



Independent Betting Arbitration Service

IBAS Annual Report 2005



IBAS

IBAS Limited

(Independent Betting Arbitration Service)

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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

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.

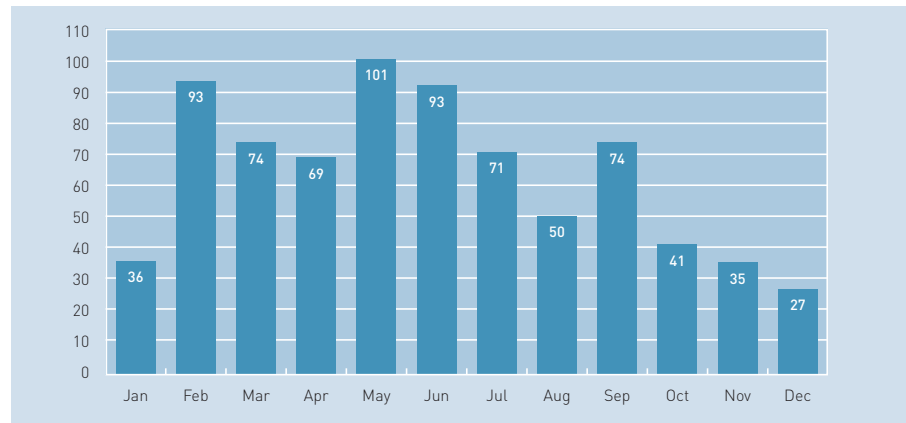
IBAS, with its total independence, can assist the new regulator to develop and implement policy that is relevant to one of the Commission's key objectives – ensuring that gambling is conducted fairly and openly.

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.

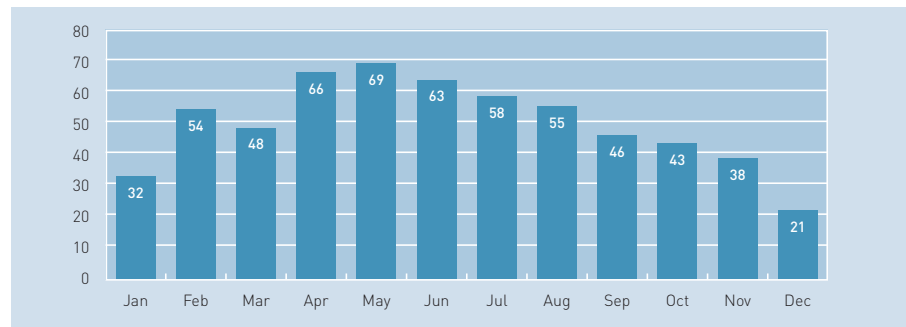
In their latest consultation document this issue is addressed and, in summary, states that, under the codes of best practice, bookmakers'/operators' approach to disputes requires both an internal and an external independent element. Clearly, as the incumbent arbitration body there is tremendous scope 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.

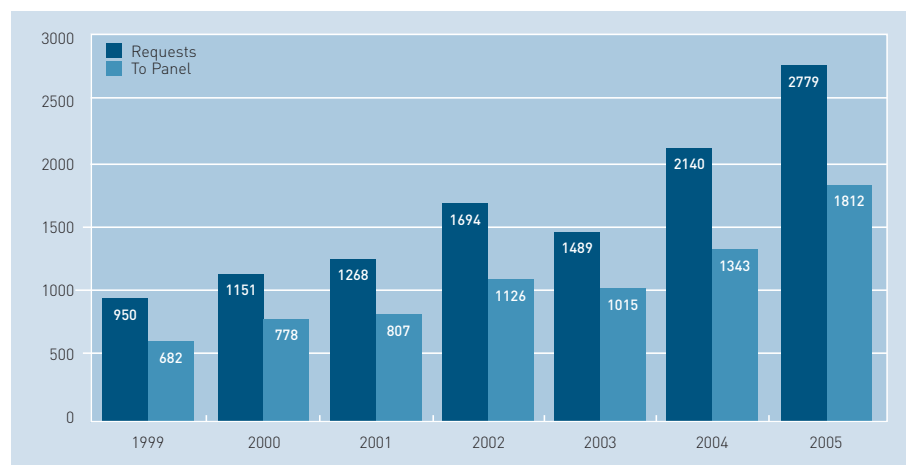
CHRIS O'KEEFFE
CHIEF EXECUTIVE OFFICER



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), 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.

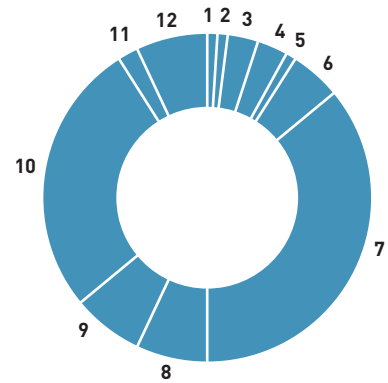
An IBAS ruling is a written document sent to both parties in the dispute. It sets out the Panel's conclusion and directs how the matter should be resolved. It will explain the Panel's reasons for the ruling, which, depending on the complexity of the case, can be lengthy and detailed.

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.

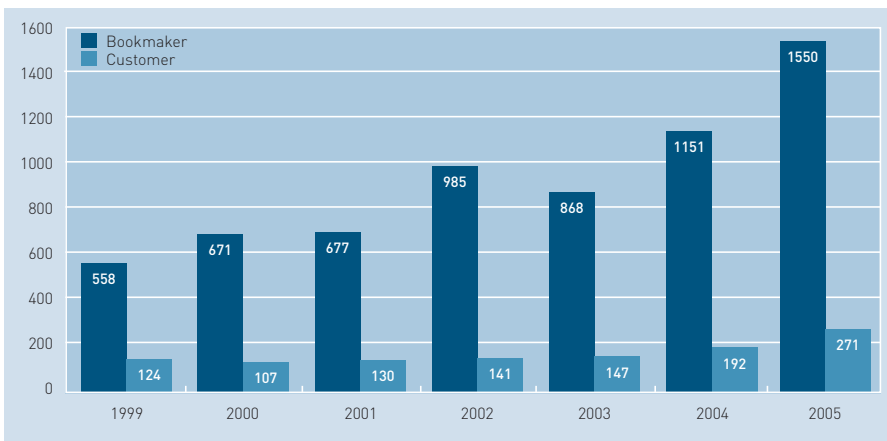
Once IBAS has taken on a case, the administrative staff, each with their own speciality, have to be flexible in the roles they fulfil. In this they are assisted by John Barton, who completes the team which works well and has developed

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

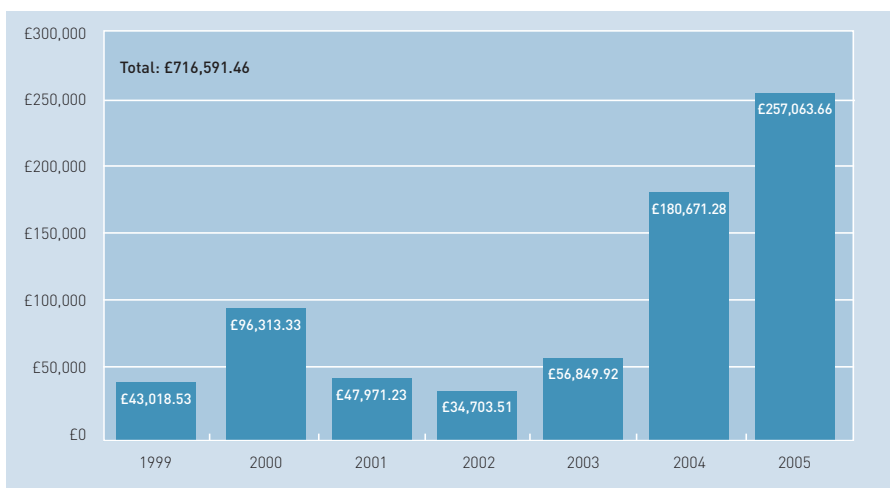
Their loyalty and dedication to IBAS is central to ensuring that the strict procedures are adhered to and that the Panel is presented with all the relevant facts upon which it can base impartial and consistent rulings. The team, collectively, makes a significant contribution to the openness, integrity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



2005 COMPLETE DATABASE BREAKDOWN

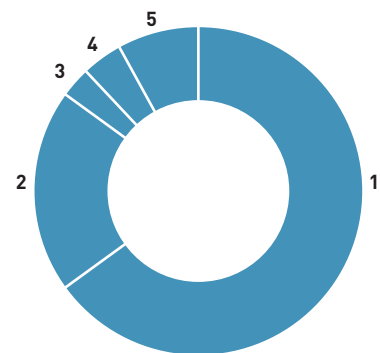


BREAKDOWN OF RULINGS IN FAVOUR OF EACH PARTY



MONIES OBTAINED FOR CUSTOMERS IN CONCLUDED BETTING DISPUTES

1 Virtual Reality	1%
2 Tennis	1%
3 Rugby	3%
4 Numbers Betting	3%
5 Novelty Betting	1%
6 Motor Racing	5%
7 Horseracing	36%
8 Greyhounds	7%
9 Golf	7%
10 Football	27%
11 Cricket	2%
12 Others	7%



2005 BOOKMAKER DISPUTE BREAKDOWN

1 Major 6 Bookmakers	65%
2 Independent Bookmakers	20%
3 Bet Exchanges	3%
4 Irish Bookmakers	4%
5 Other Internet Bookmakers	8%

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

- a) Horserace Betting Levy Board (HBLB)
- b) Satellite Information Services Ltd (SIS)
- c) 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
Total contributions	295,556	274,324
Subscriptions	5,334	0,000
Total Turnover	300,890	274,324

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
Total administration	300,416	263,379

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
At 31st December	10,792	9,061
Depreciation:		
At 1st January	2,265	0
charge for the period	2,617	2,265
At 31st December	4,882	2,265
Net book amount at 31st December:	5,910	6,796

7. DEBTORS

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

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
Total	73,233	161,377

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)
Operating Profit	4	474	10,945
Interest receivable		2,236	1,166
Profit on Ordinary Activities before Taxation		2,710	12,111
Taxation	5	0	(456)
Profit for the Financial Year		2,710	11,655

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
Total Assets		81,678	166,236
Creditors:	8	(73,223)	(161,377)
Net Assets		8,455	4,859
Total Assets less Current Liabilities		14,365	11,655
Capital & Reserves			
Reserves		11,655	0
Profit/(loss)		2,710	11,655
Total Capital & Reserves		14,365	11,655

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.

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
Barninghams 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

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

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.