

RULES OF THE CASINO

1. NAME, ADDRESS, PROPRIETOR AND CONSTITUTION

- (a) The name of the Casino is Rendezvous at the Kursaal and its address is, The Rendezvous Casino at the Kursaal, Eastern Esplanade, Southend on Sea, Essex SS1 2ZG (hereinafter called "the Casino").
- (b) The Proprietor of the Casino is London Clubs Southend Limited, a wholly owned subsidiary of London Clubs Management Limited ("LCM") & London Clubs International Limited ("LCI"); part of the Harrah's Entertainment group (hereinafter called the "Proprietor").
- (c) The Proprietor will provide all reasonable necessities for carrying on the Casino in accordance with its objects and these rules.
- (d) The Proprietor will be solely responsible for all expenses incurred therewith, for the engagement, dismissal and payment of staff and for catering and all other matters, which involve disbursement of money.

2. OBJECTIVES

The Casino operates for the furtherance of non-political, social and recreational activities and to provide amenities for obtaining good food and refreshments and for gaming and entertainment in accordance with the laws for the time being applicable.

3. MEMBERSHIP

Whilst there is no compulsory casino membership requirement, patrons are encouraged to become members of the LCI Player Rewards scheme ("the scheme"). Full details of the scheme are available on request.

4. RIGHTS AND LIABILITIES OF PATRONS

Patrons shall, subject to these rules, be entitled to use and enjoy (in common with other patrons) the casino premises and the things therein provided by the Proprietor for the use of patrons, but shall not by reason of patronage alone be under any financial liability.

5. BYE-LAWS

The Casino may from time to time make, vary and revoke bye-laws (not inconsistent with these rules) for the regulation of the internal affairs of the Casino and the conduct of patrons therein. Bye-laws shall be deemed to be incorporated into the rules of the Casino.

6. RECOVERY OF DEBTS

Casino management and staff may at their sole discretion withhold from customers the payment of stakes and/or winnings for the purposes of recovery (in whole, or in part) of outstanding debts owed by the customer to the Casino, the Proprietor, London Clubs Management Limited, any subsidiary or holding company of the Proprietor, any subsidiary of a holding company of the Proprietor, or any business entity from time to time controlling, controlled by or under common control with the Proprietor, its subsidiaries or holding company or subsidiaries of its holding company.

7. TERMS ON WHICH GAMBLING IS OFFERED

A copy of an accurate summary of the contractual terms on which gambling is offered (comprising these Rules and the Games Rules) will be made available to customers upon request, set out in plain and intelligible language. The Rules may be altered, revoked or supplemented at any time by the Proprietor who will post notice of any changes before they come into effect. The Rules and all alterations shall be kept posted up on a notice board in the Casino for the information of patrons. All patrons shall be deemed to have full knowledge thereof.

8. EXCLUSION OF PATRONS BY THE CASINO

- (a) The Casino may in its absolute discretion at any time without notice and for any reason exclude any patron from the Casino without giving any explanation. Such exclusion may also take effect in all other casinos within the LCM group.
- (b) Any patron so excluded shall forfeit any privileges and all rights against the Casino, the Proprietor, LCM, and its affiliates, subsidiaries and parent companies.

'KNOW WHEN TO STOP BEFORE YOU START'

For more information and advice visit www.gambleaware.co.uk & for help & advice with a gambling problem contact Gamcare: 0845 6000 133

December 2011

A COPY OF THIS POSTER IS AVAILABLE IN A4 SIZE AT RECEPTION.

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- (c) The Casino is committed to ensuring that gambling is kept crime free and conducted in a fair and open manner in accordance with the licensing objectives of the Gambling Act 2005. Accordingly, the Casino will ensure any patron who is caught cheating in the Casino will not be permitted to benefit from their criminal act. Breach of this rule will invalidate any gaming so affected and any stakes or winnings hazarded shall be forfeit.
- (d) The Casino may disclose information relating to relevant excluded patrons to regulatory and enforcement authorities and to other casino operating companies for the prevention and detection of crime, insofar as this is consistent with the Casino's obligations under data protection legislation.

9. SOCIAL RESPONSIBILITY & SELF EXCLUSION

- (a) The Casino is bound by the Social Responsibility requirements of the Gambling Act 2005 ("GA2005") and the Gambling Commission's Licence Conditions & Codes of Practice ("LCCP"). Accordingly the London Clubs International Limited group operates a Responsible Gaming Policy.
- (b) Whilst every patron is responsible for their own actions, the Casino as part of the LCM group and through its Code of Commitment is committed to promote responsible gambling for all patrons and to provide options for assistance to those who have difficulty in controlling their gambling. As part of that code the Casino operates a self exclusion policy to be implemented if a patron seeks exclusion from any of our properties citing problem gambling as the reason. Any period of self-exclusion will last for a period of at least 6 months
- (c) Whilst the casino will, in accordance with GA2005 and the LCCP, use its best endeavours to prevent the entry of self excluded patrons, it remains the responsibility of the patron not to enter or attempt to enter or gamble in any property or facility operated by LCM.
- (d) LCM will not be liable for any losses suffered by any patron found to have used any LCM gaming facility contrary to the terms of their Self Exclusion agreement. Furthermore, in such circumstances

LCM will not return any stake monies and will refuse the payment of any winnings and may seek from the patron any winnings reasonably identifiable by LCM.

10. CASINO PROPERTY

No property, newspaper, periodical or other thing belonging to the Casino shall be removed from the premises by any patron. Neither the Casino, the Proprietor, LCM and its affiliates, subsidiaries and parent companies, nor any of its officers or staff accept any responsibility for any loss or damage to property on the premises whether or not entrusted to the care of the Casino or any of its servants.

11. PROTECTION OF PATRON FUNDS

In accordance with the LCCP patrons are advised that it is the policy of the casino not to protect patrons' funds held on deposit in the event of insolvency.

12. BILLS

Patrons must pay their bills before they leave the premises unless they have written authority from the Proprietor not to do so. Credit will not be provided in connection with gambling.

13. OPENING HOURS

The Casino shall open and be prepared to receive patrons daily during such hours as the Proprietor shall determine from time to time.

14. SALE & SUPPLY OF LIQUOR

The sale or supply of intoxicating liquor in the Casino shall be as determined by statutory provision and local regulation.

15. GAMING

- (a) No game of hazard or chance shall be played in the Casino otherwise than in accordance with the statutes applicable thereto and for the time being in force.

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- (b) No device (whether electrical, mechanical or otherwise), skill, trick or deception may be used by any patron whether on or off the premises, the purposes of which is intended to cheat or to gain an unfair advantage in, or to influence, any gaming on the Casino premises. Breach of this rule will invalidate any gaming so affected and any winnings or stakes hazarded shall be forfeit. LCM will notify the Police, Gambling Commission and any other relevant authority of such occurrence(s) where it considers it appropriate to do so.
- (c) Gaming chips issued by the Casino remain the property of the Casino and must be returned or redeemed (as appropriate) on demand.

16. ANTI-MONEY LAUNDERING & COUNTER TERRORIST FINANCING ("AML/CTF")

- (a) Patrons will be required to produce identification which is acceptable to LCM when gaming or transacting at certain threshold levels to ensure compliance with AML/CTF legislation.
- (b) LCM may, as part of its ID verification processes and general enhanced due diligence procedures, conduct checks on patrons with a recognised fraud prevention agency to ensure compliance with AML/CTF legislation. Details are published in the Casino.
- (c) LCM may, as part of its regulatory obligations, seek information relating to the source of patrons' funds which may be used for gaming transactions or in connection with any other business relationship. LCM also reserves the right not to proceed with any transaction and/or to freeze any monies in its possession until such time that (i) LCM has obtained the required information to its sole satisfaction and (ii) LCM has completed any other processes that may be required under AML/CTF legislation.

17. PRIVACY POLICY

LCI operates a corporate privacy policy under which this Casino operates which sets out the way in which any personal data we collect from patrons, or that patrons provide to us, will be processed. The policy is

available on request at the Casino or via www.lciclubs.com. London Clubs International Limited is the data controller for the purpose of the Data Protection Act 1998.

18. ANIMALS

Animals are not allowed in the Casino, guide dogs excepted.

19. MAIL

No patron of the Casino shall give the Casino as his address for any purpose.

20. USE OF CASINO NAME

No patron shall use the name or membership of the Casino or Player Reward Scheme for any form of advertising whatsoever, whether the reference to the Casino or membership be made on note paper, business cards, business premises or in any other way whatsoever.

21. COMPLAINTS

The Casino is bound by the Complaints and Disputes requirements of GA2005 and the LCCP. Accordingly, LCM operates a Complaints & Disputes Policy. A copy of the complaints procedure is available on request.

22. REPRIMANDING STAFF

No servants of the Casino shall be reprimanded by any patron.

These rules come into effect on 11th October 2010.

LCM Compliance & Risk Management Department