



The Blurring of the Line between Casinos and Bingo

Mention the word "Bingo" to most people and the immediate image that springs to mind is one of a myriad of people patiently sitting in rows; waiting for the bingo caller to shout out some quirky number so that they can mark it off on their bingo cards in the hope of calling out "Bingo" themselves and claiming a reasonable pool prize.

Sadly, this traditional image of bingo has become blurred, and nowhere more so than in South Africa, where government and industry experts thought long and hard before introducing gambling; and once they'd decided that the economic and social benefits to our fledgling country were enormous, they decided to introduce gambling in such a manner that it would be strictly regimented into its various forms. In their infinite wisdom, the powers that be decided that Casinos would be offered traditional casino play with slots machines and table games. They also decided that non-casino players would also be catered for in the form of Bingo halls, because the game of bingo is distinctly different from casino slots play as say, chalk is to cheese. Right? Sadly, not ...

For the casino industry, an extremely troublesome and insidious trend has been allowed to develop where the line between casinos and bingo halls has slowly been eroded to such an extent that one would be forgiven for entering a bingo hall under the mistaken assumption of looking for a casino slot machine to play. In fact, bingo halls are actively advertising their latest gambling devices, called Electronic Bingo Terminals ("EBTs"), to the general public in such a manner to suggest that bingo halls now offer casino slots for play in premises that closely resemble casinos. This worrisome trend is further exacerbated by the fact that EBTs closely resemble traditional casino slots, not



only in appearance, but in manner of play. It is extremely difficult to draw a distinction between these substitute slot-lookalikes and casino slots offered by legal casino operators.

CASA represents the rights of legal casino operators throughout the country, who had to meet extremely strict criteria simply to be considered for a casino licence. These barriers to entering the casino market were stacked very high: A casino applicant required security of tenure of the premises on which the casino was to be built, a graded hotel with a minimum number of rooms had to be built, along with convention centres of a certain minimum size and numerous other stringent requirements in terms of ownership of the casino by Black people, job creation,

and numerous other requirements in terms of social upliftment and economic benefits to the communities in which the casino was to be operated. In short, a massive investment of money and resources were required to operate a casino. By comparison, the requirements to operate a Bingo Hall and offer the game of bingo, have been nowhere near as stringent. And therein lies the rub.

It further bears mention that casino operators competed with each other for casino licences, in a competitive bidding process, for a limited number of casino licences. Casino licences are limited in number by Regulation. By contrast, the number of bingo licences which can be awarded to operate Bingo Halls are not limited in terms of current gambling laws in South Africa.

By allowing EBTs, regulators are watering down the vast investment made by casino operators and are allowing Bingo Hall operators the benefit of engaging in the operation of Casinos, without satisfying the stringent requirements which were stipulated for casino operators. This is an issue of the utmost importance and one which regulators should certainly pay heed to.

THEMBA NGOBESÉ
Chief Executive Officer



HAS NON-CONFORMITY WITH THE NORM BECOME THE NORM?

The approach of Provincial Licensing Authorities to Self-Exclusions

Two years ago, in Issue Twenty of the CASA Newsletter, the inadequacies of the legislation in force in South Africa in relation to self-exclusions and third party exclusions were highlighted and discussed. The relative inaccessibility of the current dispensation to problem gamblers, the practical shortcomings of the prescribed procedures for exclusion, the difficulties associated with the proper enforcement of the exclusion regime and the ease with which exclusions may be uplifted were all identified as areas to which attention would have to be given at a national level before it could be claimed that South African law provides a meaningful opportunity for problem gamblers to restrict themselves from participation in gambling and that those exclusions are properly and consistently enforced.

Regardless of its various shortcomings, however, the exclusion regime put in place by the National Gambling Act, 2004 ("the National Act") and the Regulations made thereunder ("the National Regulations") is manifestly intended to provide for a coordinated, nationally applicable procedure to be followed in relation to self-exclusions and third party exclusions from gambling. This is for good reason, as only a national system, making use of a single database (provided it is properly implemented and enforced) can reasonably ensure that excluded persons do not have access to licensed casinos on a countrywide basis. It is therefore at the national level that amendments are required to the existing dispensation. Despite this, and largely as a result of the fact that the national database of excluded persons has still not been finalised, almost a decade after the coming into operation

of the National Act, provincial licensing authorities ("PLAs") have attempted to fill the lacunae which have arisen by carving out procedures to be followed to co-ordinate the exclusion process in their provinces. These procedures differ from province to province, and in some instances the differences are material. These include, for example, divergent approaches regarding the period of time for which exclusions will remain in force, as well as the stipulation of different criteria to be satisfied before an exclusion may be uplifted.

It should be noted that these procedures, albeit developed in an attempt to clothe the exclusion process with structure in the absence of a national norm, exist outside the bounds of the provincial statutes pertaining to gambling, as well as the provisions of the National Act. This leads to difficulties of its own.

The first of these is the most manifest: namely that the vast majority of provincial statutes pertaining to gambling do not, in the first instance, confer on the PLA the power to make rules or to develop procedures or policies pertaining to the self-exclusion process. On the contrary, the overwhelming majority of provincial gambling statutes refer to the register of excluded persons contemplated in the National Act when dealing with the subject. Accordingly, the legal status of any procedure developed by a PLA in order to address the prevailing vacuum in the management of the self-exclusion process must be in doubt.

The procedures developed by PLAs to deal with the issue are fragile, not only from the above perspective, but also in many practical respects. The communication

of information regarding persons who have requested to exclude themselves is likewise plagued with difficulties. As an initial point of departure, different licence holders make use of different forms for the purposes of recording requests for self-exclusion. The initial transmission of the information to the PLA, as well as the onward transmission thereof to other PLAs and affected licence holders, depends on the accurate implementation of a number of subsequent steps, all of which may fail, for various reasons. Therefore, for example, the incorrect capturing of information regarding the particulars of the excluded person at any stage in the process may result in the incorrect dissemination of this critical information to licence holders. So too, the repeated copying and transmission of the personal particulars of the individual who has requested to self-exclude may result in the illegibility of the data, or even the complete lack of receipt thereof. In the event that this occurs, it follows that the excluded person will not in fact have been "excluded" in the manner intended, and may successfully gain access to licensed premises for the purpose of engaging in gambling. In such cases, the potential for civil liability looms large.

The difficulty does not end with the potential for liability, however. If different procedures are put in place in the various provinces to administer the self-exclusion process, the imposition of different periods of exclusion and criteria for the upliftment of exclusions will foment the prevailing uncertainty.

Moreover, provincial procedures or policies relating to self-exclusion are fraught with difficulties as a result of their limited scope. Each PLA has jurisdiction

to license and regulate gambling within the geographical area of the province for which it has been established, but not beyond. Accordingly, questions must arise regarding the extent to which decisions made in one province in respect of excluded persons may properly be enforced in others. Moreover, it is far from clear whether the provincial procedures or policies in force would, or could, in any event require the holders of casino licences to inform the holders of other casino licences throughout the country, regarding exclusions implemented in other provinces. It must follow that if these procedures are either not capable of being enforced throughout the country, or are not required to be so enforced, the manifest and core objective of the exclusion dispensation – of ensuring that there is an accurate, reliable and enforceable method of identifying and registering excluded persons, and ensuring that the potential for such persons to circumvent their exclusions is limited to the greatest extent possible - will have been sacrificed.

In short, provincially developed and implemented procedures for the administration of self-exclusion regimes, although well-intentioned, are doomed to failure and fraught with risks. It would appear that the various PLAs have regarded themselves as being duty-bound to implement procedures of some kind because of the fact that the national database of excluded persons required to have been developed at a national level in terms of the National Act has not yet been finalised. The regrettable consequence of this is widespread deviation from the norm sought to be created by the National Act, and a set of disparate procedures in relation to exclusions, and criteria for the implementation of those procedures, which will be difficult to unravel in future. In this manner, non-conformity with the norm has itself become the norm. This undesirable state of affairs requires urgent attention at a national level, before it becomes even more deeply entrenched.

For the second year running Tsogo Sun, through their Sandton Convention Centre venue, have partnered with Stop Hunger Now to alleviate the hunger of learners in remote rural areas, as part of commemorating Nelson Mandela International Day on the 18th July.



Matifadza Martha (Mati) Nyazema - Executive Director of Sandton Convention Centre, Benny Masekwameng – Tsogo Sun, Celebrity Chef, Priya Naidoo – General Manager of Group Communications, Terry Brown - Regional Manager Stop Hunger Now on Friday 16 February



Volunteers hard at work at Tsogo Sun's Sandton Convention Centre, the venue donated Exhibition Hall 2 for the Stop Hunger Now initiative.



Tsogo Sun volunteers at the groups Sandton Convention Centre venue for the Stop Hunger Now initiative for Nelson Mandela International Day.

BRAAI FOR YOUR COUNTRY!

Sun City Braai4Heritage Weekend in partnership with Weber and BIC

Sun City Resort in partnership with Weber and BIC offered a Heritage weekend packed with fun activities for the entire family that naturally included a braai. The special package included the cost of a three night stay at The Cabanas from Friday 20 to Sunday 22 September, breakfast on the Terrace every morning and dinner at Palm Terrace on the Friday evening.

The package also included a braai spot on the Cabanas lawns on the Saturday,

between 11.30am and 3pm, complete with a Weber braai grill, essential wood and charcoal to get the braai juices going, an umbrella, picnic blanket and all important braai pack. Naturally, BIC was on hand to add the all important flame that got the coals going.

Overseeing the braais was Chef Vaatjie from KykNet's popular Toks & Tjops programme, and he was joined by Weber's own braai experts.



CASINO CHOOSES NOT TO GAMBLE WITH THE ENVIRONMENT

A complex problem solved with a simple solution

What on earth do you do with the waste created by two hotels, 10 restaurants, a coffee shop, two lounges and a bar area all serving light meals, 14 fast food outlets and four custom snack shops, conference facilities and a staff canteen catering for approximately 3 316 people daily.

For Sun International's GrandWest Casino and Entertainment World in Cape Town the answer was startlingly simple. The casino built a worm farm to deal with the waste, they then established a 5 000 m² indigenous nursery, vegetable and herb garden, all nourished by the worm compost. The produce would in turn be sold back to the restaurants and the communities, and would be run by community owner-managers as a profitable enterprise.

According to GrandWest CSI Manager Heidi Edson, few people realise that waste sent to landfill sites can take up to 30 years to decompose whereas earthworms take care of that waste in a matter of days. But when we first asked how we could reduce our waste we could not have envisaged how it would develop into the 360°

enterprise development project that it has now become.

Practically, the nursery will reduce waste and the landscaping costs but equally important, it will contribute to the survival of rare plants and will provide jobs and an entrepreneurial opportunity for people in the community.

The nursery is located in a southern corner of the 56-hectare property, next to a large wetland also created by the casino to prevent water run-off into the environmentally-compromised Elsie's River Canal which borders GrandWest. The man-made wetland is one of seven on the property which now offers refuge to 38 different bird species who breed there. Other GrandWest environmental initiatives



include saving the melted water from the ice-rink to be reused in the gardens and an annual staff clean up of the Elsie's River Canal and surrounds which often gets littered from people visiting the nearby Goodwood station.

CHEFS MAKING A DIFFERENCE

Nobody understands the importance of good nutrition and fresh food better than a chef. So when Executive Chef Nicholas Froneman and his team at The Palace of the Lost City at Sun City earned that the nearby Rietspruit Orphanage needed assistance with feeding the children, they jumped in to help.



To begin, Chef Froneman, who is also a director of the South African Chefs Association, arranged for the orphanage to receive assistance from the World Cooks Tour Against Hunger project. The facility, which houses 75 young children between the ages of one and nine, will now receive a meal a day for the next four years. As part of the partnership, Bidvest in Rustenburg will deliver R5 000 worth of basic dry food items each month to take care of their daily needs.

Chef Froneman and the management of The Palace have begun to supplement the children's daily diet with fresh fruit and vegetables, and are in the process of planning a regular monthly delivery to the orphanage. They will also be undertaking various fundraising efforts and introducing practical projects to allow Sun City staff to make a difference at the orphanage.

Adding to the growing appeal of Durban's beachfront



Durban is reintroducing itself to South African and international business and leisure tourists as the beautiful and vibrant beachfront destination it once was – following multi-million rand investment and intensive focus from the eThekweni Council.

Tsogo Sun's most recent investment into the aesthetics of Durban's beachfront is the transformation of two of its iconic hotels into a massive 734-bedroom hotel complex, with facilities to suit every tourist's needs – the Southern Sun Elangeni & Maharani. In relation to the overall aesthetics of the Golden Mile, Tsogo Sun is projecting the elegance and magnitude of the Southern Sun Elangeni & Maharani, which included brokering a deal with the Maluti Building in between the two properties to give it the same pristine look as the hotel, and has painted the entire complex a brilliant white, which will go some way to revitalising the iconic status of the Southern Sun brand on the beachfront.

Architecturally, within the complex on the ground floor, they have opened up both towers with new porte cocheres, and added The Grill Jicana restaurant and opened it up to the street with glazing so that people can see in, greatly enhancing the urban appeal of the ground floor and making the hotel alive to the street. The pool deck has also been enhanced and taking advantage of the elevation has added to the close experience of the sea.

Crowning the aesthetic appeal of the Maharani Tower is a dynamic lighting effect that has been installed in the external lift shaft, which has been dormant for many years. This multi-coloured moving light that runs the entire length of the lift shaft has

brought it back to life, adding vibrancy to the hotel frontage and bringing a sense of upward movement to the building at night.

The Southern Sun Elangeni & Maharani project has two further phases on the drawing boards, which include the addition of The Camelot Spa and the reopening of the top floor of the Maharani Tower as a multi-purpose event venue in Phase 2, as well as the complete refurbishment of all the rooms in the Elangeni Tower in Phase 3. The entire project represents an investment of R220 million and is being managed by the Tsogo Sun development team with assistance from a range of professionals, architects, interior designers and engineers.

CARNIVAL CITY CAREER DAY EXHIBITION

Carnival City and Black Child Its Possible (BCIP) presented their Career Day Exhibition on Monday 23 September 2013 at Carnival City.

Setting out on a career path can be a daunting challenge and the aim of the Career Day is to expose disadvantaged

Grade Nine to 12 learners from the City of Ekurhuleni to as many career choices and potential funders as is possible.

During the school year, extra lessons in English, Maths and Physical Science have been funded for these learners by Carnival City and have produced excellent results. These lessons form part of the BCIP Effective Career Planning

Programme which aims to up-skill the learners toward making better informed career decisions.

The Career Day Exhibition was coupled with talks by entrepreneurs as well as brief talks by experts in the various career fields.

SunCares youngsters hit the stage with their newfound skills

The stage is all set for the Tsogo Sun SunCares Performing Arts Academy's year-end concerts which will joyfully showcase what 480 youngsters from 12 underprivileged schools in Gauteng have learned through the integrated programme in the course of the year.

Vusi Dlamini, Group HR Director of Tsogo Sun explains, "The Academy aims to make a real difference in children's lives by developing their artistic talent, providing life skills development, and supporting the educational framework by creating extra-curricular activities, as well as potentially providing tertiary opportunities to learners within the programme.

"It was piloted in one school in 2012 and then launched in 2013 as a carefully designed full-year curriculum using the arts as a catalyst to provide opportunities for change in the lives of young people in communities around Johannesburg." The SunCares Arts Academy provides a foundation in the basics of drama, dance, vocal training and voice projection, together with a structured lifeskills course that covers a broad spectrum of topics to empower the youngsters to make sound choices throughout their lives.

The Academy is running in seven schools in Diepsloot near Montecasino and five schools in Mayfair near Gold Reef City, with 480 learners in total – 40 from each school. The learners go through a rigorous selection process to ensure that they have the potential and the dedication to do well in this Arts programme. Grade 4 to 7 learners are selected for the primary school programme and Grade 8 to 10 for the high school programme. Nine primary schools and three high schools are enrolled in the programme this year.

By the time the end of year concerts come around, the youngsters are bursting with excitement and anticipation – and extremely keen to show off their newfound skills to their communities as well as to a wider audience. "The concerts focus on the performing arts that have been learned through the year and incorporate items that display the different school groups' dancing and performing skills as well as individuals who have shown particular talent in a specific area," says Shanda Paine, Tsogo Sun's Group CSI Manager. "The concerts are inspiring and are quite remarkable evidence of what can

be achieved with a lot of enthusiasm, a desire to work hard and apply learnings, well-trained facilitators, and a fine-tuned curriculum."

Renowned South African singer PJ Powers is the patron of the Tsogo Sun SunCares Arts Academy and is deriving immense pleasure from time spent with the children, coaching and encouraging – and instilling a sense of confidence in their ability to be the best they can be.

Tsogo Sun commissioned Minimax Performing Arts, which has been providing young South Africans with a platform to express themselves through the performing arts for more than 12 years, to develop and run the programme in the schools with four co-ordinating staff members and 12 facilitators who are given on-going weekly training.


As with all Tsogo Sun's SunCares programmes, the Arts Academy is founded on strong partnerships with relevant bodies that include the Department of Education, with the schools, with leading learning and training institutions, and increasingly with the communities where the children who attend the academy live. The scepticism that was evident among parents of the selected children at the start of the programme has dissipated as the children's academic standards have been maintained, their lifeskills have improved, and they have developed exciting new skills in the performing arts.

The first two concerts are held within the communities where the schools are based and are attended by adjudicators from the National Eisteddfod Association (NEA), who then select the top performers and the best schools to go through to the finals. These will be held at the Lyric Theatre at Gold Reef City on 23 October and will culminate in an awards ceremony for the winners in several categories, including the top high school, the top primary school, the best three individual performers, the most enthusiastic educator and the best performing facilitator.



"This successful initiative has given us the means to provide gifted youngsters from Diepsloot and Mayfair with the knowledge, confidence and lifeskills needed to reach their potential through the performing arts and it is a privilege and a pleasure to be able to give them the opportunity to develop skills and then showcase them on stage in front of an appreciative audience," concludes Dlamini. "Tsogo Sun is committed to this investment in these young lives and looks forward to many future concerts and to seeing these young lives blossom into accomplished people as they move on in their lives."

For more information on SunCares, visit www.tsogosun.com, you can also join Tsogo Sun on Facebook at www.facebook.com/TsogoSun or follow @TsogoSun on Twitter.



Certificate of Excellence Award places the D'oreale Grande hotel at Emperors Palace in the world top 10 per cent

The D'oreale Grande hotel at Emperors Palace in Gauteng, a five-star jewel in the Peermont crown, has been awarded the Certificate of Excellence award by TripAdvisor.

The Certificate of Excellence is given to outstanding hospitality businesses that have received praise and recognition in reviews by TripAdvisor travellers. To qualify for the Certificate of Excellence, businesses must maintain an overall rating of four or higher, out of a possible five, as reviewed by travellers on the popular TripAdvisor website. Also taken into consideration is the number of reviews received over the last 12 months.

"TripAdvisor's Certificate of Excellence award epitomises our commitment to guests, whether online or face-to-face," comments Emperors Palace Hotel Operations Manager, Caron van Rooyen. "We encourage all our visitors to post feedback on TripAdvisor as we are confident that the reviews will enhance the guest experience for future stays."

Exuding luxury at every turn, the deluxe five-star D'oreale Grande is the flagship

hotel at Emperors Palace. With its theme inspired by the opulence and splendor of ancient Rome, extending to the stunning Neptune's Bar and pool area, plus the luxurious business lounge with wireless internet access, the hotel provides a truly regal experience for its guests.

The 192 beautifully appointed rooms range from Classic, Deluxe and Superior through to Executive and Premier Suites. The Superior rooms include a lounge area nestled in a bay window, while the Executive rooms offer the addition of a granite topped bar, two-seater settee and easy chair separate from the bedroom.

The elegant Aurelia's Restaurant, which serves gourmet cuisine, is located on the ground floor of the D'oreale Grande. This upmarket conservatory style venue is the perfect setting for everything from a sumptuous al-fresco breakfast to a romantic candlelit dinner.

The world-class Octavia's Sensorium Health and Beauty Spa, also located on the ground floor of the hotel, is an unrivalled sanctuary, where guests can rest and refresh both body and mind. Octavia's Sensorium includes a



fully equipped gym, which is accessible to guests 24/7.

In fact, with a notable increase in international visitors to the hotel in 2013, the D'oreale Grande took the necessary step to adjust both its online and customer service strategies. "Ultimately this ensures that we offer the best in international service standards with a product to match," says Van Rooyen. "It is through our staff's passion and dedication that we have once again won the prestigious Certificate of Excellence award. We are thrilled and honoured to be listed in the top 10% of hotels worldwide."

Emperors Palace is a Peermont resort. For further information and for bookings visit www.emperorspalace.com, call +27 (0)11 928 1000 or like us on Facebook or follow us on Twitter @emperorspalace.



PUBLIC NOTICE

REQUEST FOR PROPOSALS FOR A CASINO LICENCE IN THE MPUMALANGA PROVINCE

The purpose of this notice is to invite proposals for a casino licence in the Mpumalanga Province, in terms of section 29(1) of the Mpumalanga Gambling Act, 1995 (Act No. 5 of 1995), as amended.

This invitation follows the cancellation of the previous Request for Proposals (RFP) and casino licensing process on 24 July 2013.

The area, development, procedural and other requirements are explained in the Request for Proposal (RFP) document that was released by the Board. The RFP also contains the evaluation criteria that will be applied by the Board to award the casino licence.

The Board provides all interested parties, with an opportunity to request clarification on the RFP up to 09 October 2013. The deadline for submission of preliminary proposals is 20 January 2014. Kindly note that preliminary proposal fees must be transferred and cleared to the Board's bank account by the aforementioned submission date.

The aforesaid RFP can be downloaded from the Board's website: www.mgb.org.za or can be obtained from the offices of the Board, located in First Avenue, White River, Mpumalanga Province.

Any queries regarding this matter can be directed to the Chief Executive Officer at telephone number 013-750 8000, facsimile number 013-750 8099 or e-mail address ceo@mgb.org.za.

Issued by: BHEKI MLAMBO
Chief Executive Officer