

## REGISTERED BOOKMAKERS LIST

10Bet Ltd  
2 Bet Limited  
21st Century B'makers  
5 Star Bookmakers  
A Buckley Ltd  
A C Bookmakers  
A J Carson Bookmakers  
A Mclean  
A & J Laird  
Abercarn Betting Shop  
Admiral Sports Betting (Uk) Ltd  
Admiral World Of Betting  
Aerial Bookmakers  
Ajax Betting  
Alan J Bunney  
Alan Kelly  
Alan Shone Bookmakers Ltd  
Alan Swift Bookmakers  
Alex Anderson  
Allsports Telebetting Ltd  
Andy Peters Racing  
Ansell's  
Arc Racing  
Arcade Racing  
Archers Racing Limited  
Archie Tate Bookmakers Ltd  
Arena Racing Ltd  
Arnold Ward  
Arthur Nicholas  
A Turner (Bookmakers)  
Ash Racing  
Ashley Racing Ltd  
Aspull Racing  
Aylesham Turf Accountants  
B & J Racing  
B & M Racing  
B & S Racing  
Backhouse Bet  
Bailey's Racing  
Bambury Bookmakers  
Barney's Bookies  
Barningshams Bookmakers  
Barrett Bookmakers  
Bartlett's Bookmakers  
Baz Oxtoby Bookmaker  
Beaney The Bookmaker  
Bechers Racing  
Belgard Bookmakers  
Bernard Murphy Racing  
Bert Frame Limited  
Best Bet Bookmakers  
Bet  
Bet-a-bet  
Bet 365 (Provincial Racing)  
Bet and Game  
Bet at the Races  
Betfred/Done Bros Ltd  
Bet Stop  
Betabet Bookmakers  
Betdaq  
Betex  
Betfair.com  
Betinternet.com  
Betoddoreven Ltd  
BetonSports  
Betpoint Racing  
Betrite Bookmakers  
Betsense  
Betshop  
Betsmart Bookmakers  
Betsport  
Betsquare  
Betting World  
Biggie Entertainment  
Blue Square Ltd  
Bob & Red  
Bob Dixon Cambridge Ltd  
Bob Johnson Ltd  
Bob Jones Bookmakers  
Bob Menzies Ltd  
Bob Webb Racing Ltd  
Bobby Swift Bookmakers  
Bold Venture Racing (Credit Office)  
Bown The Bookmaker  
Boyd Mortimer Bookmakers  
Boyle Bookmakers  
Boyle Sports  
Brampton Racing  
Braybrook Racing  
Brian Clayton Racing  
Brian Goodyear Bookmakers  
Brian Marklew (T.A.)  
Britannia Bookmakers  
Brooke Racing Ltd  
Browns The Bookmaker  
Bruce Betting  
Bruce Kean  
Bt Bookmakers  
Bush Bookmakers  
B. J. O'Connor Ltd  
C & J Racing  
C & R Racing  
Camber Bookmakers  
Campbells (Bookmakers)  
Canbet Sports Bookmakers UK Limited  
Capital Bookmakers Ltd  
Capital Sports Retail Ltd  
Carefree Racing  
Caribuk.com  
Carnegie Racing Ltd  
Carrigill Bookmakers  
Carysforth Racing  
Causeway Racing  
CBM Bookmaker  
Celtic Bookmakers  
Celtic Racing  
Central Bookmakers  
Centrebet  
Centurion  
Cert Racing Centre  
Champion Bookmakers  
Charlotte Games Ltd  
Chas Kendall (Turf Accountants) Ltd  
Chase Racing  
Chaseway Ltd T/a  
Chequered Racing Ltd  
Cheshire Racing Leisure  
Chestergreen Bookmakers  
Chick Partners  
Chisholm Bookmakers  
Chris Graham Racing  
Chris Pluck  
Cinque Ports Racing (Bookmakers) Ltd  
Citibet.com  
Clark Racing  
Classic Bookmakers Ltd  
Classic Racing  
Clover Racing  
Clynebank Racing  
CMS Racing  
Colin Ashton  
College Racing  
Collins Ltd  
Coltman Bookmakers  
Con Minoli & Sons  
Connell Racing  
Coopers Bookmakers  
Coral Eurobet  
Corbett Bookmakers  
Cornish Racing (Truelap Ltd)  
Country Boy Bookmakers  
Coverdale Racing  
Cowan Racing  
Crolla Bookmakers  
Cross-bet Bookmakers  
Crown Bookmakers Ltd  
Cuff Bookmakers  
Cumberland Racing  
Cutler Allen Ltd  
D G Harries  
D McGranaghan Ltd  
D Russell Bookmakers  
Dagwood & Partington  
Dave Buckley (Turf Accountant)  
Dave Smith  
David Kirkwood  
David Lucas Bookmakers  
David Parsons Racing  
David Pluck (Widnes) Ltd  
Dayrich Bookmakers  
Delta Bookmakers  
Demmy Sportsbet.com  
Derbywise (Csp) Ltd  
Derek Pugh (Racing) Ltd  
Devonshire Racing  
Don Bruce Bookmakers  
Don Foyle Betting  
Don Noble Bookmakers  
Donnelly Racing  
Doran Racing  
D.M. Campbell  
E Coomes Ltd  
East Coast Racing  
Eastern Sporting  
Eastwood Bookmakers  
Easybet  
Ebor Racing  
Eclipse Bookmakers Ltd  
Eden Bookmakers  
Elite Bookmakers  
Elite128 Limited  
Emerald Racing  
Exhall Racing  
F New Turf Accountants  
Fairbet Racing

# IBAS CHARTER

- 01** To provide a free independent impartial confidential dispute resolution and arbitration service for disputes relating to the sum or sums to be paid or credited to customers on any betting wager between customers and all Operators including fixed odds games, but excluding spread betting, on IBAS's terms and conditions.
- 02** To ensure that its Panel for all dispute resolutions and arbitrations is experienced and independent. The Chairman of the Panel will elect a panel of between one to nine members.
- 03** To make a full and independent assessment of the facts made by way of written submissions; to make adjudications based on the merits of each case as set out in the written submissions with appropriate care and attention; and prepare a written finding.
- 04** To retain legal advice on the interpretation of an Operator's rules where appropriate.
- 05** To deliver adjudications as quickly as possible, while remaining reliant upon the prompt co-operation of the customer.
- 06** To decline to adjudicate or to continue to adjudicate in cases where the customer or the Operator does not adhere to IBAS's terms and conditions.
- 07** To refuse to adjudicate cases where IBAS is not satisfied that the dispute between the Operator and customer is genuine or the IBAS service is being misused.
- 08** To monitor compliance with adjudications to ensure that both parties fully and fairly comply with the ruling.
- 09** To permit Operators to utilise the IBAS logos and promote IBAS services.
- 10** To remove Operators where IBAS has found a material breach of IBAS's terms and conditions and to notify any appropriate regulatory body of such removal.



# Independent Betting Arbitration Service

IBAS Annual Report 2005



# IBAS

## **IBAS Limited**

(Independent Betting Arbitration Service)

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London SW1W 0WR

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Fax: 0207 881 2695

Email: [Postmaster@ibas-uk.co.uk](mailto:Postmaster@ibas-uk.co.uk)

Website: [www.ibas-uk.com](http://www.ibas-uk.com)

## **IBAS Board**

### **Chairman:**

Sir Tristram Ricketts, Bt.

### **Directors:**

Terry Ellis

Jeremy Reed

### **Chief Executive Officer:**

Chris O'Keeffe

### **Company Secretary:**

Stephen Haywood

## **IBAS Staff**

Danny Cracknell: Arbitration Manager

Sharon Powell: Administration &  
Projects Manager

James Taylor: Case Manager

John Samuels: Administrator

John Barton: Administration Assistant

## **Professional Advisors**

### **Lawyers:**

Berwin Leighton Paisner

Adelaide House

London Bridge

London EC4R 9HA

### **Bankers:**

HSBC

89 Buckingham Palace Road

London SW1W 0QL

### **Auditors:**

PKF

Farringdon Place

20 Farringdon Road

London EC1M 3AP

## REGISTERED BOOKMAKERS LIST (CONT.)

Fairholme Racing  
 Fairways  
 F Hughes (Bookmakers)  
 Finnegan Brothers  
 First UK Racing Ltd  
 Fitzdares Bookmaker  
 Fleming & Smith Ltd  
 Fletcher Bookmakers  
 Flutters Bookmakers Ltd  
 Fordette Bookmakers  
 Forest Racing  
 Fossey's Bookmakers  
 Fox's Bookmakers  
 Frank Pike Racing  
 Frank Whitehouse Ltd  
 Fred Mason Bookmakers  
 Freddie Williams Bookmakers  
 Friargate Racing  
 Futters Bookmakers  
 G B Racing  
 G Hughes Ltd  
 G I Davis  
 G R Racing  
 G R Siddall  
 Gallagher Racing Limited  
 Gallop Bookmakers Limited  
 Gamebookers (UK) Ltd  
 Gee & Gee Turf Accountants  
 George Burgess Bookmakers  
 George Racing  
 Gerard O'Connor  
 Gerry Fox Bookmakers  
 Gilbert Allen & Sons  
 Gillespie Bookmakers  
 Global Sports UK Ltd  
 Globet International Sports Betting Ltd  
 Glory Bookmakers  
 Gold Bookmakers  
 Goldliner Racing  
 Golfinggods Ltd  
 Goodwin Racing Ltd  
 Griffin Racing  
 Grimes Bookmakers  
 Gwent Racing  
 H & H Racing  
 Hacketts Bookmakers  
 Hallsports Ltd  
 Hardys The Bookmakers  
 Harney Bookmakers  
 Harry Corry Sp  
 Head Racing  
 Heathorns  
 Hej Turf Accountants  
 Helston Racing  
 Henry Mann Bookmakers  
 Hooper & Cox Racing Ltd  
 Horsefair Racing  
 Hucclecote Racing  
 Hugh Gunning Racing  
 Hughes Bookmakers  
 Hyperion Racing  
 I Morris Ltd  
 Ian Ruddock Racing  
 Ian Storey Moore  
 Ibetx Limited  
 I G Index  
 Independent Bookmakers  
 Inter Racing  
 Interweb Management  
 Ivor Prosser  
 J B Aspinall Ltd  
 J B Racing Ltd  
 J Cross  
 J G Racing Ltd  
 J Geddes Bookmakers  
 J H Racing  
 J Newbury  
 J P Racing  
 J R Racing  
 J R Turner  
 J Rainey Bookmaker  
 J Ramsbottom Bookmakers Ltd  
 J Rooney Racing  
 J Thomson & Son  
 J & C Turf Accountants  
 J & P Leisure Bookmakers  
 J & R Racing  
 Jack Bevan & Co  
 Jack Brown Bookmakers  
 Jackpot Bookmakers  
 Jacksons  
 James Allan Racing  
 James Crombie Bookmakers  
 Jean M. Lipp  
 Jeff Mabey Ltd  
 Jem Racing  
 Jennings The Bookmakers  
 Joe Inness Ltd  
 Joe Molloy Bookmakers  
 Joe Rylatt Of Lincoln Bookmakers  
 John Chandler Racing Ltd  
 John Chappell Bookmaker  
 John Fox  
 John Gibbs (Racing) Ltd  
 John Horwood (Turf Accountant)  
 John Humphreys Turf Accountants Ltd  
 John J Fogarty  
 John Mulholland Bookmaker  
 John Rumble Bookmakers  
 John Slapp Bookmakers  
 John Toner  
 John Warren  
 John Waugh  
 John Wood Bookmakers  
 Johnny Ridley  
 Johnsons Ltd  
 Jones Bookmakers  
 J.E.F. Bookmakers  
 J.K.Racing  
 J.P. Racing  
 K Gordon (Bookmakers)  
 K Johnson Bookmakers  
 Keith Davies Racing  
 Keith Hill Bookmakers  
 Keith Little T/A Ltd  
 Keith Tomlin Bookmakers  
 Ken Blanks Turf Accountants  
 Ken Howells & Son  
 Kernow Racing  
 Kieron's Sports Bookmakers  
 Kingsmeadow Bookmakers  
 Krullind Ltd  
 K.P. Racing  
 Ladbrokes Limited  
 Lakeland Racing  
 Lambourne Racing  
 Lance Hetherington  
 Lawrence Racing  
 Lawsons Of Mayfair  
 Lee Mattocks Bookmakers  
 Len Beecroft  
 Len Grove  
 Lester Racing  
 Levelbetting.com  
 Lewis Bookmakers  
 Lewis Botto (Jarrow) Ltd  
 Lewis Racing  
 Liam Cashman Organisation  
 Liam McLaughlin  
 Lifford Racing  
 Liles Racing  
 Lillywhite Racing  
 Lincoln Racing  
 Lion Bookmakers  
 Littlewoods Bet Direct  
 Livingstone Bookmakers Ltd  
 Logan Bros  
 Longfield Bookmakers  
 Longville Racing Ltd  
 Lowe Brothers  
 L S D Partners  
 Lyndhurst Racing  
 M C Lee T/A Sid Hales  
 M Cook Bookmakers  
 M J Anderton  
 M J Racing  
 M Morris Racing Ltd  
 M V Mccartan  
 M & F Racing  
 Macbets  
 Maddison Racing  
 Magic Star Ltd  
 Manny Bernstein Bookmakers  
 Mark Comber Bookmakers  
 Mark Jarvis Ltd  
 Martin Clark Turf Accountant  
 Maurice Ball Bookmaker  
 Max Thomas Bookmakers  
 Mayfair Racing  
 Mcalevey Racing  
 Mcburney Racing  
 Mckellar Bookmakers  
 Meadrand Racing  
 Merryston Bookmakers  
 Mick Dines Ltd  
 Micklegate  
 Midland Turf Agency  
 Mike Botwright (Bookmakers) Ltd  
 Mike Smale  
 Million-2-1  
 Mooney Racing  
 Morrisons Bookmakers Ltd  
 Motorodds.com  
 Mullingar Racing  
 Multisports Bookmakers

M.B.H.  
N Charles  
Naughton Bookmakers  
Needwood Racing Ltd  
Neilston Bookmakers  
Netbetsports.com  
Nightwood Racing  
Norfolk Racing  
North Cotswold Bookmakers  
North East Racing Group Bookmakers  
Northwest Bookmakers Ltd  
Norway Racing  
O C Bookmakers  
Oakfield Racing  
Odds-on  
Oddsit Bookmakers  
Off Course Bookmakers Ltd  
Offshore Betting Limited  
Oscott Racing  
Ostlers  
P J Mccartan  
P Megarity  
Paddock Bookmakers Ltd  
Paddy Power Bookmakers  
Pagebet  
Panbet Ltd  
Parade Bookmakers  
Paradise Bet Ltd  
Parbet Ltd  
Parsons & Co  
Parsport (Bookmakers) Ltd  
Pat Toolan Bookmaker  
Patrick Higgins Bookmaker  
Paul Dean (Football & Turf Accountant) Ltd  
Perry Racing Services  
Pete Smith Turf Accountants  
Peter Jolliffe Bookmaker  
Peter Oliver (Bookmakers)  
Peter Scott  
Peter Spencer (Turf Accountants) Ltd  
Peter (Midlands) S.P. Ltd  
Picken Racing  
Pickering & Co  
Pickwick Racing  
Pinnacle Racing  
Pitts Bookmakers  
Playboysportsbook.com  
Players  
Portland Bookmakers  
Premier Bet Limited  
Premier Bookmakers (Essex)  
Premier Bookmakers (Midlands)  
Premier Racing  
Prestige Racing Limited  
Pridmore Bookmakers  
P.C. Sports Betting  
P.Walker Sports Betting  
R Cunliffe  
R J Clough Bookmakers  
R & B Bookmakers  
R & M Bookmakers  
Raceway Services  
Raceways Sports Betting Ltd  
Racing Betline  
Racing Colours  
Randombet.com  
Ray Hamer Bookmakers  
Ray Howell Racing  
Red Rose Racing  
Reeves Racing (H H Reeves (Wilton) Ltd)  
Reg Boyle Ltd  
Regal Racing (Coventry)  
Regency Racing  
Reliant Racing  
Rhodes Racing  
Riband Racing  
Rich Racing  
Richardsons Commissions Ltd  
Richmond Racing  
Riverside Racing  
Rob The Bookie  
Robert Peak Bookmakers  
Robinson Bookmakers  
Roger Hunt Bookmakers  
Ron Allen Racing Centre  
Rossy Bros  
Roy Brodie Bookmakers  
Royal Racing  
Rupert Smith  
Russ Adams Racing  
Ryan Gill Bookmakers  
Ryde Racing  
Rylatt Of Lincoln  
R.B.A. Racing  
S P Racing  
S & D Bookmakers Ltd  
S & F Turf Accountants  
Saltire Racing Limited  
Sam Johnson Bookmakers  
Sam Mills  
Sammie J Racing  
Samvo Entertainment  
Sandwich Turf Accountants  
Saway's Sp  
SCG Enterprises Limited  
Scotscoup The Bookies  
Scott-Bet  
Sean Graham  
Semilong Racing  
Sennatelyn T/A  
Seymour & Story Group  
Showbet Bookmakers  
Sid Kiki Turf Accountants  
Sidemoor T.A  
Silks Racing  
Skybet  
South Bank Racing  
South East (Racing) Ltd  
South Midland B'makers  
Southwell Racing  
Sovereign Bookmakers  
Spa Turf Bookmakers  
Sport of Kings  
Sport of The West  
Sporting Bookmakers Ltd  
Sportingodds Limited  
Sportingbet.com  
Sports Bookmakers  
Sportsmans Bookmakers  
Sports.com Betting  
Stacey Racing  
Stan Ephgrave  
Stan James  
Stanley Racing Ltd  
Star Bookmakers Ltd  
Starkins Bookmakers  
Stephen Hearle (T.A)  
Steve Mason B'makers  
Summerhayes Bookmakers  
Sunderlands  
Supreme Odds Ltd  
Surrey Racing  
Tony Thompson  
Total Sport Bookmakers  
Totalbet  
Totesport  
Track Sports Ltd  
Tremayne Racing Ltd  
Turfland  
Turfspport  
Turnbull Racing Ltd  
UK 248  
Ukbetting.com  
Unicorn Racing Ltd  
Unicorn Racing & Sports Betting  
V & M Racing Ltd  
Vegas Betting Limited  
Vic Cottle Ltd  
Victor Chandler  
Village Racing  
Vip Sports.com  
W Davis  
W H Williams (Turf Accountants) Ltd  
W R Bird Bookmakers Ltd  
W Stock & Co Ltd  
W & A Smart  
Wager Works Uk Limited  
Waldron Racing  
Walker Racing  
Walker & Holland  
Wannabet  
Watson Bookmakers  
Wellington Racing Centre Ltd  
Westbury Racing  
Wignalls Bookmakers  
Wilf Gilbert (Staffs) Ltd  
William Claridge Ltd  
William Hill  
William King Bookmakers  
William T Corbett Ltd  
Williams Bookmakers  
Wilson Sports & Racing  
Winamax.com Ltd  
Windmill Racing  
Windsor Racing  
Winning Post B'makers  
Winsome Turf Accountants  
Winwood & Ridley  
World Bet Exchange (WBX)  
Wragg Bookmakers  
Www.betting Direct.co.uk  
Y Doherty  
Yeates & Swordy  
York Racing

## CHAIRMAN'S STATEMENT

**It is a great credit to those who founded IBAS seven years ago that they had the vision and the foresight to set up the Service on a basis which is very much in keeping with the central tenets of the recently established Gambling Commission. Punter protection is one of the explicit underlying principles of our new gambling legislation and it is little wonder therefore that the Commission should view IBAS with such approbation and respect.**

That the Service quickly earned that respect is due largely to the tireless work of the executive and the panellists who together provide a dispute-resolution procedure which is second to none. They have done this, and continue to do this, while coping admirably with the ever increasing workload arising from the huge growth in betting opportunities and platforms that shows no signs of abating.

Throughout the year, IBAS has been increasingly focused on customer service issues. Much progress has been made, but more can and will be done to provide the consumer with as fast and efficient a service as standards allows. Better use of technology is helping the executive to reduce the turnaround times of disputes and, where targets cannot be met, to keep the parties involved informed of the likely timetable.

The Service could not be provided without adequate funding and my colleagues and I are very grateful to the continuing support of Satellite Information Services, the Levy Board, and Trinity Mirror. I am delighted that their core funding is increasingly being supplemented by revenue direct from the betting industry, both here and in Ireland, which is in itself further testimony to the respect in which the Service is held. The Remote Gambling Association has been particularly helpful during the year and we are grateful to its Chief Executive, Clive Hawkswood, for his efforts on our behalf.

I extend my grateful thanks to my Board colleagues, Jeremy Reed and Terry Ellis, who always make a valuable contribution to strategic direction. Last but not least, the Board is hugely indebted to the contribution made by Chris O'Keeffe and his expert team to whom punters and the betting industry owe a large debt of gratitude. They, together with the expert panellists, provide a service which complements high regulatory standards. I am proud to be associated with the Service.

**SIR TRISTRAM RICKETTS, BT.**  
CHAIRMAN



**IBAS BOARD** (left to right)  
Jeremy Reed  
Sir Tristram Ricketts, Bt.  
Terry Ellis

## CHIEF EXECUTIVE OFFICER'S REVIEW



**Growth and change have been key aspects of the Independent Betting Arbitration Service this past year. The number of disputes on which the IBAS Panel ruled in 2005 soared by 35 per cent to a record 1,812, while the number of applications for arbitration increased by 30 per cent, figures that reflect both the changes and growth in the betting industry.**

Change has come in the expansion of betting opportunities, and growth from the new fields of betting activity and the new customers they attract. Bookmakers, who, 20 years ago attributed some 80 per cent of their turnover to horserace betting, now find that more than half their business is generated from other sources, despite the fact that horserace betting has enjoyed increasing popularity.

Such diversity in the nature of gambling brings with it not just growth but added complexity, which inevitably leads to an increasing number of betting disputes. The result has been a diverse caseload for the IBAS Panel to deliberate on: from the definition of a snowflake to a complex, £750,000 betting exchange dispute relating to the winner of an American golf tournament.

Add to this mix everything from claims that are frivolous to those involving outright fraud and you have an insight into some of the challenges faced by IBAS on a day-to-day basis.

The IBAS Service demands the highest standards. These are imperative if it is to maintain the confidence of both the betting consumer and the industry. To uphold these standards, IBAS carried out a complete review of its internal

procedures so as to implement more effective, efficient ways of managing an escalating workload. Action based on the results included easier accessibility through improved telephone and IT systems. This has enabled staff to shorten the lines of communication during case management and the adjudication process.

It is not in IBAS's interests to prolong disputes unnecessarily. However, for IBAS to be authoritative and robust it is vital that it is committed to being thorough in all investigations and is in possession of the full facts of a case before issuing a ruling.

IBAS will never abandon the standards it has set simply to fast-track a case in a prescribed timescale. The resolution of disputes in the modern day, sophisticated betting world can be complicated, demanding, and time consuming. Clearly, the purpose of arbitration is to bring a dispute to a conclusion based on the Panel's independent examination of the facts, so that both parties – and there is always a winner and a loser – can accept the judgement, hopefully having acquired some knowledge from the experience.

As a professional organisation it is right that, where circumstances warrant, IBAS agrees to institute a review of a case. In 2005 the Panel revisited 76 cases in which its decision was challenged by one of the parties involved. In all these cases the Panel provided further clarification of its decision but upheld the original finding.

Although it is critical that IBAS is quality effective it must also be cost effective. Therefore 23 requests for a full review were declined as they were presented simply on the grounds of disappointment or reluctance to accept the finality of the situation.

It is gratifying to report that bookmakers demonstrated their commitment to IBAS and the principle that arbitration is effective in a non-statutory environment. Full compliance with Panel rulings was achieved throughout 2005. On 271 occasions the Panel upheld customers' claims, which resulted in £257,063 winnings being awarded.

There has been considerable consultation between IBAS and the betting industry, with regular meetings chaired by IBAS. This initiative has been particularly productive in that it has enabled IBAS, as an independent body, to consult, encourage and engage the industry in the matter of dispute prevention.

For example, IBAS has identified deficiencies in bookmakers' rules, made recommendations relating to best practices and suggested common approaches regarding bet settlement. It has also assisted companies in producing publicity material that offers basic guidance to inexperienced customers. This has assumed particular importance given the large number of newcomers to betting that have been attracted by high-profile televised events.

IBAS has also held discussions with the betting industry to promote the benefits brought by a model of clear, concise rules. Betting operators' rules will continue to form the basis of IBAS adjudications and greater consistency within the industry would greatly help to eliminate a number of disputes.

Work in all these areas is well under way. A consultative framework has already been set in place for 2006, and considerable progress made in eliminating some of the main causes of dispute.

In November, IBAS entered into a six-month pilot project offering arbitration services to firms in the e-gaming sector which are members of the Remote Gambling Association. At the conclusion of the scheme a report will be submitted to the IBAS board and RGA executive outlining the nature of the disputes put before IBAS during this period, evaluating the cases, and making recommendations as to whether IBAS is the appropriate organisation to offer adjudication on a long-term basis.

Royal Assent for the Gambling Act was given in 2005 and the experience, and wealth of data, within IBAS has been employed in papers submitted to industry forums chaired by the Commission as part of the consultation process.

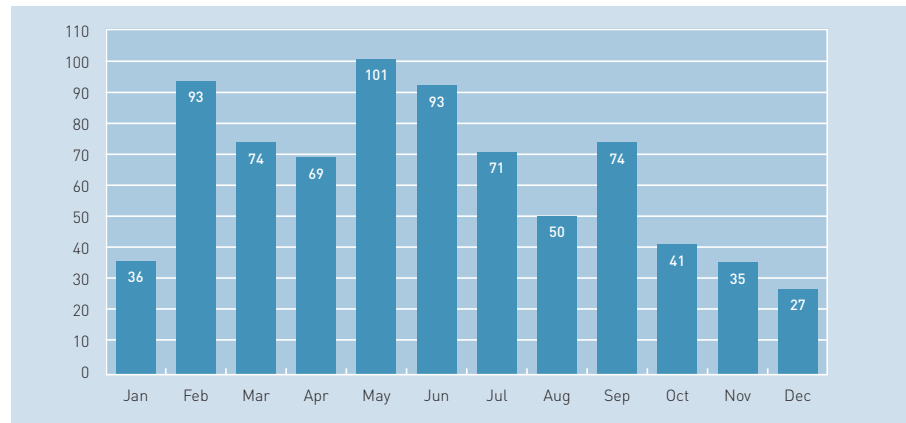
IBAS, with its total independence, can assist the new regulator to develop and implement policy that is relevant to one of the Commission's key objectives – ensuring that gambling is conducted fairly and openly.

IBAS has always maintained that there should be provision within legislation for all betting consumers to have the protection of guaranteed access to independent arbitration, and it is heartening that the Commission has acknowledged that independent arbitration is effectively conducted on an entirely voluntary basis.

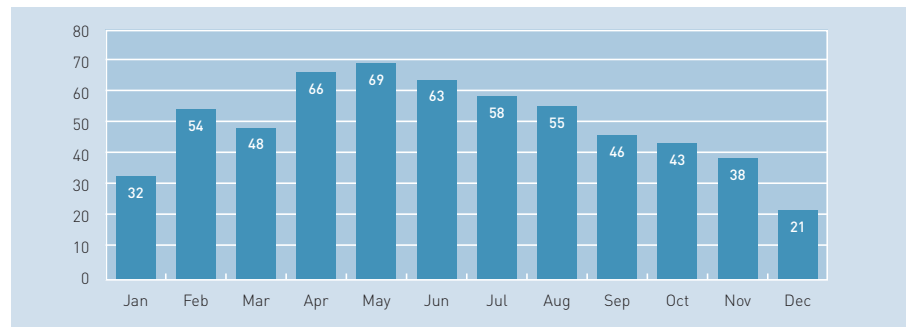
In their latest consultation document this issue is addressed and, in summary, states that, under the codes of best practice, bookmakers'/operators' approach to disputes requires both an internal and an external independent element. Clearly, as the incumbent arbitration body there is tremendous scope for IBAS, and I look forward to continuing productive dialogue with the Commission in the months ahead.

Finally, I would wish to thank the outgoing Chairman of IBAS, Rodney Brack, for his solid support, and welcome his successor, Sir Tristram Ricketts Bt., who has vast experience, innovative ideas and genuine enthusiasm. Looking back on previous reports it is clear that IBAS has come a long way. I am proud of the commitment and standard of service the administrative staff and panellists have provided and I thank them all, as well as the independent board members, for the support they have given over the past year.

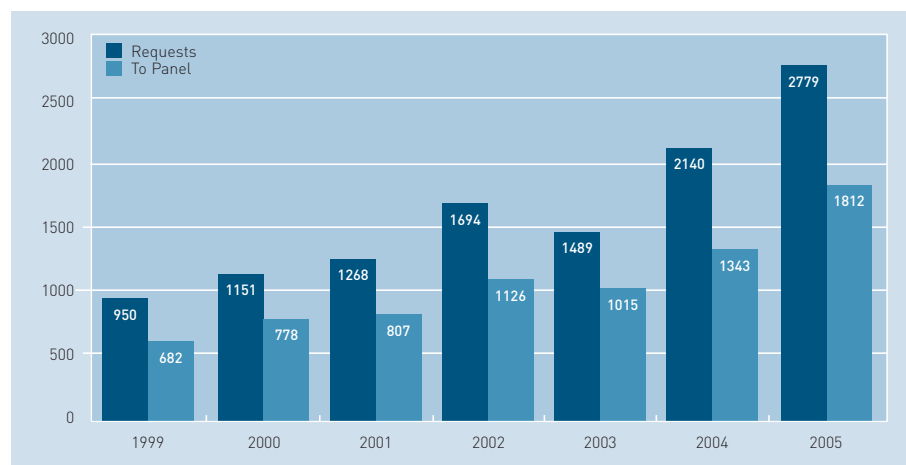
**CHRIS O'KEEFFE**  
CHIEF EXECUTIVE OFFICER



2005 MONTH-BY-MONTH SPORTS BETTING DISPUTES (INC. FOOTBALL)



2005 MONTH-BY-MONTH HORSERACING DISPUTES



YEAR-BY-YEAR REQUESTS AND TO PANEL CASES

## ARBITRATION STARTS HERE THE ROLE OF THE IBAS OFFICE

Dealing with 2,779 requests for arbitration forms, mostly by telephone, 1,812 of which were completed and returned to IBAS by post or e-mail before being submitted to the Panel of arbitrators, the London office administrative staff, the backbone of the Service, had a busy 2005.

Working with the Administration and Projects Manager, Sharon Powell, the first point of contact a claimant has with IBAS is usually John Samuels, whose telephone peals out more than 50 times a day. Most calls are simply requests for an arbitration form from one of the parties in a dispute or enquiries as to the progress of a claim, but occasionally a tirade from the disgruntled loser of adjudication will require a great degree of tact and patience.

John has spent more than 40 years in a variety of roles within the betting industry, experience which enables him to deal with most enquiries and the complexities of the current and expanding betting market both in Britain and internationally.

One of John's first tasks is to make clear to callers that it is the Panel which makes the rulings and not the administrative staff. Their role is to gather the evidence, all of which has to be in the form of written statements. At no time do John, or his colleagues, become involved in the issues. While they are courteous at all times – sometimes under extreme pressure – their role is to remain professional and detached from the detail of the dispute.

Once the arbitration form is completed and returned it is passed to James Taylor, the Case Manager. He is responsible for the collection of all relevant data prior to the case being sent to the Panel which must be given a full understanding of all the facts leading to the dispute. This, of course, includes submissions from both parties – which sometimes leads to inordinately long delays. This is particularly frustrating for Sharon Powell, who maintains that response time to communications from IBAS should reasonably be expected within 12 working days.



IBAS STAFF (left to right)

Sharon Powell Administration & Projects Manager, Danny Cracknell Arbitration Manager  
James Taylor Case Manager, John Samuels Administrator

In addition to acting as Case Manager, James is in charge of updating bookmaker records and rules and keeping contact information with each of the registered bookmaking companies and other gambling operators. He also maintains the statistical record of the dispute categories such as those featured in this report. This provides a wealth of easily accessible data that enables the service to build case law in all areas of dispute.

Disputes fall into five main categories – horseracing (36 per cent), football (27 per cent), sports betting excluding football (19.9 per cent), greyhound racing (7 per cent) and others (10.1 per cent).

James also co-ordinates the IBAS website ([www.ibas-uk.co.uk](http://www.ibas-uk.co.uk)), which aims to provide the customer with as much information as possible about IBAS procedures for resolving disputes. The site received an average of more than 2,500 visits a month in 2005.

Ensuring that the adjudication process is carried out with maximum efficiency is the role of Danny Cracknell, the Arbitration Manager. The principles adopted are strictly objective and do not involve sentiment, hunches, or interpreting intention. Nor do they favour the party able to make the most effective presentation.

When a customer makes a bet in a betting shop, by telephone or on a website he or she is tacitly agreeing to be bound to settlement in accordance with the rules of the bookmaker/operator. Therefore, the first point of reference in the adjudication process is always the trading conditions/rules of a registered bookmaker.

Experience has shown that most disputes are covered adequately by an existing rule. However, new circumstances and situations do arise and when this happens the Panel is asked to formulate what it believes to be a fair and equitable principle.

An adjudication by IBAS passes through three stages: appraising the individual circumstances of the case; selecting the axiom governing those circumstances; and then determining the basis for settlement. These three components will be reflected in the structure of the ruling.

While these principles are followed in every case they do not preclude any voluntary gesture made by the company to a customer as a token of goodwill. IBAS will not, however, act as broker or promote compromise in such circumstances, or indicate whether the customer should or should not accept. Should the gesture be accepted, IBAS's involvement is concluded.

With validation and impartiality being the bedrock of the service, Danny has had occasion to visit bookmakers to verify bet-capture systems and ensure that IBAS is satisfied that all facts are to hand before the case can be presented to the Panel.

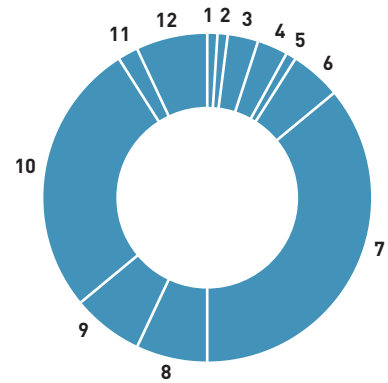
An IBAS ruling is a written document sent to both parties in the dispute. It sets out the Panel's conclusion and directs how the matter should be resolved. It will explain the Panel's reasons for the ruling, which, depending on the complexity of the case, can be lengthy and detailed.

Finally Sharon Powell, as the Administration & Projects Manager, is involved in all aspects of the IBAS operation. She emphasises that IBAS will operate only when all other means of resolving disputes have been exhausted at customer-service or head-office level.

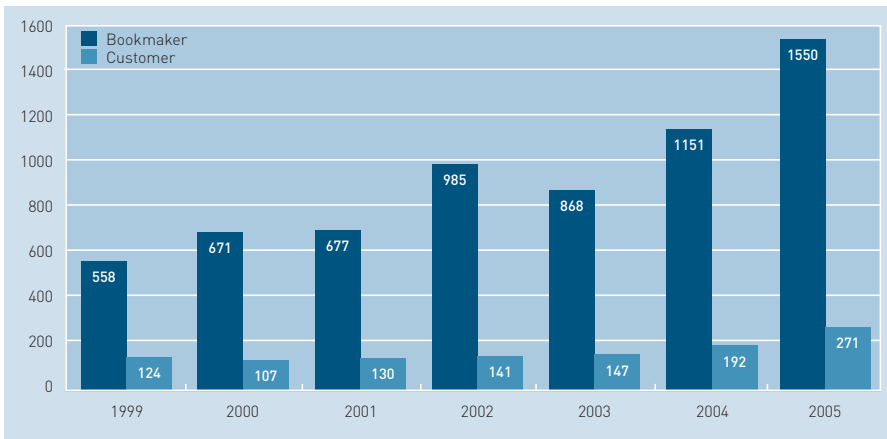
Once IBAS has taken on a case, the administrative staff, each with their own speciality, have to be flexible in the roles they fulfil. In this they are assisted by John Barton, who completes the team which works well and has developed

into a specialised unit. Despite the ever-growing workload, they look forward with confidence to the new challenges ahead.

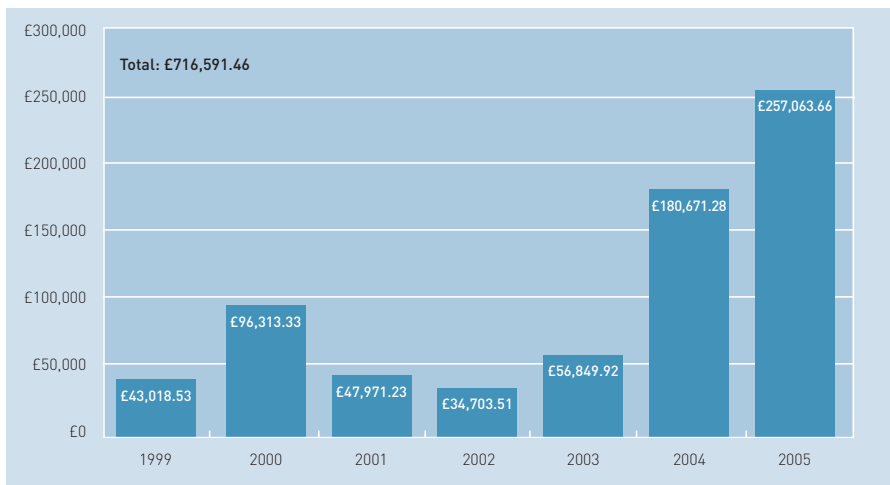
Their loyalty and dedication to IBAS is central to ensuring that the strict procedures are adhered to and that the Panel is presented with all the relevant facts upon which it can base impartial and consistent rulings. The team, collectively, makes a significant contribution to the openness, integrity and customer confidence in the betting and gaming industries.



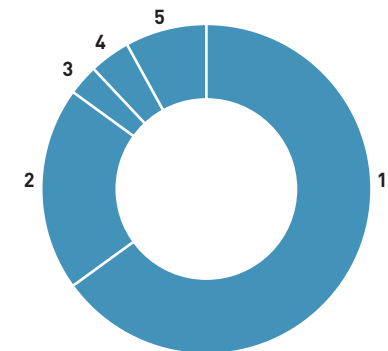
2005 COMPLETE DATABASE BREAKDOWN



BREAKDOWN OF RULINGS IN FAVOUR OF EACH PARTY



MONIES OBTAINED FOR CUSTOMERS IN CONCLUDED BETTING DISPUTES



2005 BOOKMAKER DISPUTE BREAKDOWN

# FINANCIAL ACCOUNTS

Accounts for the year ended 31st December 2005

## 1. BACKGROUND

### Independent Betting Arbitration Service Ltd

Company number 04826792  
Incorporated on 9th July 2003  
Commenced trading on 1st January 2004

### Formation

The formation of IBAS into a limited company followed the decision of the Horserace Betting Levy Board to become a contributor. At the same time IBAS moved to its present offices as a sub-tenant of the HBLB at its premises in Grosvenor Gardens. Limited company status was formed to regularise IBAS's activities and finances.

### Shareholders of IBAS Ltd

IBAS Ltd is a company limited by guarantee and does not have a share capital.

Each of its members has guaranteed to contribute £1 in the event of the company being wound up.

Currently the three shareholders are

- Horserace Betting Levy Board (HBLB)
- Satellite Information Services Ltd (SIS)
- Trinity Mirror (MGN)

### Directors

The current serving Directors are:

Jeremy Peter Reed	(MGN)
Terry Ellis	(SIS)
Sir Tristram Ricketts Bt	(HBLB)
Stephen Haywood	(HBLB)
Company Secretary	

### Auditors

PKF (UK) LLP is the company's auditor

## 2. IBAS LTD ACCOUNTS HAVE BEEN PREPARED USING THE FOLLOWING ACCOUNTING POLICIES:

### (a) Basis of preparation of IBAS financial statements

IBAS financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (FRSSE effective 2005).

### (b) Turnover

Turnover represents the amounts receivable from members for the furtherance of the activities and subscriptions.

### (c) Property, plant and equipment

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their expected useful lives on the following basis. Office Equipment 25%.

### (d) Pensions

The company makes contributions, on behalf of certain employees, to a defined benefit pension scheme which is administered by MGN Pension Trustees Limited. MGN Group Limited are the previous employers and are the principal company in the scheme. The scheme is a multi-employer scheme and consequently it is not possible to identify each employer's share of the underlying assets and liabilities in the scheme on a reasonable and consistent basis.

Accordingly, the scheme has been treated as a defined contribution scheme and contributions are charged to the profit and loss account in the year in which they fall due.

The MGN scheme is in deficit and in the event that it were to be wound up or if IBAS were to withdraw from the scheme, its share of any deficit in the scheme would be based on the liabilities of the IBAS members of the scheme but would only be in respect of its period of participation in the scheme.

### 3. TURNOVER

Members' contributions are:	2005	2004
	[18 months]	
	£	£
HBLB	98,118	97,094
SIS	150,825	129,188
MGN	46,613	48,042
<b>Total contributions</b>	<b>295,556</b>	<b>274,324</b>
Subscriptions	5,334	0,000
<b>Total Turnover</b>	<b>300,890</b>	<b>274,324</b>

### 4. OPERATING PROFIT

Operating profit is after charging:

	2005	2004
	[18 months]	
	£	£
Staff costs	153,793	138,104
Pension contributions	9,699	10,524
Panellists	64,442	59,885
Legal & Professional	7,651	3,223
Audit fees	3,995	2,000
Rent and Services	39,000	39,000
Depreciation	2,617	2,265
Other office costs	19,219	8,378
<b>Total administration</b>	<b>300,416</b>	<b>263,379</b>

No directors received any emoluments

### 5. TAXATION

UK Corporation tax

	2005	2004
	[18 months]	
	£	£
	00000	456

### 6. TANGIBLE FIXED ASSETS

	2005	2004
	[18 months]	
	£	£
Cost:		
At 1st January	9,061	0
Additions	1,731	9,061
Disposals	0	0
<b>At 31st December</b>	<b>10,792</b>	<b>9,061</b>
Depreciation:		
At 1st January	2,265	0
charge for the period	2,617	2,265
<b>At 31st December</b>	<b>4,882</b>	<b>2,265</b>
<b>Net book amount at 31st December:</b>	<b>5,910</b>	<b>6,796</b>

### 7. DEBTORS

	2005	2004
	[18 months]	
	£	£
Amounts owed by members	11,653	18,041
Other	5,402	4,108
<b>Total</b>	<b>17,055</b>	<b>22,149</b>

### 8. CREDITORS

Amount falling due within one year

	2005	2004
	[18 months]	
	£	£
Amount owed to members	52,853	145,597
Corporation tax	0	456
Other taxation and social sec	3,153	10,421
Other creditors	17,217	4,903
<b>Total</b>	<b>73,233</b>	<b>161,377</b>

### Profit and Loss Account at 31 December 2005

	Notes	2005	2004
		[18th month period to 31 Dec 2004]	
		£	£
Turnover	3	300,890	274,324
Administration		(300,416)	(263,379)
<b>Operating Profit</b>	<b>4</b>	<b>474</b>	<b>10,945</b>
Interest receivable		2,236	1,166
<b>Profit on Ordinary Activities before Taxation</b>		<b>2,710</b>	<b>12,111</b>
Taxation	5	0	(456)
<b>Profit for the Financial Year</b>		<b>2,710</b>	<b>11,655</b>

### Balance Sheet as at 31 December 2005

	Notes	2005	2004
		[18th month period to 31 Dec 2004]	
		£	£
Fixed Assets	6	5,910	6,796
Debtors	7	17,055	22,149
Cash & Bank		64,623	144,087
<b>Total Assets</b>		<b>81,678</b>	<b>166,236</b>
Creditors:	8	(73,223)	(161,377)
<b>Net Assets</b>		<b>8,455</b>	<b>4,859</b>
<b>Total Assets less Current Liabilities</b>		<b>14,365</b>	<b>11,655</b>
Capital & Reserves			
Reserves		11,655	0
Profit/(loss)		2,710	11,655
<b>Total Capital &amp; Reserves</b>		<b>14,365</b>	<b>11,655</b>

## PANEL MEMBERS' PROFILES

### 01 JEREMY CHAPMAN

Deputy Editor and Executive Editor to five different Sporting Life Editors for 20 years between 1978-1998 and golf correspondent for that paper from 1972-1998. Since then chief golf correspondent for Racing Post.

Monthly columnist for several magazines over a long period - Golf World, Golf Monthly and, for the last nine years, Golf International. Worked as a sports sub-editor for the Daily Sketch, The Guardian, Sunday Mirror and News of the World before joining The Sporting Life in 1971.

### 02 JOHN COBB

The longest-serving racing editor on any national daily newspaper, having joined the sports desk of the Independent before its launch in 1986 after six years as a racing journalist at the Daily Mail. As racing editor at the Independent he has covered all the major developments in the horse racing industry in the last two decades as well as writing on other sports, sports betting, news and features.

### 03 DAVE COMPTON

Betting shop manager before moving to a leading bookmaker's head office with the brief to oversee the installation of in-shop broadcasting systems. Head-hunted by Turfcall in 1989 to become Managing Editor of racing premium rate telephone services. 1991 became a freelance sports journalist and broadcaster. He currently broadcasts for Attheraces, SIS and Sky along with appearances on several Asian TV stations.

### 04 NEIL COOK

Editor of Sporting Life Weekender and Assistant Editor of The Sporting Life 1984-90. Managing Editor The Racing Times (USA) 1991. Editor-in-Chief of Daily Racing Form (USA) 1992-1997. Business consultant for the US and UK media and leisure industries 1997-2001. Financial Times International Companies Desk 2002-2004. Production Editor of leading European financial publishing group 2004. Currently Managing Editor of The Sportsman.



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### 05 ANTHONY FAIRBAIRN

Director of the Racing Information Bureau, 1966 -1986. Founder of the Racegoers Club 1968. Weekly correspondent, The Sporting Life, 1973-1980, (Charles Croft column), and from 1992-1996, (Tony Fairbairn's Monday Column). Founder of Racecall, 1986. Managing Director of Pothunters, Telephone bookmakers 1995 -2000. Co-author with Terry Wogan of To Horse, To Horse (1982). Currently represents racegoers and punters on racing's Industry Committee.

### 06 ROBERT FENTON

Studied Science at Leeds Polytechnic and a graduate of journalism from the Belfast College of Business Studies. A sports journalist/sub editor for more than 30 years with the Belfast Telegraph, Ireland's largest selling evening paper with responsibility for covering football, cricket, greyhound and horse racing. He writes a weekly column dealing with all matters related to sports betting. Currently a committee member of the Irish Football Association.

### 07 KEITH HARRIS

Graduated from Hull University with a BSc (Hons) in Maths and Management Sciences in 1982. Employed for six years with a major bookmaker in branch management before going on to become a manager in the Customer Relations Department. Since 1990 he has had a career with the Inland Revenue, rising to a senior investigating management position. Keith has been a member of the IBAS Panel since 1999.

### 08 KEVIN PULLEIN

A recognised and respected leading authority on football betting, who writes for the Racing Post and also contributes a weekly column to the Guardian. He has developed a particular expertise in the mathematics of gambling. While soccer editor of the weekly Racing & Football Outlook, he also began writing daily for the Sporting Life. He has spent more than 15 years writing about football and betting for both specialist and general newspapers and magazines.

### 09 GEORGE WHITE

Started his journalistic career on Horse & Hound magazine. Founder Editor of the Sporting Life Weekender, moving on to become The Sporting Life's Managing Director between 1985-1991. Launched and was inaugural President of the Racing Times in the USA. Currently a systems analyst and computer programmer for American sports publications.

### 10 SAM WILLOCK

Began his career as a branch manager before moving on to various senior managerial positions within the retail sector of the industry, including customer service and operational development. Has actively participated in various industry committees. A new and valued recruit, he is a former Head of Trading with a leading bookmaking company, and with 40 years' experience in the industry, will no doubt bring a wealth of knowledge to the Panel.