

# Manager in a gambling arcade



What does it mean?

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# Manager in a gambling arcade - what does it mean?

This guidance is aimed at managers of gambling arcades. A gambling arcade is premises with gaming machines installed.

This guide covers the most general rules that apply if you are a manager or want to be a manager of a gambling arcade with gaming machines.

## Guide to manager application

To become a manager in a gambling arcade, you must send an application to the Danish Gambling Authority. The application form is available at [indberet.virk.dk](http://indberet.virk.dk). Enter "8-01 Ansøgning for bestyrer og personale" in the search bar. Next, you are guided to the form which must be completed, signed and submitted digitally.

Do you have any questions?

You can find more information about being a manager of a gambling arcade on [spillemyndigheden.dk/en](http://spillemyndigheden.dk/en).

You can also write to the Danish Gambling Authority via [spillemyndigheden.dk/en/contact](http://spillemyndigheden.dk/en/contact).

# **Your responsibility as a manager**

# 1

## **When you are a manager in a gambling arcade, you must ensure that the rules in the gambling legislation is complied with.**

Your most important tasks, among other things, are to ensure that:

- an employee over 18 is constantly manning the gambling arcade,
- no one under 18 is staying in the gambling arcade,
- no players are staying in the gambling arcade and that no gambling activities take place on the gaming machines between 12 am (midnight) and 7 am.

You can only be the manager of one gambling arcade. When you have been approved as a manager, it only applies to the gambling arcade stated in your application.

If you resign as a manager or want to change your approval as a manager to other gambling premises, you must write to the Danish Gambling Authority via [spillemyndigheden.dk/en/contact](https://spillemyndigheden.dk/en/contact).

If you also want to be approved as a manager of a shop selling betting products and lotteries located in the same premises as the arcade, you must complete and submit application form no. 8-01 to the Danish Gambling Authority.

### 1.1 Monitoring the gambling arcade

You must have an employee over 18, who is responsible for monitoring the gambling arcade at all times during the opening hours. The employee must, among other things, ensure that people under 18 cannot access the gambling arcade.

A customer cannot be responsible for monitoring the gambling arcade.

### 1.2 Presence in the gambling arcade

If the gambling arcade is manned, you or one of your employees must be present in the gambling arcade. If the gambling arcade is adjacent premises, you or one of your employees must be near the entrance of the gambling arcade and must be able to see the entrance from the place in the shop, where you or one of your employees are most often located. Such a place is typically behind the cash register, from where the customer is serviced.

The gambling arcade must be manned at all times during the opening hours. If you or the employee need to leave the gambling arcade or the adjacent premises, the gambling arcade must be closed.

If you or the employee cannot see the entrance of the gambling arcade from where you are staying, the gambling arcade must be closed, and it must be clearly visible that the arcade is closed. You could, for example, lock the door to the gambling arcade or chain the door.

You or the employee cannot leave the gambling arcade or leave the supervision to a player, a customer, or an employee under 18. You and the employee cannot do other work if this means that you are unable to supervise the gambling arcade.

If you are in doubt about your obligations in relation to manning the gambling arcade, please contact the licence holder or the Danish Gambling Authority.

### 1.3 Sale in the gambling arcade

No other business enterprise can take place in the gambling arcade. Sale of cigarettes or food is for example prohibited. In a gambling arcade, only sweets, snacks and beverages can be sold. However, it is prohibited to sell beverages with an alcohol percentage of 2.8 and more.

### 1.4 Other games in the gambling arcade

No other games than gaming machines can be offered in the gambling arcade. This means that there cannot be any amusement machines as, for example, pinball machines or video games.

### 1.5 Visible information

At the entrance to a gambling arcade, it must be displayed clearly and visibly to the player that people under 18 cannot access the gambling arcade. In addition to this, there must be references to the Danish Gambling Authority's helpline on responsible gambling (StopSpillet).

The Danish Gambling Authority's label must also be displayed clearly and visibly at the entrance to a gambling arcade. The Danish Gambling Authority's label must be easily visible to the player and the text on the label must be readable.

### 1.6 Marketing of gambling in a gambling arcade

When games are marketed in a gambling arcade, the following information must be given in immediate connection with the marketing:

- Age limit of the game.
- The Danish Gambling Authority's helpline on responsible gambling (StopSpillet).
- The option of self-exclusion with ROFUS (Register of self-excluded players). You only need to refer to ROFUS, if the marketing is about land-based betting, online betting, online casino or land-based casino.

The Danish Gambling Authority's label must also be used. The Danish Gambling Authority's label must be easily visible to the player.

Please note that a number of rules apply to how gambling products are presented when marketed. You can read more about marketing of gambling on [spillemyndigheden.dk/en](https://spillemyndigheden.dk/en).

