

**Queensland Keno venues have certain obligations relating to the operation of Keno under Keno legislation and Rules. Failure to comply with these obligations may be a breach of the law and result in the venue, and in some cases the venue employee, being subject to penalties ranging from fines to a term of imprisonment. Please ensure that all venue team members who are involved in selling Keno read and understand this important notice.**

## Credit betting

Credit betting occurs when a venue or a venue employee extends credit to allow any person to play a Keno game. This includes allowing a person to place a bet on a Keno game without accepting full payment before issuing the Keno ticket. All Keno tickets must be paid for in full at the time they are issued.

Credit betting is against the law (s.148 of the *Keno Act 1996*) and is also a breach of the Keno Agency Agreement. A venue or venue employee found to be credit betting or allowing credit betting may be subject to significant penalties. It may also result in the removal of the venue's right to operate Keno and revocation of an individual's Keno operator accreditation.

## Betting on duty

Keno agents and people employed or engaged (whether paid or voluntary) in functions relating to the conduct of Keno must not play Keno in the venue where they are employed or engaged. Betting on Keno at the venue where you are employed is against the law.

## Betting by minors

It is an offence to allow, assist or enable a person under the age of 18 years to play Keno (s.166 of the *Keno Act 1996*). You must take appropriate measures to ensure that no minor plays Keno. These include:

- ID checking: does your venue have an ID25 policy? If so, remember this should also apply to anyone playing Keno. As appropriate, Keno customers should be asked to show acceptable proof of age (e.g. Drivers Licence) before they play Keno. If they don't produce acceptable ID, you cannot let them play;
- Ensuring that minors aren't handling money or Keno tickets on behalf of an adult;
- Ensuring that any self-service terminals (SSTs) can be easily seen from a bar or service point that is staffed at all times. This allows your team to regularly monitor the SST to prevent any minors who might attempt to play Keno on the SST;
- Displaying all mandatory regulatory signage regarding minors in your venue and on all SSTs.

## Cheating

It is an offence for any person to dishonestly obtain a benefit for themselves or another person in relation to a Keno game including by fraud, misrepresentation or theft or other scheme. For example, this would include the practice of scanning discarded Keno tickets and retaining any winnings.

**All instances of breaches or suspected breaches of any of these obligations must be reported to the Keno Venue Support Contact Centre on 1800 061 061 within 24 hours of the venue becoming aware of the issue.**

If you have any queries about this notice, please contact your Keno Sales Executive.

This notice is a reminder of certain regulatory obligations and does not constitute the provision of legal advice. It is not for public display within your venue.