Gala Leisure Ltd Demonstrates Commitment to Player Protection with five-star GamCare Certification

Tuesday 7 March, 2017

Gala Leisure (Gala Bingo Retail) has been awarded five-star GamCare Certification, demonstrating an ongoing commitment to social responsibility and player protection across its 130 bingo clubs throughout the UK.

GamCare is the leading national provider of information, advice and support for problem gamblers, and works with gambling operators to embed socially responsible gambling and player protection at the heart of their businesses.

GamCare Certification is an independent audit assessment of the operator's player protection measures and social responsibility standards, policy and practices. Informed by extensive experience of problem gambling, the GamCare Code of Practice is regularly reviewed to ensure that it remains at the forefront of player protection.

Dirk Hansen, CEO at GamCare, says: *"GamCare recognise the importance of acknowledging organisations that achieve high standards of social responsibility and player protection. Gala Leisure demonstrated good knowledge of social responsibility policy and practice, and their Certification shows that they are offering relevant player protection tools for their customers to minimise risk of harm."*

Hayley Jane Lee, Head of Risk and Compliance at Gala Leisure Ltd, commented: "*We have always worked closely with GamCare and value their advice and expertise to ensure we are able to offer a great customer experience whilst minimising the risk of harm."*

Alex Wood, Acting CEO of Gala Leisure Ltd added: *"We are absolutely delighted to be awarded the five-star GamCare Certification, it is a credit to all of our colleagues at Gala Bingo."*

For more information, visit www.gamcare.org.uk

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For more information or accompanying images please contact Catherine Sweet, Marketing and Communications Manager, at catherine.sweet@gamcare.org.uk or on 020 7801 7000.

Notes to editors:

GamCare – Working to minimise gambling-related harm

- GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Our expert services are confidential and non-judgemental. GamCare operates the National Gambling HelpLine on Freephone **0808 8020 133** or via web chat at www.gamcare.org.uk. Advisers are available 8am – Midnight, seven days a week.
- Moderated chatrooms are also open daily, and peer-to-peer support is available through the GamCare Forum. For more information on GamCare counselling services, visit www.gamcare.org.uk/free-counselling
- For more information on GamCare Certification and Social Responsibility Training visit www.gamcare.org.uk/training-and-certification

Gala Leisure Ltd (Gala Retail)

Formed in 1991, Gala Bingo is the UK's largest retail bingo operator with a 38% market share. Headquartered in Nottingham, it operates 130 clubs throughout the UK and has over 1.1 million active members (being customers who have visited a club within a 52-week period). The bingo clubs trade under the Gala brand through a license agreement entered into with Gala Coral Group. Gala Bingo employs 4,000 people and holds the Investor in People Gold Standard.

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Following its sale by the Gala Coral Group for £241million in December 2015, Gala Bingo is now owned by Caledonia Investments Plc, an investment trust company that is listed on the London Stock Exchange.

Company Contact:

GamCare

T. 02078017000
E. press@gamcare.org.uk
W. https://www.gamcare.org.uk

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