



30th November 2010.

'On-Course' Bookmaker Customer Charter.

Bookmaker Associations have been in discussion with the RCA and Racing for Change in relation to the terms of the Charter. Following a number of discussions the terms of the Charter have been changed to allow bookmakers to bet to 1/5th the odds on handicaps of 16 to 21 runners. It was clear from Racing for Change that the issue of non-standard each way terms was the biggest customer complaint in relation to the betting ring. The compromise to allow 1/5th the odds in 16 to 21 runner handicaps is a big step forward.

The Bookmaker Associations now support the Charter and recommend that you sign up to it via the AGT website.

The Charter will be promoted 'on-course' via race card ads, posters, PA announcements and big screen and internal CCTV images.

The discussions with the RCA and Racing for Change were very productive and this change does not see the end of such discussions. We each recognise that there is much to do but there is willingness on all sides to move forward and to develop a constructive partnership. We have raised with Racing for Change the need to give more visibility to issues that impact on bookmakers – such as the use of the big screen for announcements such as Rule 4 terms and when non-runners alter the number for Place terms. These are being looked at and we are confident that we now have an avenue for progressive and productive discussions in the future.

Your support for the Charter is encouraged – it is a customer service issue and one that should be supported for the good of the whole betting ring. We would also encourage you to raise suggestions for future developments as we seek to make further progress.

*Federation of Racecourse Bookmakers Ltd.
30th November 2010.*