

The Danish Gambling Authority's Certification Programme



Inspection Standards for Land-based Betting –
SCP.02.02.EN.2.1

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Objectives of the inspection standards

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The inspection standards for land-based betting are set out to ensure that the gambling system features functionality that supports a number of significant considerations in the Act on Gambling by putting in place requirements for the processing of customer information, managing customer funds, the presentation and execution of the games as well as the logging of gambling and other transactions.

In relation to the supervision by Spillemyndigheden of the gambling being offered by the licence holder a number of requirements are set out in Annex 1 to the executive order no. 65 of 25 January 2012 on land-based betting covers how the licence holder transmits data to the automated supervision system of Spillemyndigheden. For this reason, the certification programme does not contain requirements concerning data transmission as these are regulated by the executive order.

1.1 Scope of this document

Requirements on how testing organisations obtain accreditation for inspecting the gambling system, business processes and business systems of the licence holder have been specified as well as requirements on how often inspection shall be done. These requirements are described in section 2 "Frequency and testing organisations".

The licence holder's gambling system shall have functionalities concerning general terms and conditions, funds and transactions as well as various reports. Requirements on this are described in section 3 "Gambling accounts".

There are requirements regarding the written presentation of e.g. game rules, stakes, winnings and return to player. Requirements on this are described in section 4 "Written presentation".

Besides the requirements on written presentation there are also general and specific requirements of the visual presentation. Requirements on this are described in section 5 "Visual presentation".

The gambling system shall have a number of general gambling functionalities in relation to completion of games. Requirements on this are described in section 6 "General gambling functionality".

On top of the required general gambling functionalities, there are special gambling requirements in relation to betting. Requirements on this are described in section 7 "Special gambling functionality".

Finally, the gambling system shall include functions for managing the gambling functionality including functions for activating and deactivating games, incomplete games, malfunctions, the course of the game as well as records, logs and data retention. This functionality is described in section 8 "Management of gambling functions".

1.2 Version

The Danish Gambling Authority continuously revises the certification programme. The latest version and the version history are accessible at The Danish Gambling Authority's website.

Version 1.0 of 2014.07.04

- Description A new document structure than the previous version 1.3 alongside with a range of updates in different areas. A new version 1.0 is therefore published. It is the intention to follow normal versioning for future changes.

Version 1.1 of 2015.12.21

- Changes completed to implement requirements for betting on horse and dog races in the certification programme.

Version 1.2 of 2018.01.01

- Changes completed because of liberalization of online bingo, betting on horse- and dog races and betting on pigeon races.

Version 1.3 of 2020.01.01

- Spillemyndigheden has removed the requirement saying the ATO's accreditation must refer to a specific version cf. section 2.2.

Version 2.0 of 2023.01.01

- The structure in the document has changed, so the main sections now appear in the following order: Written presentation, visual presentation, general gambling functionality and special gambling functionality. Update of requirements for accredited testing organisations and staff. Furthermore, general adjustments and specifications have been made.

Version 2.1 of 2023.10.01

- Addition of new requirements because of implementation of player ID. Updated visual layout of the document. Minor linguistic corrections.

When a new version of the certification programme is released, The Danish Gambling Authority will, if necessary, publish guidelines for a transition period and validity of already completed inspections.

It must be emphasised that only the Danish version is legally binding. The English version holds the status of guidance only.

1.3 Applicability

Inspection Standards for Land-based Betting are applicable for provision of land-based betting (§ 11 in the Danish Gambling act).

Frequency and testing organisations

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2.1 Certification frequency

The licence holder is responsible to ensure to be certified in accordance with the requirements in this document with an interval of maximum of 12 months.

2.1.1 Initial certification

The licence holder must be certified before a licence to offer games can be issued unless the Danish Gambling Authority has informed otherwise. See section 2.1.3 in the general requirements for further information.

2.1.2 Renewed inspection

The licence holder must, as a rule, have completed a new inspection within 12 months of the latest inspection. The standard report must reflect when the inspection has been renewed. The standard report, which documents the renewed inspection, must be in the Danish Gambling Authority's possession no later than two months after the inspection was done. A renewal of the inspection may be based on sampling, spot checks and compliance with the requirements set out in the document "SCP06.00.DK - Change Management Programme".

2.1.3 Postponement of renewed inspection

The licence holder can choose to postpone the inspection up to two months from the time where a new inspection should have been completed. The new inspection must be finalised no later than 14 months after the latest inspection and the standard report must be submitted to The Danish Gambling Authority within the same deadline.

The Danish Gambling Authority must be notified before the inspection is postponed.

The deadline for renewal of inspection is shortened with the equally amount of time the former 12-month deadline has been postponed. Meaning that if you for instance make use of the maximum two months postponement, then the next inspection is due 10 months later. The time for the next inspection shall be reflected in the standard report.

The option to postpone the inspection only applies to the licence holder. This means that the option does not apply to any suppliers the licence holder may have.

2.2 Accredited testing organisations

To ensure that the necessary qualifications are in place during the certification the testing organisation and their staff shall fulfil the requirements in this section.

2.2.1 Requirements for accredited testing organisations

Inspection of land-based betting shall be conducted as accredited inspection by an inspection body, who is accredited as type A after ISO/IEC 17020 for inspection or ISO/IEC 17065 referring to Spillemyndighedens Certification Programme SCP.02.02.DK. Accreditation shall be done by DANAK (the Danish Accreditation Fund) or a similar accreditation body, who is co-signer of EA's (European co-operation for Accreditation) multilateral agreement on reciprocal recognition regarding inspection, or for inspection bodies outside EA's jurisdiction, by an

accreditation body, who is co-signer of ILAC's (the International Laboratory Accreditation Cooperation) multilateral agreement on reciprocal recognition regarding inspection.

Documentation for the accreditation shall be enclosed with the certification. Alternatively, a link to the accreditation can be provided in the certification report.

2.2.2 Requirements for personnel who performs inspections

The certification work shall be carried out by staff with sufficient qualifications cf. section 6 in ISO/IEC 17020 and/or section 6 in ISO/IEC 17065, which means that the accredited testing organisation shall hire sufficiently qualified, competent and experienced personnel.

2.2.3 Requirements for personnel who supervise inspection and attest the certification report

Inspection shall be supervised, and the certification report shall be attested by one or more persons who warrant(s) that inspection has been carried out to adequate professional standards. These persons shall meet the following requirements:

- a. shall have a relevant education background or in other ways prove relevant qualifications,
- b. have at least five years of professional experience in inspecting gambling systems and
- c. Shall be certified as:
 - International Information Systems Security Certification Consortium (ISC)2 Certified Information Systems Security Professional (CISSP), or
 - Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA).

See section 2.2 in the general requirements for further information.

Gambling accounts

3

3.1 General

3.1.1 General terms and conditions of the licence holder

1	The gambling system shall require customers to accept the terms and conditions of the licence holder upon registration.
2	The gambling system may only allow the customer to play for money when he or she has accepted the terms and conditions of the licence holder. The gambling system shall record this action in a log.
3	It shall be stated in the licence holder's terms and conditions that the customer is entering into a contract with the licence holder.
4	It shall be stated in the licence holder's terms and conditions that a Danish licence is only valid in Denmark (and possibly Greenland).
5	It shall be stated in the licence holder's terms and conditions that the customer is giving the licence holder consent to obtain information for verification of the customer's identity.
6	It shall be stated in the licence holder's terms and conditions how sensitive personal information is handled.
7	It shall be stated in the licence holder's terms and conditions how the customer may exclude him- or herself and impose deposit limits.

3.1.2 Complaints

1	<p>Complaints from players shall be registered in a log, containing information about:</p> <ul style="list-style-type: none"> • The reason for the complaint • Player identification • Time and date • Casework time and • Result (accepted/partly accepted/rejected). <p>Guidance: A complaint is when a player doesn't agree with the licence holder's casework time or the result hereof. A complaint can start out by being an enquiry from a customer, who after having discussed the issue with the licence holder and still doesn't agree with the casework time or the result hereof.</p>
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3.2 Management of Player ID and gambling account

3.2.1 Customer registration

1	<p>During the registration process, the gambling system shall collect and save the following information about the customer:</p> <ul style="list-style-type: none"> • full name • civil reg. no. (CPR) • country of residence <p>Guidance: If the customer does not have a civil reg. no., the gambling system should receive an ID number from a document issued by the home country of the customer which will constitute identification (e.g. driving licence, passport or the like).</p> <p>Guidance: If the customer does not have a civil reg. no., the customer's date of birth shall be recorded and saved.</p>
2	<p>The gambling system shall ensure that the customer is 18 years of age or older.</p> <p>Guidance: The gambling system shall not apply temporal data from the customer's unit to calculate the age.</p>

3	The gambling system shall ensure that the player cannot place bets in connection with the license holder's establishment of the customer relationship before the identification procedure has been completed.
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3.2.2 Customer verification process

1	The licence holder shall issue a Player ID to registered players.
2	The gambling system shall, when issuing a Player ID, confirm that the customer is not registered in The Danish Gambling Authority's Register of Self-excluded Persons (ROFUS). If a player is registered in the register, the issue of the Player ID must be refused.
3	The gambling system shall ensure that use of the Player ID requires an authentication based on the use of two or more elements categorized as knowledge, possession and inherent property that are independent, so that the breach of one element does not weaken the reliability of other elements and is designed in such a way that the confidentiality of authentication data is protected.
4	The gambling system shall be able to save the following documentation of the customer verification: <ul style="list-style-type: none"> • full name • civil reg. no. (CPR) • country of residence <p>Guidance: If the customer does not have a civil reg. no., the gambling system shall store a copy of a document issued by the home country of the customer which will constitute proof of identity (e.g. driving licence, passport or the like).</p> <p>Guidance: If the customer does not have a civil reg. no., the customer's date of birth shall be recorded and saved.</p>
5	The gambling system shall store identity and control information about a registered player, cf. requirements 3.2.1.1 and 3.2.2.4 for at least 5 years after the customer relationship has ended.
6	The gambling system shall store documents and records relating to the players' transactions so that they can be found together for at least 5 years after the transactions have been completed.
7	If a third party performs the customer identification, the documentation must be saved so that there is a clear audit trail to the documentation the third party has used for the customer identification.

3.2.3 Settlement of betting

1	The gambling system shall confirm that the customer is not registered in The Danish Gambling Authority's Register of Self-excluded Persons (ROFUS) with each use of the issued Player ID.
2	The gambling system shall ensure that a player cannot place a bet without using the Player ID.
3	The gambling system must ensure that the name and birthday become available to the staff at the gambling venue when the issued Player ID is used.

3.2.4 Activation and deactivation

1	The gambling system shall make it possible for authorised personnel to activate and deactivate gambling accounts. Guidance: Authorised personnel means personnel who is authorised to activating and deactivating gambling accounts in accordance with their job description. This is in reference to item 3.1 in document SCP.03.00.EN Information for security Management System.
2	The gambling system shall register in a log every time a Player ID is deactivated, including the balance on the gambling account, the reason for the deactivation and the employee performing the deactivation.
3	The gambling system shall be able to generate reports listing Player IDs grouped by "activated" and "deactivated" status, balance, reasons and employee.

3.2.5 Suspension

1	The gambling system shall provide a function by which authorised personnel is able to suspend the access of a customer to the games.
2	The gambling system shall ensure that if a player's Player ID is suspended, the associated gambling account must also be suspended. Guidance: If a player has an online and a land-based gambling account, suspension of a player's Player ID does not imply termination of the player's online gambling account.
3	The gambling system shall keep a list of suspended customers and the reasons for their suspensions.
4	Immediately after suspension as described in 3.2.5.1, the gambling system shall not be able to receive new stakes or deposits from the customer in question.
5	A suspension entails that the customer is unable to transfer funds to and from the gambling account.

3.3 Responsible gambling

3.3.1 Customer self-limitation

1	The gambling system shall ensure, that the customer sets a deposit limit, before the customer can start playing. The customer shall at least set one of the following deposit limits: a. threshold amount for total daily deposits into the gambling account, b. threshold amount for total weekly deposits into the gambling account, or c. threshold amount for total monthly deposits into the gambling account. Guidance: Durations are measured in by the Danish calendar. Guidance: A daily deposit limit applies from midnight to midnight. A weekly deposit limit applies from Monday through Sunday. A monthly payment limit follows the calendar months. Guidance: Payments from the gaming account must not be set off against the customer's deposit limit.
2	The amounts for deposit limits according to requirement 3.3.1.1 must not be predetermined and a default amount must not be selected for the customer. Guidance: The gambling system can offer the player to select between amount intervals. It is allowed to set an upper deposit limit.
3	The gambling system shall ensure that placing bets where payment is made at the gambling premises counts towards the deposit limit as a deposit.
4	As soon as the gambling system receives a request for a deposit limit from a customer in accordance with requirement 3.3.1.1, the limit shall be implemented for all future gambling activities. Guidance: The new deposit limit may be implemented upon the customer's next log-in, if the customer is logged out of the gambling system in connection with changing the deposit limit.
5	When a customer requests to change to a higher deposit limit determined cf. Req 3.3.1.1, the gambling system shall ensure, that the new deposit is not implemented at least until 24 hours later.
6	The gambling system shall provide the customer with a function to exclude him- or herself from playing. The customer shall at least have the option to choose: a. brief break from playing (cool-off period) of 24 hours, b. exclusion for at least 30 days, and c. exclusion for an indefinite period. Guidance: The function must be an automated process, which the player can activate. Contacting the licence holder's customer service is not an automated process and is therefore not sufficient.

	Guidance: Durations are measured in by the Danish calendar. Apart from the cooling period of exactly 24 hours, self-exclusions must not be less than 30 days.
7	Immediately after reception of a request for self-exclusion cf. req. 3.3.1.6, the gambling system shall not be able to accept new stakes or deposits from the customer (unfinished games may be completed in accordance with the game rules). At the same time, the customer shall be informed about the possibility of receiving counselling and treatment for gambling addictions at a Danish treatment centre.
8	Self-imposed restrictions alone shall not prevent the customer from withdrawing funds from the gambling account (however, access to the funds may be restricted for other reasons, for example if an investigation is being conducted).
9	If the customer excludes him- or herself permanently from playing (i.e. without limiting the duration), the customer's gambling account shall be closed, and a new gambling account for the same customer must be created after 1 year at the earliest.
10	Immediately after receipt of a request for permanent exclusion, the gambling system shall inform the customer that all released funds will be paid out from the gambling account. Guidance: The licensee must in this situation initiate the procedure for paying out all released funds, which can imply contacting the customer for confirmation of method for payout.
11	All functions of the gambling system related to self-exclusion (temporary and permanent) shall inform customers of the possibility of being registered in Spillemyndigheden's self-exclusion register (ROFUS).

3.4 Funds and transactions

3.4.1 Deposits

1	The gambling system shall inform the customer clearly and specifically of all restrictions regarding deposits and access to funds in connection with deposits.
2	When the customer is depositing funds, the gambling system shall provide unambiguous information about all fees. Guidance: If a fee is charged in connection with a deposit or a related withdrawal and/or release of funds, the customer shall be informed clearly and specifically of this before the deposit is made into the account.
3	The gambling system shall only be capable of receiving deposits into a gambling account from a payment service provider which is operating legally in Denmark.
4	The gambling system shall credit the gambling account immediately after receipt of the customer's deposit.
5	The gambling system shall ensure that deposits cannot be made to the gambling account from the gambling premises. Instructions: Bets can be purchased at the gambling premises.
6	The gambling system shall have an auditable log which shows all amounts deposited. This log shall, as a minimum, include the following information: <ul style="list-style-type: none"> • date and time • payment channel • customer • amount • type of transaction (i.e., "deposit")
7	The gambling system shall be able to generate reports which clearly show all deposited funds.
8	The gambling system shall be able to generate reports which clearly show all amounts that have been deposited to the customer's accounts categorised by payment channel.
9	The gambling system shall be able to generate reports which accurately show all rejected attempts to deposit funds.

3.4.2 Withdrawals

1	The gambling system shall be able to withdraw from the gambling account to the player.
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	Guidance: It must be possible to make a withdrawal from a gambling account to an associated means of payment.
2	The gaming system must ensure that a player's withdrawal at the gambling premises can only be made using the issued Player ID. Guidance: The above applies if the license holder allows withdrawal at the gambling premises.
3	The gambling system may not allow a withdrawal which will result in the customer's account balance becoming negative.
4	The gambling system shall allow customers to withdraw all released funds. Guidance: This does not limit the licence holder's possibility for performing controls on withdrawal frequencies, identity, etc. Guidance: This does not limit the license holder's ability to set a limit on the amount that can be paid out at the gambling premises. The remainder must be able to be paid out from the gambling account to an associated means of payment.
5	The gambling system shall inform the customer clearly and specifically of all restrictions regarding withdrawals and access to funds in connection with withdrawals. Guidance: If there is a lag between the withdrawal and the availability of the funds which causes a delay in the customer's access to the funds, the customer shall be informed clearly and specifically about this before the withdrawal is made.
6	When the customer is withdrawing funds, the gambling system shall provide clear and specific information about all fees. Guidance: If a fee is charged in connection with a deposit or a related withdrawal and/or release of funds, the customer shall be explicitly informed of this before the withdrawal request.
7	The gambling system shall have an auditable log which shows all amounts withdrawn. As a minimum, the log shall contain information about the following: <ul style="list-style-type: none"> • date and time • payment channel • customer • amount • type of transaction (i.e., "withdrawal")
8	The gambling system shall be able to generate reports, which clearly show all withdrawn funds.
9	The gambling system shall be able to generate reports which clearly show all amounts that have been withdrawn from the customer's accounts categorised by payment channel.
10	The gambling system shall be able to generate reports which clearly show all failed withdrawal's

3.4.3 Other customer transactions

1	The gambling system shall not allow transfers of funds, etc. between different players' gambling accounts.
2	The gambling system shall debit the customer's gambling account immediately after a stake is placed in a game.
3	The gambling system shall not allow a stake to be placed in a game that could result in the customer's account balance becoming negative.
4	The gambling system shall credit all winnings to the gambling account immediately. Guidance: Winnings may be withheld for further results checks, etc.
5	The gambling system shall keep a log of all transfers between gambling accounts and the individual games.
6	The gambling system shall be able to generate reports which accurately show transfers of funds to and from games.

3.4.4 Other account movements, bonuses, etc.

1	The gambling system shall give clear and specific information to customers about the reason for any other account movements. Guidance: "Other account movements" may be e.g., debiting or crediting related to bonuses.
2	The gambling system shall give clear and specific information to customers about the terms, conditions and limitations applicable in connection with any other account movements, bonuses, etc.
3	The gambling system shall have an auditable log which shows all other account movements, bonuses, etc.
4	The gambling system shall be able to generate reports which accurately show all other account movements, bonuses, etc. The reports must as a minimum contain information on: <ul style="list-style-type: none"> • Transaction ID • The size of the bonus • Bonus 'status Guidance: The size of the bonus is the amount that the license holder allocates to the player. The amount is stated regardless of whether the player succeeded in meeting the play-through requirement or not. Guidance: It must be stated whether the bonus has been played through, is ongoing or has expired without the play-through requirements being met.

3.4.5 Account statement etc.

1	The gambling system must be able to make a statement of placed bets available to the player. The statement must be broken down by stake method and contain as a minimum: <ul style="list-style-type: none"> • Deposits to gambling account • Bets • Winnings • Withdrawal method • Losses
2	At the customer's request, the licence holder shall be able to provide account statements showing all transactions on the gambling account. Guidance: The process of generating this account statement and make it available to the customer can be a manual process.
3	The customer must have access to guiding text about transactions in the customer's gambling account.

3.5 Reports**3.5.1 General**

1	Together, the reports described in 3.4.1.7, 3.4.1.8, 3.4.1.9, 3.4.2.8, 3.4.2.9, 3.4.2.10, 3.4.3.6 and 3.4.5.4 shall be able to form a complete picture of all financial transactions and customer receivables.
2	The gambling system shall be capable of analysing inactive gambling accounts and use this as a basis for generating reports. Guidance: An inactive gambling account is defined as an account where there has never been gambling activity or where there has been no gambling activity for a year.
3	The gambling system shall be able to generate reports identifying gambling accounts that have been closed for more than five working days with a positive balance.
4	The gambling system shall be able to generate reports of all customer registrations (complete or incomplete).

5	The gambling system shall be able to generate reports of all registered customers, their account information (including inactive and deactivated gambling accounts) and date of registration.
6	The gambling system shall be able to generate reports of all suspended and/or self-excluded customers.
7	The gambling system shall be able to generate reports listing all customers with gambling limits.
8	The gambling system shall be able to generate reports of all closed gambling accounts within a given financial year (including the reason the account was closed).
9	<p>The gambling system shall be able to generate reports for each gambling account if required.</p> <p>Guidance: The reports must be able to provide information on:</p> <ul style="list-style-type: none">• Deposits,• stakes,• commission,• winnings,• withdrawals• fees,• other account movements• funds that have been inactive for more than 90 days

Written presentation

4

4.1 Written information, game rules and instructions

4.1.1 General

1	All written information, game rules and instructions shall be true and unambiguous.
2	Written information, game rules and instructions shall be in Danish and be both grammatically and syntactically correct. Guidance: This does not prevent translation of written instructions into other languages.
3	The base version language is Danish (if several languages are used). Exception: If games are offered in Greenland, the basic language can be Greenlandic.
4	All written information, game rules and instructions must be the same in all language versions and must be displayed in the language chosen by the customer.

4.1.2 Game rules and instructions

1	All games must have associated game rules and instructions for all aspects of the game. Guidance: In relation to "all aspects", for example, it must generally be stated what the consequences for loss of communication to the game are, and in rules for card games, it must be stated, for example, how often the cards are shuffled. "All aspects" must thus be interpreted broadly.
2	The gaming system must ensure that the rules and instructions (including restrictions on gaming and how the customer plays) are easily accessible from all gaming sites related to the game.
3	Game rules and instructions must be available to the customer through the same media and on the same device used to play the game.
4	Game rules and instructions shall be available without it being necessary to place a stake (see 6.1.1.3).
5	Game rules and instructions shall be available during the entire game. Guidance: Playing instructions shall be visible and readily accessible in all situations.
6	Game rules and instructions may not change during the course of the game, unless the game temporarily changes character (see 4.1.2.7)
7	If a game temporarily changes character when it is played, the game rules and instructions shall be changed correspondingly

4.2 Stakes and winnings

4.2.1 Information about stakes and winnings

1	The gambling system shall clearly display the bet denomination or currency of the game.
2	The gambling system shall clearly display the customer's possible stake, actual stake and, if relevant, a conversion from currency to bet denomination (in a manner that makes it easy to infer the rate of exchange).
3	The gambling system shall clearly display all possible winnings, all possible combinations of winnings and the biggest possible win for the different stakes.
4	The game rules must contain adequate information about all features thereby increasing the chances of winning and the winning sizes in the individual game.
5	The gambling system shall clearly display the maximum stake.
6	The gambling system shall clearly display the minimum stake.

4.3 Return to players

4.3.1 Information about return to players

1	<p>The gambling system shall inform the customer of the theoretical return to player when using an optimal game strategy and it shall be clear which game options are not parts of an optimal game strategy. The information shall be available in the game rules for each game.</p> <p>Guidance: When a progressive prize is offered, it shall be implemented in a manner ensuring, that the theoretical minimum return to player is correctly displayed to the customer.</p>
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Visual presentation

5

5.1 Graphics

5.1.1 General

1	The gambling system must ensure that the name of the game is visible to the customer in all contexts.
2	The gambling system shall show the customer the amount of the stake he or she is placing, including the game unit stake and the total stake.
3	The gambling system shall display a clock that allows the customer to see how much time he or she spends. The clock shall be visible for the customer at all times, and it shall not be based on the customer's equipment.

5.1.2 Outcomes and winnings

1	The gambling system shall display outcomes clearly and unambiguously.
2	The gambling system shall display the outcome of the game for an appropriate period of time.
3	The gambling system shall display winnings in a clear and specific manner.

General gambling functionality

6

6.1 Game execution

6.1.1 General

1	Games must always be settled in accordance with the applicable game rules.
2	The gambling system shall ensure that participation in all games is subject to informed consent. Guidance: It is not permitted to force customers to participate in a game just by selecting it (customers cannot be forced to play).
3	The gambling system shall ensure that all instructions derived from the customer's actions are based on informed consent. Guidance: Repeated clicks on an action button, e.g., "buy bet", must not be queued, so the player buys the bet several times. The customer must have a reasonable time to find out about the consequences of the customer's action.

Special gambling functionality

7

7.1 Betting

7.1.1 General

1	The gambling system shall keep an updated log of all games provided in accordance with a licence issued by The Danish Gambling Authority.
2	As a minimum, the log (see 7.1.1.1) shall contain the following: <ul style="list-style-type: none">• date and time• possible outcomes• the customer's stake• the licence holder's stake• the outcome
3	The gambling system shall create analyses and reports with the purpose of disclosing match fixing.
4	The gambling system shall display the results of events for which bets have been offered.

Management of gambling functions

8

8.1 General

8.1.1 Activation and deactivation of games

1	The gambling system shall provide means to deactivate individual games immediately.
2	The gambling system shall provide means to deactivate all games immediately.
3	Information about activation and deactivation shall be saved in a log.
4	When a game is deactivated, the customer shall be able to complete any ongoing games.
5	When a multi-state game (i.e. a game which consists of several states) is deactivated, customers shall be able to complete ongoing games at next login. This option may lapse after a period of not less than 90 days, if it is specified in the rules. (see 8.1.2.3)

8.1.2 Incomplete games

1	<p>The gambling system shall allow the customer to complete any incomplete games.</p> <p>Guidance: Incomplete games include: (a) loss of communication, (b) system reboots, (c) games being deactivated/activated, (d) customer rebooting, (e) abnormal shutdown of client, etc. After reestablishment, the systems shall display the unfinished games to the customer.</p> <p>Guidance: A situation where a customer loses the connection to a peer-to-peer game due to reasons not attributed the license holder is not considered an incomplete game for the customer.</p>
2	<p>The gambling system shall ensure that all incomplete games are accounted for, and that the customer has easy access to the status of these games including his or her stake.</p> <p>Guidance: Unfinished games and the stakes in such games must appear separately on the customer's gambling account</p>
3	Incomplete games shall be decided upon within 90 days from the time the game was interrupted. The game rules and/or terms and conditions shall state what will happen with the customer's stake.
4	If the gambling system is unable to complete an incomplete game, the gambling system shall be able to calculate any amounts due to the customer according to the game rules.

8.1.3 Error handling procedures

1	The procedure for handling errors in the gambling system shall be described clearly in the game rules.
2	The gambling system shall immediately record all system errors. Cause and solution are registered when these are known.
3	If a game cannot be completed because of an error, please refer to 8.1.2.
4	The gambling system shall be able to generate a report based on the data collected in accordance with 8.1.3.3.

8.1.4 Play sequence

1	<p>The gambling system shall ensure that a customer cannot start a new game until the ongoing game is completed and all logs and balances have been updated.</p> <p>Guidance: This does not prevent a customer from playing several different games at the same time.</p>
2	The customer's game and/or account balance cannot be negatively affected in the event of breakdowns or rebooting of the gambling system or parts thereof. See the requirements of incomplete games in section 8.1.2.

