

CUSTOMER SERVICE CHARTER

FOR ON-COURSE BOOKMAKERS

Terms and Conditions

- a) The Charter will be administered by AGT Limited and the Betting Ring Managers will monitor that the terms of the Charter are observed by participating bookmakers.
- b) Bookmakers will be entitled to display a gold flag only if they have agreed to the terms of this Charter, continue to adhere to its terms and operate in line with Paragraph 4 of the Charter at all times.
- c) Bookmakers that have signed up to the Charter are encouraged to report to the BRM any incident that they believe to be in breach of the Charter.
- d) If a bookmaker that has agreed to the Charter is found to have acted outside of its terms then he/she shall, on request by the RCA or AGT Limited, return the gold flag and not seek to display any alternative flag that would indicate to the public that they have agreed to the terms of the Charter.
- e) A bookmaker whose gold flag has been rescinded for non-compliance or who has chosen to leave the scheme voluntarily may not re-apply to adopt the Charter for a minimum of three months.
- f) This Charter is subject to amendment or withdrawal by the RCA at anytime at its discretion. Upon the Charter being withdrawn, the gold flag (which is and remains the property of the RCA at all times) must be returned to the RCA or AGT Limited and nothing should be displayed which may indicate that the Charter continues to operate.