



Horizons  
CASINO



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# COMPLAINTS & DISPUTES

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Strictly over 18s only | [begambleaware.org](http://begambleaware.org)

[www.horizonscasino.com](http://www.horizonscasino.com)

# Internal Complaints and Disputes Procedure

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## Gaming Related

Horizons Casino fully supports the objective detailed in the Gambling Act 2005 to ensure that gambling is conducted in a fair and open way.

Should you have any complaint or dispute about any gaming related decision, please refer to the following process.

The process for settlement of any gambling related dispute is as follows:

- the matter should be raised with the dealer or table inspector/supervisor at the time
- if you are not satisfied with their decision, it should be raised with a gaming manager
- if not satisfied with their decision, you should put your complaint in writing to the general manager at the casino address: Horizons Casino, Queens House Leicester Square, WC2H 7RN
- if still not satisfied with the decision, you should put your complaint in writing to the Head of Compliance and Security for the company at: 40 New Bond Street, London W1S 2RX.

Horizons Casino will aim to acknowledge receipt of your complaint within 24hrs.

Horizons Casino will formally notify you of their final decision within 8 weeks of receiving your complaint; and where the company cannot settle the complaint to your satisfaction, you may then refer the matter to the Independent Betting Adjudication Service by visiting their website online at [www.ibas-uk.com/consumers/how-to-raise-a-dispute](http://www.ibas-uk.com/consumers/how-to-raise-a-dispute). There is no charge to you for using this service (See Alternative Dispute Resolution overleaf).

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## Non Gaming Related

Should you feel dissatisfaction of any immediate resolution of a non-gaming related matter, a formal complaint may be made by speaking to a Casino Manager in person at the premises or alternatively in writing to: general manager, Queens House Leicester Square, London WC2H 7RN.

# Alternative Dispute Resolution

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## HOW TO RAISE A DISPUTE

### Take the dispute as far as you can with the licensed gambling operator.

The first advice we give to all customers of gambling operators is to ensure that you have made every reasonable effort to try to resolve the situation with the company you've been dealing with.

We realise that sometimes having to deal with different individuals, departments or tiers within the same organisation can be frustrating and tiring, but the point of Alternative Dispute Resolution (ADR) is that services such as IBAS exist to adjudicate when all else fails.

We have arrangements with several gambling operators that we will not look at a dispute until you, as the customer, have been advised in writing that you should contact us or have been issued with a reference code or number to indicate that the company agrees it can do no more to resolve the dispute. Some operators will refuse to deal with IBAS on a dispute until they consider that their efforts to resolve the dispute have been exhausted.

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## Register with IBAS

In order to complete a claim form to begin the dispute process, you will first need to register an account with IBAS online at [www.ibas-uk.com/consumers/register-with-ibas](http://www.ibas-uk.com/consumers/register-with-ibas). Please note that the contact details you supply to us will be used only by us to communicate with you. Unless we are legally required to share these details, e.g. by the police or the Gambling Commission, they will never be sold, shared or otherwise passed on to any third party.

Your account will be based on your email address and a password of your choice. We will then send you an email which explains what you need to do to verify your account. Again, we only ask you to do this to ensure that we have a correct email address so that any

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## Login to your account & complete a claim form

Once you have registered with IBAS and verified your email address, you should select 'MAKE A CLAIM' from the 'CONSUMERS' menu above. Enter your registered email address and password and you will see the claim form.

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## Set out the details of your dispute clearly and concisely

Once you have registered with IBAS and verified your email address, you should select 'MAKE A CLAIM' from the 'CONSUMERS' menu above. Enter your registered email address and password and you will see the claim form.

When you complete an online or written adjudication form, we ask you to explain:

- What you did, when and how you did it
- What you expected the outcome to be
- Why you expected that outcome
- What the actual outcome was
- Why you were told that was the case
- Briefly, what your interaction with the company has been since

The online adjudication form will allow you to attach any evidence such as photographs or screenshots.

Please remember to provide details such as your account number or account username or receipt/ticket number, if applicable.

Please do not produce reams of correspondence between you and the operator. If your case relies on something that has been written in an e-mail or live chat, please just enclose a copy of that one e-mail or live chat. If we need to request further examples of correspondence, we can do so at a later stage.