Age Verification Testing Methodology

Testers

Testers should be 18 or 19 years old and look younger than their years. They will have provided proof of identity which will be verified by Check Policy. They will undertake appropriate training to fully understand the test procedure, awareness of categories of machines and site safety when conducting tests.

Test Procedure

The test will be conducted realistically and appropriate to behaviour that could be reasonably expected from any member of the public entering and seeking to gamble on licensed premises, but also with a view to simulating the behaviour that could be reasonably expected from a young person (under 18 years of age) attempting to gain access to an age-restricted premises. There will be no overt interaction between the tester and members of staff such as asking to exchange notes for coins, neither will they attempt to hide themselves from view. Testers do not carry means of identification (proof of age) on their person. Testers will, wherever possible, play on a category D or category C machine rather than higher stake gambling products, namely category B3. The test data will include the name of the machine, and jackpot value, should the tester engage in playing the game.

Stage 1	The Tester will enter the premises.
Stage 2	The Tester will browse for a full **3 minutes** to identify a machine that offers a prize of £5 or more. The selected machine should be, preferably, away from other customers.
Stage 3	If not already challenged for ID, the tester will play the machine for a further **5 minutes**, adding credit as required to continue the test, **but no more than £5**.
Stage 4	If not challenged for ID, the tester will exit the premises and complete the test data.

Summary of stages at which ID is checked

Stage 1	Upon entering the premises or close to the threshold	PASS
Stage 2	Browsing the premises but NOT inserting stake money	PASS
Stage 3	Inserting money into the machine and playing	FAIL
Stage 4	After 5 minutes / leaving / exiting the premises	FAIL
Stage 5	No challenge at all	FAIL

Further Test Adherence

1. If ID is challenged the tester should produce ID.
2. If asked for their age, the tester should respond accordingly and give their true age.
3. Testers will leave the premises should they be asked to do so.
4. If the Test AGC is located within a Family Entertainment Centre (FEC), the test will commence when the Tester enters the AGC.
5. Upon exiting the premises, the tester will complete the test.
6. The tester will complete the test via web app upon leaving the premises.

Testing Schedule

1. Strictly, clients will not be informed of a test date or a scheduled test event.
2. Testing schedule will not be released to clients or tester.