TESTING PROCEDURE

WHY PERFORM THE TESTS?

The idea of the Age Verification Testing is to ensure that Arcades/Cainos/Shops are observing the Think 21/25 rule and asking for ID from anyone who looks under this age. This is a requirement by the Gambling Commission to protect under age persons from Gambling.

WHAT DOES THE TEST ENTAIL

The Test itself should take no longer than 8 Minutes in total. **3 minutes** to enter and browse around the arcade, if not asked for ID in that time, play a machine that offers jackpot value of £100 or more. If within **5 minutes of play** you have still not been asked for ID, leave. Complete the necessary details via your mobile phone and that's it.

WHY BROWSE FOR 3 MINUTES?

You have to give the staff enough time to, potentially, get from one end of the Arcade to you.

WHY PLAY FOR 5 MINUTES?

If you get to play a machine, the arcade has failed the test. However our client would still like to know if their staff asked at all! They may have been in the toilet, dealing with an emergency etc.. if this is the case, please add these details to the test Notes for further assessment.

THE ID CHALLENGE

It is important for our client to undergo an independent Test, this is so they can improve training and services they can offer. So the point at which any ID challenge was asked is vitally important and how the challenge was made.

IMPORTANT: If you are asked for ID, you must produce a valid ID!

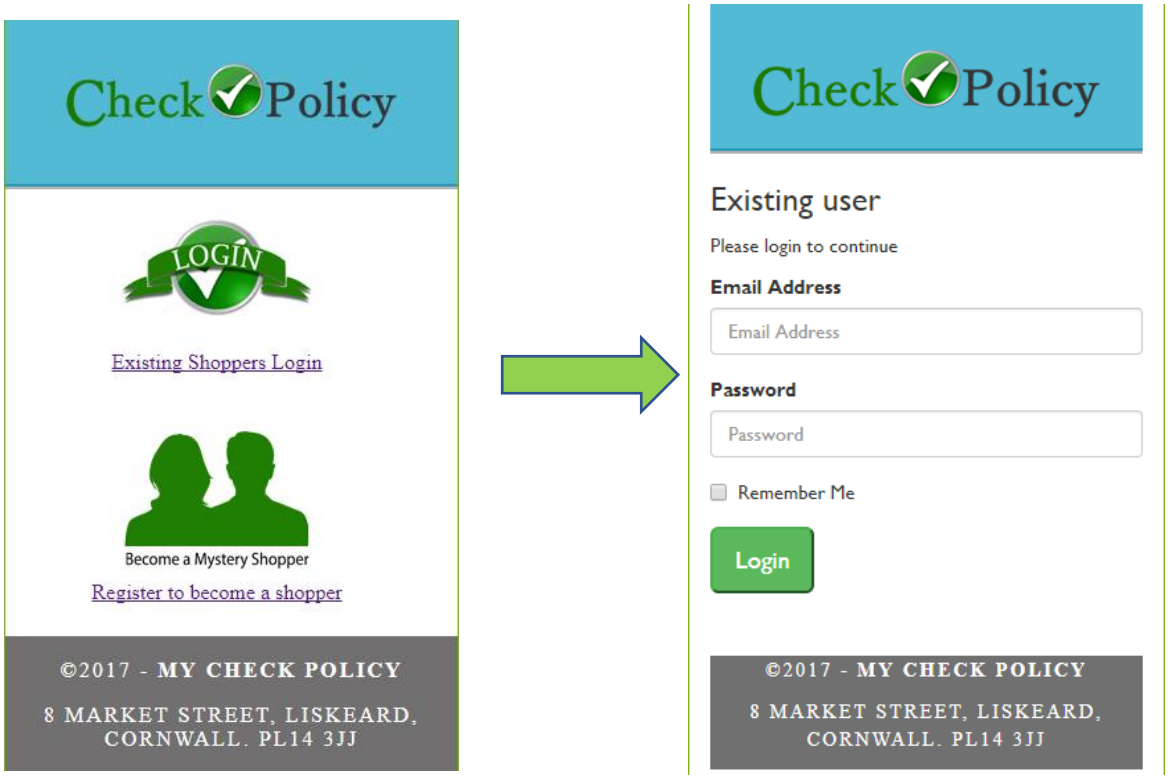
When asked to leave the premises please do so!

THE TEST ITSELF

Before you go to site, ensure you are familiar with the questions to be answered. Look at the test beforehand but DON'T complete the test until you have performed the test itself. If you do this will close the call!

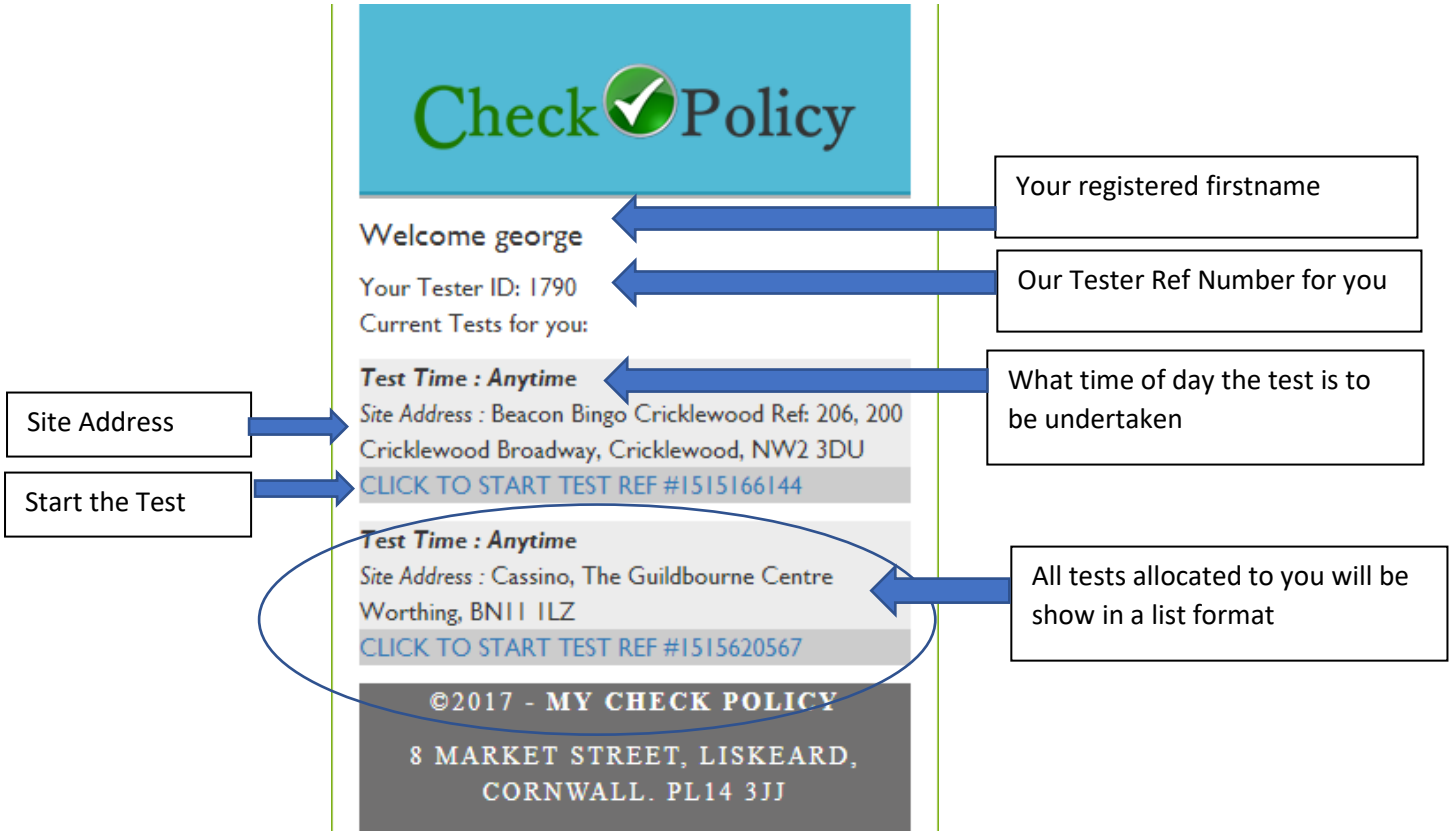
When you get to the correct site address:

Open the application and login



Use the username (email address) and password you entered when you registered to login.

You should be presented with you r Account page showing you any Tests to be done

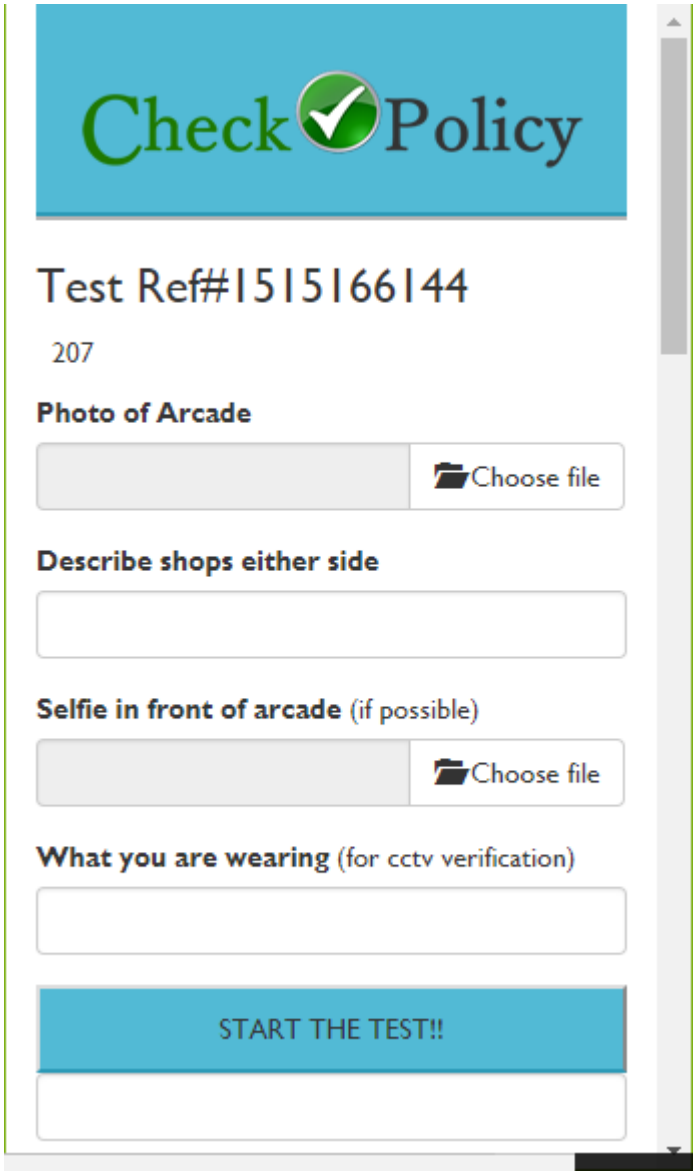


All tests allocated to you will be show in the list, *not in any particular order*!

Please note the Test Time

1. Anytime – Day or night (meaning after 9am and before midnight usually)
2. Day time – After 9am but before 6pm
3. Night time – After 6pm but before Midnight

Any specific times will also be listed, but we will confirm the details with you should this arise to ensure you are able to perform the test.



Entering the test you will see the test questions and other necessary actions

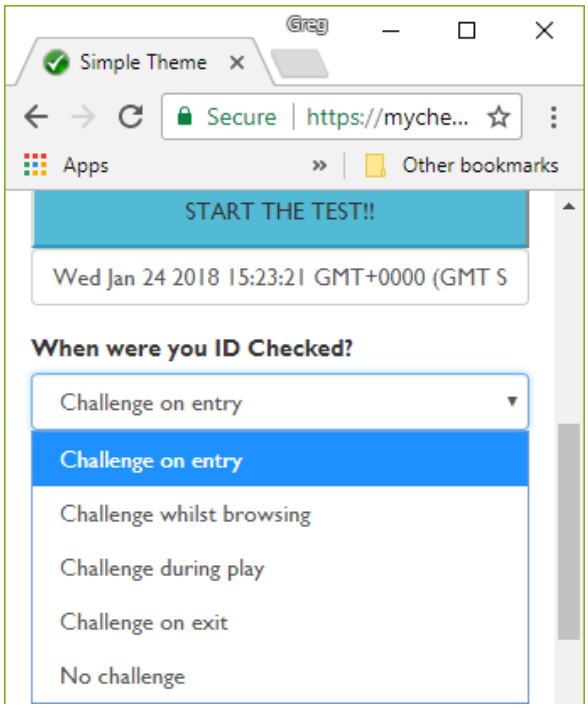
Take a photo of the Arcade showing shops either side

What shops are to the leftand right of the arcade

If possible, take a selfie in front of the arcade (this proves attendance)

Describe your attire (for cctv reference if need be)

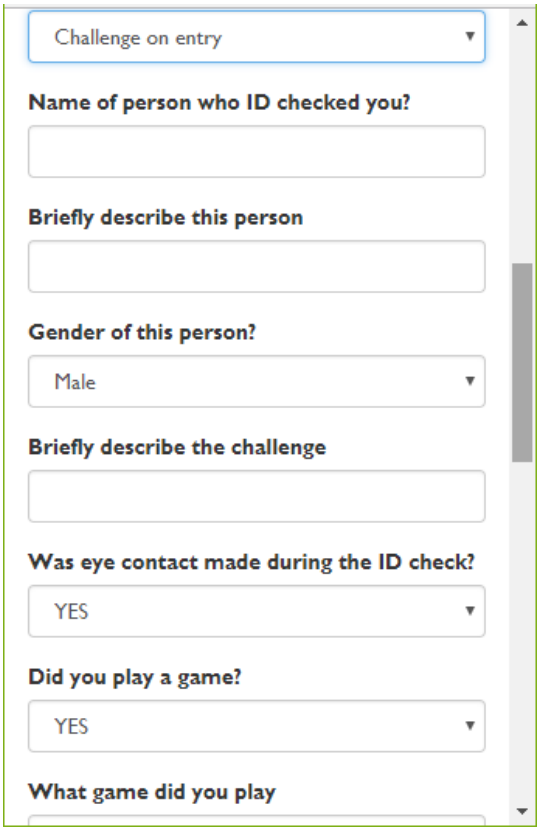
Click to start the test – this is simply a date and time stamp but is VERY important



Clicking the start test inserts date and time

ID Challenge

When were you challenged. This again is very important and has to be correct.



The remainder of the questions should be completed OUTSIDE the arcade.

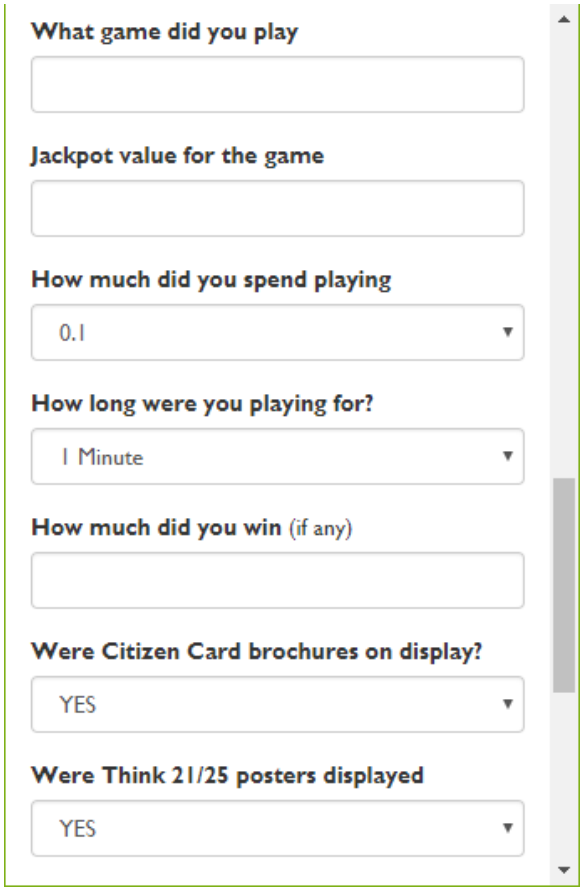
All questions are fairly self explanatory .

Eye contact.

Generally eye contact will be made during the ID challenge, if not then please select NO

Game

Make a note of the game played, again this is important



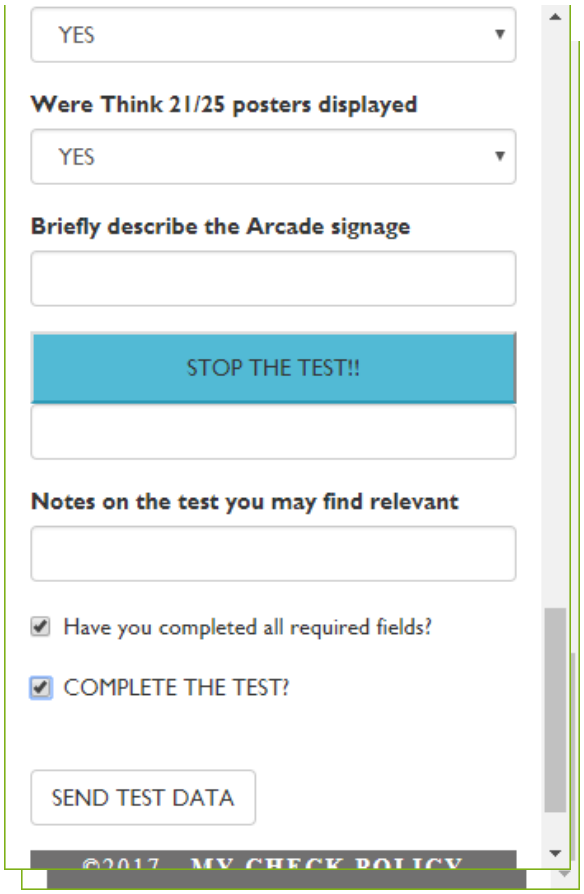
What game will determine the category of machines (see Category PDF for information)

How much did you spend

Measured in pounds and pence. i.e 1.4 is £1.40

If you are asked for ID whilst playing the machine, we need to know how long you were playing for

If you get to enter the Arcade, please make a mental note of any signage etc



Once you exit the arcade –

PRESS The STOP BUTTON

This is the timer for the test.

Complete the notes and End the test

Note: The submit button will only become visible if both Check boxes are checked!

This will now end the test and take you back to your account page.

The Test should now be removed from your account