

thinkbite

THINKBITE PROGRAMME

EAG 2024 is delighted to host bacta's thinkbite programme which offers four invaluable, informative and accessible sessions for visitors to the show.

All sessions are free to attend by registration, or simply present yourself at the seminar room located in the North Gallery to attend on the day, where remaining places will be available on a first come, first served basis. Please follow directional signage from the main show floor.

TUESDAY 16TH JANUARY

11.00 – 12.00 | THE NEW RULES OF GAMBLING

This thinkbite session will look at the changes proposed in the Gambling Review White Paper and the way in which they are likely to be implemented. It will also ask what good compliance looks like as well as provide an extended Q & A session on what that will mean for operators. Speakers include Simon Bradbury, bacta Membership Support Officer and Nick Arron, Poppleston Allen, Solicitors.

13.00 – 14.30 | PUB SUMMIT

The well-established Pub Summit brings together pub and club owners with machine suppliers to discuss the issues facing the sector. The 2024 Edition will comprise a market update and analysis, an examination of technology in pubs, the likely implications of a legal relaxation on the use of debit cards on gaming machines, how pool can serve as a profit centre and the role of the pub jukebox in attracting customers, building consumer loyalty and delivering an experience.

Market Update

Simon Barff, Managing Director, CLMS

Technology in pubs - machine customer experience v gambling compliance

Quentin Stott, Managing Director, Reflex Gaming

Where did all the cash go? How to manage machines when customers are increasingly arriving without cash. What will a legal relaxation in the use of debit cards on machines bring to the sector?

Pauline Bass, Director of Customer & Guest Experience, Stonegate Group

Pool – the unseen profit centre

Nick Rudd, Managing Director, The Rudd Group

Music, schmoozic – do pubs and clubs benefit from a jukebox?

Chris Black, Managing Director, Sound Leisure

Peter Davies, Managing Director, Inspired Entertainment (Chair)

WEDNESDAY 17TH JANUARY

11.00 – 12.00 | EMBEDDING SAFER GAMBLING

Reflecting the central importance of Safer Gambling EAG will be exploring how AGC and FEC operators can embed good SG practice into their business, why this is important and how ultimately it benefits businesses in the short, medium and long-term(s). The discussion will draw on the experience and insight of participants on the bacta Safer Gambling Hub and bacta's MSOs.

13.00 – 14.30 | HIGH STREET SUMMIT

A key initiative for 2024, the EAG High Street Summit will debate the issues facing this part of the economy and how they interplay with the AGC and FEC offer. The hosted discussion will feature invited speakers including James Lowman, CEO, Association of Convenience Stores who will explain how the trade body has leveraged political support for the High Street and Michael Kill of the Night Time Industries Association who will outline the growing importance of the night time economy. Tony Boulton of MERKUR UK and Ian Miller, Property Director for Luxury Leisure/Talarius, will provide updates and analysis of the contribution and challenges that face high street AGC operators including those presented by anti-gambling groups. Pragmatix Consultancy, who have reported on the High Street for the Local Government Association will open the slot with an analysis of the future of the high street and what the offer will look like.

EAG CHAIRMAN'S WELCOME MESSAGE



On behalf of myself, the EAG Board & our Show Director Nicola Lazenby, may I warmly welcome you to the 2024 Show.

We are delighted to be providing a launchpad for bacta's golden anniversary celebrations this year, with all bacta members old and new invited to join the networking reception in the bacta lounge on Tuesday evening once the show has closed. Not only will this provide an opportunity to kick off celebrations in style, but will also be home to the bacta awards for the first time this year, where we will be able to come together to both recognise and celebrate many fine individuals who have dedicated themselves to our industry.

When it comes to the challenges faced, it can feel like a case of déjà vu, however, EAG Expo will continue to play a pivotal role in stimulating business – as our campaign rightly declares, the year starts here.

EAG remains the show where visitors meet and do business with their suppliers, catch up with friends old and new, and get their hands on the very latest innovations and product developments our exhibitors have to offer.

This year also sees the launch of bacta's thinkbite programme, offering an informative line up of seminar sessions with top class speakers offering expertise, insights and lively debate amongst peers.

I would like to take this opportunity to thank BALPPA, Bingo Association, EUROMAT and The Showman's Guild of Great Britain for their support. I am also very pleased that Paul Bellringer OBE, the founder of GamCare will be joining us and thank him for taking the time to come and open our Safer Gambling Hub this year. And finally, I would like to extend not only my thanks, but that of the EAG Board, bacta members and all our exhibitors to Lord McNicol for taking the time out of his schedule to come and open EAG Expo 2024 for us.

Here's to a great 2024 and enjoy the show.

Martin Burlin

Chairman
EAG Expo

THANK YOU

EAG 2024 would like to thank the following:

TRADE ASSOCIATION PARTNERS



SAFER GAMBLING HUB

Betknowmore

BetterChange

Breakeven

EPIC

Gambling Commission

GamCare

Gamstop

Pegasus ADR

Safer Gambling Training

YGAM

MEDIA PARTNERS

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And all our media supporters for their continued support of EAG Expo.



16-18 JANUARY 2024 | EXCEL, LONDON

SHOW PLANNER

Presented by

bacta

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See us on stand D46

THE YEAR STARTS HERE!

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