

**County Buildings  
Wellington Square  
AYR KA7 1DR  
Telephone No. 01292 612724**

6 January 2026

**To:- Councillors Grant (Chair), Bell, Brennan-Whitefield, Kilbride, Pollock, Scott and Townson.**

Dear Councillor

**SOUTH AYRSHIRE LICENSING BOARD**

You are requested to participate in the meeting of the above Board to be held on **Thursday 15 January 2026 at 10.00 a.m.** for the purpose of considering the undernoted business.

This meeting will be held on a hybrid basis in County Hall for Elected Members with a remote option, will be live-streamed and available to view at <https://south-ayrshire.public-i.tv/>

**Please note that a briefing meeting will take place for all Board Members at 9.15 a.m., online and in the Prestwick Committee Room.**

Yours sincerely

**CATRIONA CAVES  
Clerk to the Licensing Board**

**B U S I N E S S**

1. Declarations of Interest.
2. Date of Next Board Meeting Thursday 12 February 2026 at 10:00 a.m.
3. Minutes of previous meeting of 9 December 2025.  
(copy herewith).
4. Report by Licensing Standards Officer.

Pages 1 to 5

5. **Licensing (Scotland) Act 2005**
  - (a) Application for Variation of Premises Licence (copy herewith). Pages 6 to 13
6. **Gambling Act 2005**
  - (a) Application for Transfer of Adult Gaming Centre (copy herewith). Pages 14 to 23
7. LSO Request for renewal of Delegated Powers for Occasional Licences (copy herewith). Page 24
8. Any Other Business.

For more information on any of the items on this agenda, please telephone June Chapman, Committee Services, at 01292 272015 at Wellington Square, Ayr or e-mail: [committee.services@south-ayrshire.gov.uk](mailto:committee.services@south-ayrshire.gov.uk)  
[www.south-ayrshire.gov.uk](http://www.south-ayrshire.gov.uk)

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**SOUTH AYRSHIRE LICENSING BOARD.**

Minutes of a hybrid webcast meeting held on 9 December 2025 at 10.00 a.m.

Present: Councillors William Grant (Chair), Laura Brennan-Whitefield, Martin Kilbride; Bob Pollock and Duncan Townson.

Apologies: Councillors Kenneth Bell and Gavin Scott.

Attending: L. McChristie, Co-ordinator – Licensing and Depute Clerk to the Board; C. Andrew, Licensing Standards Officer; J. Chapman, Committee Services Officer and E. Moore, Committee Services Assistant.

**Opening Remarks**

The Chair welcomed everyone to the meeting, outlined the procedures for conducting this meeting and advised that it would be broadcast live.

**1. Declarations of Interest**

There were no declarations of interest by Members of the Board in terms of the Councillors' Code of Conduct.

**2. Date of Next Board Meeting**

The Chair advised that the next Board meeting would be held on Thursday 15 January 2026 at 10.00 a.m.

**3. Minutes of Previous Meeting**

The **Minutes** of the Meeting of South Ayrshire Licensing Board of 20 November 2025 ([issued](#)) were submitted.

**Decided:** to approve the Minutes of the previous meeting.

**4. Report by Licensing Standards Officer**

There was no verbal update by the Licensing Standards Officer.

**5. Transfers granted under delegated powers**

There was submitted a report ([issued](#)) of 25 November 2025 by the Clerk to the Licensing Board advising Board Members of the determination of applications for Transfer of licences for the period between the last Board meeting and the present one.

The Board

**Decided:** to note the report.

6a. [Applications for Occasional Licence](#)

The Board considered the following applications: -

**Applicant**

Crooksmoss Bowling Club

Date Requested: 31 December 2025

**Premises**

Crooksmoss, Bowling Club, Glenmuir Place, Ayr

Time Requested: On Sale 19:00 – 01:30

Having heard from the Licensing Standards Officer, the Board

**Decided:** to grant the above application

**Applicant**

Maidens Bowling Club

Date Requested: 31 December 2025

**Premises**

Maidens Bowling Club, 31 Harbour Road, Maidens

Time Requested: On Sale 19:00 – 01:00

Having heard from the Licensing Standards Officer, the Board

**Decided:** to grant the above application

**Applicant**

Jordan Arkle

Dates Requested:

15 to 28 December 2025  
29 December 2025 to 11 January 2026  
12 to 25 January 2026  
26 January to 8 February 2026  
9 to 22 February 2026  
23 February to 8 March 2026

Times Requested: Everyday 10:00 – 22:00

**Premises**

The View@Monktonhill, Monktonhill Farm, Monktonhill Road, Prestwick

Having heard from the Applicant, Licensing Standards Officer, and following questions from Members,

The Board

**Decided:** to refuse the applications as the Board considered that the grant of these licences would be inconsistent with the licensing objective Securing Public Safety.

**Applicant**

Martin Brown

**Premises**

Christmas Market, Ayr Central, Ayr

Date Requested: 20 December 2025

Time Requested: Everyday 10:00 – 16:00

Having heard from the Licensing Standards Officer and following questions from Members, the Board

**Decided:** to grant the above application subject to the condition that the licence holder display appropriate signage to (1) ensure that the stall is clearly identifiable as an 18 and over stall; and (2) confirm that the stall is an off sales only provision and no consumption of the alcohol sold at the stall is permitted in public.

**6b. Applications for Extended Hours****Applicant**

(1) The Ghillie Dhu Ltd

**Premises**

The Ghillie Dhu  
11 Burns Statue  
Ayr

The Super Bowl – 8 February 2026.  
Friday – 01.00 to 03:30

Having heard from the Licensing Standards Officer, the Board

**Decided:** to grant the above application.

**Applicant**

(2) Cambusdoon Sports Club

**Premises**

Cambusdoon Sports Club  
2 Burns Wicket  
Ayr

New Years Celebrations – 31 December 2025  
Friday – 23:00 to 01:00

Having heard from the Licensing Standards Officer, the Board

**Decided:** to grant the above application.

**Councillor Townson left the meeting at this point.**

**6c. Premises Licence Review – Unpaid Annual Fees**

Having heard from the Licensing Standards Officer that the Plough Inn had surrendered their licence and that the Beijing Palace and Wee Windaes had paid their annual fee and that no further action was to be taken; and recommended that the following premises licence were to be suspended –

**Premises Licence Holder**

**Premises**

CJC Henderson Ltd

Welltrees Inn  
9-11 Welltrees Street  
Maybole

Ultimate Leisure (Scotland) Ltd

The Ship Inn  
36 North Harbour Street  
Ayr

Forbes Robertson

Millionayr  
12 River Street  
Ayr

M.E.T Corporate Ltd

Mulligans  
7-9 Arthur Street  
Ayr

Forbes Robertson

The 19<sup>th</sup> Golf Theme Bar  
102 Main Street  
Ayr

ATM Bar and Restaurants Ltd

Indriya Bar and Restaurant  
25 Burns Statue Square  
Ayr

Forbes Robertson

Flix Fun Bar  
35 Bridge Street  
Girvan

M.E.T Corporate Ltd

No 8 Bar and Grill  
8-10 Fullarton Street  
Ayr

LAL (Public House) Ltd

The Wee Mans  
31 Green Street  
Ayr

Mr Kwai Tong Pang

New City Restaurant  
27-29 Sandgate  
Ayr

The Firm of Basrai Partnership

Mr Basrais World Buffet and Bar  
5 Beresford Terrace  
Ayr

Partnership of Mr Ian Eadie and  
Mrs Doreen Eadie

Arrandale Hotel  
2/4 Cassillis Street  
Ayr

The Board

**Decided:** to suspend the above premise licences and grant delegated powers to the Depute Clerk to revoke the suspension of the licence when payment of the annual fee was received.

7. **Closing Remarks**

The Chair thanked officers and the Board for their hard work and concluded the meeting.

The meeting ended at 11:35 a.m.

DRAFT

**Licensing (Scotland) Act 2005****Application for Variation of Premises Licence**

1.	Prestwick Golf Club 2 Links Road Prestwick	Prestwick Golf Club 2 Links Road Prestwick																																												
	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Existing Licensed Hours</th> <th colspan="2">Proposed Licensing Hours</th> </tr> <tr> <th>On Sales</th> <th>Off Sales</th> <th>On Sales</th> <th>Off Sales</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Tuesday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Wednesday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Thursday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Friday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Saturday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> <tr> <td>Sunday</td> <td>10.00 to 23.30</td> <td>10:00 – 22:00</td> <td>09.00 to 23.30</td> <td>10:00 to 22:00</td> </tr> </tbody> </table>			Existing Licensed Hours		Proposed Licensing Hours		On Sales	Off Sales	On Sales	Off Sales	Monday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Tuesday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Wednesday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Thursday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Friday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Saturday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00	Sunday	10.00 to 23.30	10:00 – 22:00	09.00 to 23.30	10:00 to 22:00
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	<ul style="list-style-type: none"> <li>• Increase core hours to allow 9am start Monday to Sunday</li> <li>• Remove seasonal variations</li> <li>• Add conference facilities</li> <li>• Add Pro Shop (no alcohol sales) and Golf Buggy with Drinks and Snacks to additional activities</li> <li>• Update Children and Young Persons Statement</li> </ul>																																													

Prestwick Golf Club – Links Road, Prestwick

Application for Variation

Information from LSO

The premises licence for Prestwick Golf Club was first granted in 2009 as a members club and apart from a variation in 2013, there has been no updates to the licence since.

Over the past few months, I have had discussions with the Club Secretary to discuss the Boards policy and to understand their proposals for future trading to ensure the sustainability of the club and to create an application which includes an exciting redevelopment of the upper floor. The Club is clear that they wish to continue to operate for members and guests only and the variation to the operating plan reflects the investment that is being made to continue to improve facilities at this historic premises.

A full renovation of the upper floor of the premises is reaching its conclusion and this includes the provision of new office space and a bar and restaurant area which is all accessed by the main staircase.

Additionally, the operators have applied to 'tidy up' a number of points in their operating plan to reflect current and future practices including amending the children and young persons statement to include the employment of young people as waiting staff. This also includes an amendment to the Core Hours to reflect a 9am start for alcohol service to reflect the early start for golf competitions and is consistent with other applications that have been granted by the Board over the past few years.

Another purpose of the variation application is to allow the operation of a 'golf buggy' which is taken out on to the course to sell snacks and refreshments to golfers. This is a practice that has operated over a number of months last year with the benefit of occasional licences in order to trial it following discussion with the LSO. Having proved to be a successful addition to the provision of alcohol and with no issues reported to licensing as a result, the club now wish to include this as a permanent provision within the operating plan. For the avoidance of doubt the operation of this facility is consistent with what has been granted elsewhere and the buggy is stored indoors when not in use and not on the course beyond 8pm.

The full variation application has been made following discussion and consultation with the LSO and considering the licensing objectives and South Ayrshire Licensing Board policy statement.

Catrina Andrew  
Licensing Standards Officer  
5<sup>th</sup> January 2026

Artists impression of the new reception desk and staircase to the newly developed restaurant and bar area



Artist Impression – Reception



Artist Impression – Dining

Artists impressions show the restaurant/dining area with the new feature window



Artist Impression – Dining

Artists impression of new bar area



Artist Impression – Bar

**KEY:**

- public access rooms
- area primarily used for sale of alcohol
- extent of license area

**FIRE/SMOKE DETECTION DEVICES KEY:**

- |   |  |   |
|---|--|---|
| <span style="color: red;">⊗</span> smoke detector - optical   | <span style="border: 1px solid red; padding: 2px;">FAP</span> fire alarm panel           | <span style="border: 1px solid red; padding: 2px;">FEX</span> fire extinguisher |
| <span style="color: red;">⊗</span> optical void detector with LED indicator                                     | <span style="border: 1px solid red; padding: 2px;">IU</span> fire alarm interface unit   | <span style="border: 1px solid green; padding: 2px;">EXIT</span> fire exit sign |
| <span style="color: red;">⊙</span> break glass point  | <span style="border: 1px solid red; padding: 2px;">DRP</span> main disabled refuge panel | <span style="border: 1px solid red; padding: 2px;">BLAN</span> fire blanket     |
| <span style="border: 1px solid red; padding: 2px;">C.C.</span> combined heat detector, sounder and beacon base  | <span style="border: 1px solid red; padding: 2px;">DR</span> disabled refuge call point  |   |
| <span style="border: 1px solid red; padding: 2px;">C.C.</span> combined smoke detector, sounder and beacon base | <span style="border: 1px solid red; padding: 2px;">H/O</span> door hold open             |   |
| <span style="border: 1px solid red; padding: 2px;">C.C.</span> heat and smoke detector                          |  |   |

**NOTES:**

There are no allocated areas for children and young persons. Children and young persons can use all public access areas, subject to supervision required as stated in Operating Plan. No children under 5 years old are allowed on the premises.

Extents of license area covers whole building.

Seating plans shown represent regular arrangements, used for everyday function.

Information on this plan is for information only to the licensing board and Building Control to assist with capacity calculations.



**NOTES**

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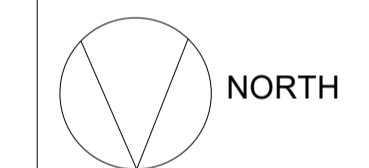
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P01 Licensing Application SH AI 27/11/25

REVISION / DESCRIPTION	DRAWN	CHECKED	DATE
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KEY PLAN



SCALE 1:100

ARCHITECT:



**DENIZEN WORKS LTD.**

1A GOLDSMITHS ROW  
LONDON  
E2 8QA  
United Kingdom  
t +44(0) 20 3696 6900  
info@denizenworks.com

CLIENT:  
Prestwick Golf Club

SITE ADDRESS:  
2-4 Links Road  
Prestwick  
KA9 1QH

PROJECT TITLE:  
Prestwick Golf Club

DRAWING TITLE:  
Proposed First Floor  
Plan - Licensing

DATE:  
04/11/2025

SCALE:  
1 : 100 @ A1

PURPOSE OF ISSUE:  
For Information

REV:	STATUS:
P01	S2

DRAWING NO.:  
23003 - DEN - PW - 01 - DR - A - 2901

**KEY:**

- public access rooms
- area primarily used for sale of alcohol
- extent of license area

**FIRE/SMOKE DETECTION DEVICES KEY:**

- ⊗ smoke detector - optical
- ⊗∞ optical void detector with LED indicator
- ⊙ break glass point
- ⊞ combined heat detector, sounder and beacon base
- ⊞ combined smoke detector, sounder and beacon base
- ⊞ heat and smoke detector
- FAP fire alarm panel
- IU fire alarm interface unit
- DRP main disabled refuge panel
- DR disabled refuge call point
- H/O door hold open
- FEX fire extinguisher
- EXIT fire exit sign
- BLAN fire blanket

**NOTES:**

There are no allocated areas for children and young persons. Children and young persons can use all public access areas, subject to supervision required as stated in Operating Plan. No children under 5 years old are allowed on the premises.

Extents of license area covers whole building.

Seating plans shown represent regular arrangements, used for everyday function.

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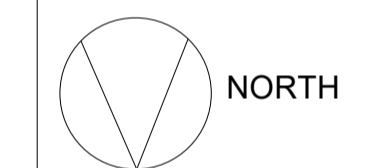
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P01 Licensing Application SH AI 27/11/25

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KEY PLAN



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**DENIZEN WORKS LTD.**  
 1A GOLDSMITHS ROW  
 LONDON  
 E2 8QA  
 United Kingdom  
 t +44(0) 20 3696 6900  
 info@denizenworks.com

CLIENT:  
 Prestwick Golf Club

SITE ADDRESS:  
 2-4 Links Road  
 Prestwick  
 KA9 1QH

PROJECT TITLE:  
 Prestwick Golf Club

DRAWING TITLE: Proposed Ground Floor Plan - Licensing	DATE: 04/11/2025
	SCALE: 1 : 100 @ A1

PURPOSE OF ISSUE: For Information	REV: P01	STATUS: S2
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DRAWING NO.:  
 23003 - DEN - PW - 00 - DR - A - 2900

**NOTES:**

There are no allocated areas for children and young persons. Children and young persons can use all public access areas, subject to supervision required as stated in Operating Plan. No children under 5 years old are allowed on the premises.

Information on this plan is for information only to the licensing board and Building Control to assist with capacity calculations.

Refer to supporting document SK045 for Site Aerial View.



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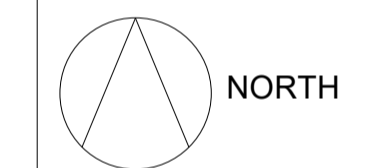
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P01 Licensing Application SH AI 27/11/25

REVISION / DESCRIPTION	DRAWN	CHECKED	DATE
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KEY PLAN



SCALE 1:200

ARCHITECT:



**DENIZEN WORKS LTD.**

1A GOLDSMITHS ROW  
LONDON  
E2 8QA  
United Kingdom  
t +44(0) 20 3696 6900  
info@denizenworks.com

CLIENT:

Prestwick Golf Club

SITE ADDRESS:

2-4 Links Road  
Prestwick  
KA9 1QH

PROJECT TITLE:

Prestwick Golf Club

DRAWING TITLE:  
Proposed Site Plan -  
Licensing

DATE:  
04/11/2025

SCALE:  
1 : 200 @ A1

PURPOSE OF ISSUE:  
For Information

REV: P01	STATUS: S2
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DRAWING NO.:

23003 - DEN - PW - ZZ - DR - A - 2899

**Agenda Item No. 6(a)****Gambling Act 2005****Application for Transfer of Adult Gaming Centre**

<b>Applicant</b>	<b>Premises</b>
Genda Europe Limited	Craig Tara Holiday Park Dunure Road Ayr

## GAMBLING ACT 2005

### ACCESS TO GAMBLING BY CHILDREN AND YOUNG PERSONS

#### Statement

The Company recognises its responsibility and obligation to mitigate risk to the Licensing Objectives and comply with the Licence Conditions and Codes of Practice (LCCP). Managers and staff receive social responsibility awareness training and compliance with procedures is monitored.

#### Policy and Procedures

##### **Adult Gaming Centre or adult-only gaming area.**

- Any person known to be under 18 years of age or who admits to being under 18 years of age will not be invited to enter into or gamble in any Adult Gaming Centre or adult-only gaming area.
- Any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof of age, will be challenged at the point of entry to an Adult Gaming Centre or adult-only gaming area. If in doubt – we ‘think 25’.
- If a person claims to be 18 or over and we have any doubt about such claim, satisfactory proof of age will be requested and will have to be provided before entry is allowed into an Adult Gaming Centre or adult-only gaming area.
- Proof of age documents must contain a photograph from which the individual can be identified; state the individual’s date of birth; be valid, and legible. It must bear no visible signs of tampering or reproduction. Acceptable forms of identification include those that carry the PASS logo (e.g. Citizencard and Validate); a military identification card; a driving licence (including a provisional licence) with photograph, and a passport..
- Where the person cannot produce proof of age, they will be advised that they will not be permitted to enter until such time as they provide such proof.
- They will be shown, have explained to them, and will be given a ‘proof of age card’ application form or offered an explanation on how to apply for a card.
- Should the person then refuse to leave, they will be advised that the age restriction is a legal requirement.
- If they still will not leave, the Duty Manager will be contacted to take over the situation.
- Where necessary to prevent potential underage gambling, staff are authorised to turn off gaming machines.
- If, despite our control procedures, a person who appears to be under 25 years of age enters the Adult Gaming Centre or adult-only gaming area, or gambles in the Adult Gaming Centre or adult-only gaming area, that person will be asked to provide satisfactory proof of age and where that person is unable to provide such proof of age, they will be advised that they must immediately leave the premises and will be escorted out of the Adult Gaming Centre or adult-only gaming area. Any such occurrence will be recorded as an entry in the appropriate log retained on the premises.

- Other than in respect of Category D gaming machines, any money paid (stake or otherwise) will be returned to confirmed under-18s in an Adult Gaming Centre or adult-only gaming area, and in such locations, under-18s will not be allowed to retain any prize
- Service will be refused in all circumstances in an Adult Gaming Centre or adult-only gaming area where any adult is accompanied by a child or young person.
- Consideration will be given to permanently excluding from our Adult Gaming Centre or adult-only gaming area any adult who, when accompanied by a child or young person, :
  - has attempted to gain entry or, should entry have been gained, if the offence was committed knowingly or recklessly; and/or
  - has attempted to gamble or has gambled or has been complicit in allowing a child or young person to gamble.

In such instances, consideration will be given to reminding such adult customers of their responsibilities in this respect, and of the Company's obligations under its operating licence. Notwithstanding, that adult will be required to stop gambling immediately, will be told to leave the premises and may be told that the matter may be reported to the police or local authorities.

- In instances where a child or young person repeatedly attempts to gain entry to and/or gamble in an Adult Gaming Centre or adult-only gaming area, or where repeated oral warnings have been issued, consideration will be given to reporting the matter immediately to local Site Security and, where appropriate, police or local education welfare department. Information on problem gambling will be made available to such children and young persons.
- The structure and layout of our Adult Gaming Centres and/or adult-only gaming areas will not prevent staff from monitoring and preventing access to gambling by children and young persons and underage gambling. Where it is not possible to ensure that staff have a clear line of sight of the entrance and of gambling products, staff will be required to patrol relevant areas and/or effect required controls through the positioning of staff or use of CCTV.
- The Company will conduct test purchasing at its Adult Gaming Centres and adult-only gaming areas as a means of ensuring that its policies and procedures to prevent underage gambling are effective.
  - Where the Arcade Manager is aware that a test purchase visit has taken place, including test purchase visits by Local Authorities, the Arcade Manager will immediately notify the relevant Area Manager, Regional Manager, and the Compliance Team including notification of the result of that visit, where known.
  - Where the result of a test purchase visit is notified directly to the Compliance Team, they will notify the Director of Operations; relevant Regional Manager, and Area Manager within 24 hours of receipt of the notification. The Area Manager will inform the sites of the result of any test purchase and in the event that the test purchase result is a Fail, the Area Manager will contact the site immediately where possible. The Security Department will effect an investigation.

**Premises other than an Adult Gaming Centre or adult-only gaming area where children or young persons may seek to gamble.**

For example, Licensed Family Entertainment Centres and also unlicensed Family Entertainment Centres.

- If members of staff have concerns that school age children or young persons are using the premises within school hours (meaning that they are suspected truants), the Duty Manager must be informed at the earliest available opportunity.
- The suspected truant should be challenged about the circumstances of their visit.
- Should the suspected truant offer proof of age, this should contain a photograph from which the individual can be identified, state the individual's date of birth, be valid and legible. It should bear no visible signs of tampering or reproduction. Acceptable forms of identification include those that carry the PASS logo (ie Citizencard and Validate), a military identification card; a driving licence (including provisional licence) with photograph and a passport.
- Where the suspected truant cannot produce proof of age, they will be invited to leave and advised that they will not be permitted to enter until such time as they provide such proof.
- If they still will not leave, the Duty Manager will be contacted to take over the situation.
- Any attempts by suspected truants to access the premises will be brought to the attention of the Duty Manager immediately and recorded as an entry on a log retained on the premises. Details of the entry to include date, time, identity of the individual if known – or a detailed description if unknown – the member of staff dealing action taken and the outcome. The log entry must be countersigned by the Duty Manager.
- Stakes will be returned to suspected truants attempting to gamble on Category D gaming machines and suspected truants will not be allowed to retain any prize obtained from such gambling
- Managers and staff are trained as part of their induction process in the understanding of, and the strict adherence to all aspects of this policy and accompanying logs. Appropriate refresher training will be provided to relevant staff to ensure that knowledge is updated and current, and to maintain staff competency and Company performance. Managers and staff are required to sign training records for induction training and refresher training and keep a copy for future reference. Originals are retained on employee's personnel files.

# **Staff Code of Conduct**

Version 1.0

November 2024

## Contents

Version History .....	3
Document Changes & Approvals .....	3
Genda Europe Limited Senior Management Team .....	3
Context and Overview .....	4
Introduction .....	4
Why this policy exists .....	4
Policy scope .....	4
Code Of Conduct.....	4
Professionalism and Business Conduct.....	4
Confidentiality .....	5
Safer Gambling .....	5
Conflict Resolution.....	5
Compliance with Laws and Regulations .....	5
Compliance with Operational Procedures.....	6
Conclusion .....	6

## Version History

Date	Version	Change comment	Approved by
05/11/2024	1.0	Initial creation	

## Document Changes & Approvals

This document forms part of the overall control documentation that describes core standards and processes relating to Genda Europe Limited's operation. All these documents are reviewed annually, or whenever there is a need for a change: a number of review forums are used for this activity.

## Genda Europe Limited's Senior Management Team

The Genda Europe Limited Senior Management Team are responsible for the revision and approval of all significant policies.

## Context and Overview

### Introduction

Genda Europe Limited has an expectation for the behaviour of all employees and contractors that undertake Genda Europe Limited business duties.

The policy has been created to ensure a safe, respectful, and professional working environment, and to promote the highest ethical standards in the workplace. All employees are expected to comply with this policy.

This policy should be read alongside other key policies, including the company's data protection and internet use policies.

### Why this policy exists

Genda Europe Limited seeks to promote the highest ethical standards in the workplace. Professionalism, appropriate and respectful behaviour not only benefits the business, it also serves to benefit the company staff, its customers, suppliers, agents and clients.

This code of conduct policy intends to:

- Promote the ethical and professional standards of Genda Europe Limited and its employees, volunteers, and contractors;
- Provide guidance on how individuals should present themselves whilst carrying out their business duties;

### Policy scope

This policy applies to all staff and contractors at Genda Europe Limited. It applies no matter where the individual is carrying out their normal business duties: Either in-office, travelling for business, working remotely, or situated at another appropriate location.

## Code Of Conduct

### Professionalism and Business Conduct

- a) All employees and contractors must conduct themselves in a professional manner at all times and comply with the company's policies, procedures, and guidelines.
- b) Employees should maintain a positive attitude, be respectful of others, and refrain from engaging in any behaviour that could be considered disrespectful, discriminatory, or harassing.
- c) Employees should also maintain a high level of honesty and integrity in all their business dealings and avoid any conflicts of interest. If in any doubt regarding what may constitute a conflict of interest, employees should consult with their line manager.

## Confidentiality

- a) Employees must maintain the confidentiality of all proprietary and confidential information of the company, including customer information, business strategies, and trade secrets.
- b) Employees should not disclose confidential information to anyone outside the company, including family and friends, without prior authorization from the Senior Management team.
- c) Employees should also be mindful of the security of sensitive information and take appropriate steps to safeguard it.

Consult with the Information Security policy documentation set, available alongside this code of conduct document for further details.

## Safer Gambling

- a) Employees and contractors of Genda Europe Limited are expected to support Safer Gambling practices and comply with all relevant laws and regulations.
- b) Employees and contractors should not encourage excessive gambling, nor should they market gambling products to vulnerable or underage individuals at any time.
- c) Any employee who suspects that a customer may have a gambling problem should immediately report it to the Senior Management Team.

## Conflict Resolution

- a) The company encourages all employees to resolve any conflicts or disputes in a professional and constructive manner.
- b) Employees should report any incidents of harassment, discrimination, or other inappropriate behaviour to their line manager or HR representative.
- c) The company will take appropriate action to investigate and resolve any complaints in a timely and confidential manner.

## Compliance with Laws and Regulations

- a) All employees must comply with all applicable laws, regulations, and industry standards, including those relating to gambling, data protection, and anti-bribery.
- b) All employees, notably, those in specified management roles having completed the Gambling Commission's Annex a declaration process, should be aware of and keep up to date regarding their obligations under the Gambling Act and other applicable laws and regulations. Any suspected breaches must be reported immediately to a line manager or HR representative.
- c) All new employees are subject to appropriate reference checks at commencement of employment. Disciplinary procedures are attached to each new employee's contract of employment.

## Compliance with Operational Procedures

- a) All staff receive appropriate training for compliance with operational policies and procedures and contractual obligations ensure that any failures are subject to disciplinary procedure, including but not limited to dismissal in the case of gross misconduct.
- b) Staff activity is supervised and is subject to monitoring as appropriately required.

## Conclusion

This Staff Code of Conduct Policy is not exhaustive and does not limit the company's rights to take disciplinary action against any employee who breaches these standards or engages in any other inappropriate behaviour.

## Agenda Item No. 7

LSO Request for renewal of Delegated Powers for Occasional Licences  
Nan Li - Blairquhan Castle, Straiton  
Alistair McClymont – Personal Licence Holder

Members will be aware that Delegated Powers were granted to the Depute Clerk to grant Occasional Licences for two particular regular applicants in 2025. The criteria for this was very specific and related to applications beyond 12midnight that would usually require to be considered at a Board meeting. The purpose of the grant of delegated powers was to prevent the applications being referred to the Board when there was no negative report from the LSO or Police Scotland and prevented the need for the applicant to attend.

This was in line with the 2023 update to the Licensing Policy Statement which reads;

*‘ The Board recognises that there are some venues which operate events such as weddings, on a regular basis with the benefit of Occasional Licences, and there are therefore applicants who appear before the Board throughout the year with applications for a terminal hour beyond 12 midnight. Where the applicant and venue are known to the Board and the application is for the type of event and hours that have previously been granted to the premises with no negative feedback from Police Scotland, the Licensing Standards Officer and the local community, the Board may grant the Clerk delegated powers for future similar applications. This decision would be taken at a Board meeting in relation to applications for a period of 12 months, subject to agreement with the consultees.’*

Blairquhan Castle at Straiton who operate as a wedding and events venue, have benefitted from Occasional Licences granted to Nan Li, personal licence holder over the past year. In total 13 dates were granted in 2025 which requested trading until 1am and these were able to be dealt with out with Board meetings.

Therefore, I would request that delegated powers are again granted to the Depute Clerk for 2026 for a period of 12 months, lasting until the Board meeting in January 2027.

Alastair McClymont is a personal licence holder who is known to the Board as a regular applicant for Occasional Licences. The applications range from community halls to rural houses and barns and those with later terminal hours generally reflect events in the rural and agricultural community. In 2025 the Depute Clerk granted 5 licences to this applicant with a terminal hour beyond 12midnight. I would therefore request that delegated powers are again granted to the Depute Clerk for a period of 12 months, lasting until the Board meeting in January 2027.

If the Board are minded to grant the request for delegated powers in respect of the applicants mentioned above, I would advise that any ‘events’ that represent any concerns in relation to any of the licensing objectives or the Board’s policy will continue to be referred to a Board meeting for a decision.

Catrina Andrew  
Licensing Standards Officer  
5<sup>th</sup> January 2026