Unless specified in this rule or official sports cocktail fixtures card, the rules of the various sporting events shall be specified in the relevant section of these rules dealing with a specific pool or sporting event, as the case may be.

**10.2 UNIT OF BET AND MINIMUM BET:**

Refer to Chapter 4. No Fractional betting shall be permitted.

**10.3 RESULTS:**

The results are based on the winner of a sporting event.

**10.4 CALCULATION OF DIVIDEND:**

The dividend shall be determined by dividing the net pool by the total number of unit bets on the winning combination/s.

**10.5 ABANDONED, CANCELLED AND RESCHEDULED LEGS:**

If any event or leg of this pool is abandoned, cancelled and rescheduled, the dividend shall be determined by dividing the net pool by the number of unit bets on the winning combinations in the legs of the Sports Cocktail Pool which were duly decided provided that if there is no unit bet on

the winning combinations. All selections in any abandoned, cancelled and rescheduled leg shall be deemed to be winning selections.

**10.6 REFUNDS:**

If all the legs, as designated in the official fixtures card, are abandoned, all bets shall be refunded.

**10.7 CARRY FORWARD:**

Should there be no winning tickets on a Sports Cocktail Pool, the net pool shall be carried forward and added to a net Sports Cocktail Pool, selected at the sole discretion of Operator Management, provided that such carry forward is made within one month of the original pool or, in the case where it is the last event of a particular season, it shall be carried forward and added to a Sports Cocktail Pool within one month of the commencement of the new season.

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