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25 July 2016

Directive 14/2016

**Website of Class B licensed bookmaker for electronic betting services and access address**

According to section 11(b) of the Betting Law (hereinafter referred to as the “Law”), the National Betting Authority (hereinafter the «Authority») has the power to draft and issue Regulations and Directives for the best possible application of the Law. Directive No. 14/2016 is drawn up on the basis of the provisions of sections 63 and 64 of the Law of 2012, as amended or replaced from time to time.

2. Pursuant to section 63 a Class B licensed bookmaker is obliged to maintain a website, the homepage of which must cumulatively contain the following:

- (a) the registered name of the company,
- (b) their registered address,
- (c) the official number and date of issue of the licence for the provision of betting services,
- (d) a statement that the activities of the Class B licensed bookmaker are regulated by the Authority,
- (e) Internet links, such as with websites of organisations that specialise in helping people with addiction to betting and which have been approved by the Authority,
- (f) Internet links, such as terms and conditions under which betting services are offered by the Class B licensed bookmaker,
- (g) that the use of betting services provided by the Class B licensed bookmaker by underage persons is expressly prohibited under this Law,
- (h) information to the player that he may, by means of an electronic notice addressed to the Class B licensed bookmaker:
  - i. Determine the limits of the amount that he can bet for a specified period of time,
  - ii. Determine the limits of the amount that he may lose for a specified period of time,
  - iii. Determine the time limit during which he can carry out bets, and

iv. Opt out from a bet for a specific or indefinite period of time,

(i) The manner in which and procedure for examining a complaint made by a registered player.

3. Pursuant to paragraph 63(j), the Authority is granted the power to designate any information. Therefore, the Authority has decided that a Class B licensed bookmaker shall include the following information:

(j) A web link that refers to instructions regarding the procedure for the registration of a player,

(k) the logo of the Authority, which constitutes a sensitive link / web link to the website of the Authority,

(l) the ability to change the language into Greek and English. Concerning the English language, for a transitional period of the first two (2) months, it is permitted to refer only to the regulations for the provision of betting services and to the terms of use. After this period, the entire content of the website must be in both Greek and English languages,



(m) throughout the course of the player's stay on the website, a meter must be available at a prominent position which shall display the balance on the player's account in real time,

(n) the website of the Class B licensed bookmaker must contain information on responsible gaming and the protection of players, along with the relevant web links foreseen by sections 63 (e) and (h),

(o) all amounts on the bet to be displayed on the website must be accompanied with the Euro symbol (€),

4. On the basis of the provisions of section 64 of the Law, a Class B licensed bookmaker is obliged to maintain a dedicated website that is only accessible through web addresses ending in ".com.cy".

5. It should be noted that the application for the grant of a Class B bookmaker's licence shall be deemed to be incomplete at the evaluation stage in the event that the structure of the website is not provided.

  
Ioannis P. Prakkou  
President  
  
NATIONAL  
BETTING  
AUTHORITY

*\*in case of discrepancy between English and Greek versions, the Greek version supersedes*