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Malfunction voids all bets? Don't count on it: lessons from recent court cases on game errors

June 2025

Overview



Recent decisions

Durber v PPB Entertainment Limited (2025)

£1,097,132.71 v. £20,265.14

Joan Parker-Grennan v Camelot UK Lotteries Limited (2024)

£1,000,000 v. £10

Andrew Green v Petfre (Gibraltar) Ltd (t/a Betfred) (2021)

£1,722,500.24 v. £0

Key issues

- Inconsistent terms
- Signposting
- Drafting specificity and clarity
- Beware of conflicts
- Incorporation of other documents
- Scope of exclusion clauses

What steps should operators be taking?

- Review your current terms
- Build in a 'rolling review' process
- Make key terms accessible to the player
- Review the acceptance process for terms and game rules
- Clear warnings that wins are subject to validation checks

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Any questions?