

YOUR GUIDE TO

# ENJOYING CHRISTCHURCH CASINO

## OUR COMMITMENT

**PlaySafe DrinkSafe** is about helping ensure our guests experience the excitement of Christchurch Casino in a safe and enjoyable way.

**Playsafe  
Drinksafe**



## PLAYSAFE

Gambling responsibly will help ensure you have an enjoyable entertainment experience. To maximise your enjoyment, consider the following PlaySafe advice:

- Set a time & money limit & stick to it
- Visit the Casino with friends or family
- Balance your time at the Casino with other sociable activities
- Drink moderately
- Take regular breaks
- Talk to friends, family or our employees about your gambling

Keep your gambling in perspective - like most forms of entertainment, it costs money.

## PRE-COMMITMENT

Our gaming machines allow you to set time, or money spent limits by day, week, or month. Please ask at the Players Club desk for assistance.



## DRINKSAFE

Drinking responsibly will help ensure you have an enjoyable entertainment experience. To maximise your enjoyment, consider the following DrinkSafe advice:

- Plan ahead
- Know your limits
- Don't drink on an empty stomach
- Quench your thirst with a non-alcoholic beverage or water first
- While drinking continue to consume both food & water
- Arrange alternative transport home - use our shuttle service
- Look after your friends & ensure they get home safely

With 6 eateries, food to tempt all tastes is always available.

Our bars' range of lower alcohol beer & wine and non-alcoholic drinks, including mocktails, means exciting choices for everyone.



CHRISTCHURCH  
CASINO

**WWW.CHRISTCHURCHCASINO.CO.NZ**  
30 VICTORIA ST | P O3 365 9999  
DRESS CODE APPLIES

Playsafe  
Drinksafe

R20 VENUE HOST RESPONSIBILITY  
LIMITS APPLY

## SHUTTLE SERVICE

We offer our Players Club members and those staying in a hotel/motel a complimentary ride from the Casino. Those staying in a hotel/motel may also request a ride to the Casino. Please make your booking at our Reception Desk and note that boundary limits apply.

## TAXI SERVICES

If you're planning a visit to the Casino, we advise you use a taxi. You can leave your vehicle in our car park and collect it later when safe to do so. Taxis are readily available outside the Casino.

GOLD BAND TAXIS  
P: 0800 3795 795

GREEN CABS  
P: 0508 447 336

FIRST DIRECT TAXIS  
P: 0800 505 555

BLUE STAR TAXIS  
P: 0800 379 9799

CORPORATE CABS  
P: 0800 808 544

## RESPONSIBLE SERVICE OF ALCOHOL POLICY

As a responsible host, our objectives are:

- To serve and manage the consumption of alcohol responsibly
- To prevent intoxication
- To provide & actively promote substantial food options as well as low & non-alcoholic beverage alternatives
- To prevent minors and other prohibited persons from entering our premises
- To prevent intoxicated persons from entering or remaining on our premises
- To promote & arrange safe transport options
- To promote & market in a way that doesn't encourage excessive alcohol consumption
- To provide Responsible Service of Alcohol training for all employees
- To work with the community, regulators, industry & other external agencies to contribute to a reduction in alcohol related harm

Make your next visit to Christchurch Casino a safe visit and please don't be offended if we ask you to present ID, slow down your drinking, or call it a visit when we think you've had enough.

## SIGNS OF UNSAFE GAMBLING

Most adults gamble safely, however some people can experience harm due to their gambling. If you, or someone you know is demonstrating any of the following behaviours there may be cause for concern:

### Signs may be:

- Spending beyond what's affordable
- Trying to win back money lost
- Becoming emotional or distressed
- Repeatedly withdrawing cash
- Gambling to avoid other problems
- Neglecting commitments
- No longer gambling for entertainment
- Making concerning comments about gambling
- Borrowing money to gamble
- Committing an illegal act to finance gambling
- Long periods of play with/or few breaks

### FOR HELP

Christchurch Casino has a Host Responsibility team dedicated to supporting those experiencing difficulties with gambling or whose wellbeing is of concern.

For information and assistance, call or email them on:

**P: (03) 371 2421**

**E: [PlaySafeDrinkSafe@christchurchcasino.co.nz](mailto:PlaySafeDrinkSafe@christchurchcasino.co.nz)**

## EXCLUSION OPTIONS

Taking time out from the Casino can be a good choice for some people to help them manage their gambling. The break can be informal and self-managed, or formalised with an Exclusion Order and there are two options:

- 1. Self Exclusion:** When a customer voluntarily identifies themselves as needing time away from the Casino.
- 2. Casino Exclusion:** The Casino can issue these based on our observations and information. We also welcome concerns brought to us by friends or relatives of our customers.

Both options provide the opportunity to be excluded for the maximum period of two years.

Understand that we aim to ensure excluded persons are refused entry to the Casino. Excluded persons may return once the exclusion period has ended and they have met the re-entry criteria.

Re-entry involves a simple, two-step process:

- 1. Providing a letter** verifying that problem gambling counselling has been completed
- 2. Meeting** with Christchurch Casino Management

## CONTACTS

If you, or someone you know is experiencing difficulties with gambling or alcohol, please contact our Host Responsibility Executive on:

**P: (03) 371 2421**

**E: [PlaySafeDrinkSafe@christchurchcasino.co.nz](mailto:PlaySafeDrinkSafe@christchurchcasino.co.nz)**

All enquiries are treated as confidential.

## HELPLINE NUMBERS

GAMBLING HELPLINE  
**P: 0800 654 655 (24hrs)**

ASIAN PROBLEM GAMBLING HOTLINE  
**P: 0800 862 342**

GAMBLING DEBT HELPLINE  
**P: 0800 654 658**

MAORI GAMBLING HELPLINE  
**P: 0800 654 656**

VAI LELEI PASIFIKA  
GAMBLING HELPLINE  
**P: 0800 654 657**

ALCOHOL DRUG HELPLINE  
**P: 0800 787 797**

## LOCAL PROBLEM GAMBLING COUNSELLORS & SUPPORT

SALVATION ARMY OASIS CENTRE  
FOR PROBLEM GAMBLING  
**P: (03) 365 9659**

PROBLEM GAMBLING  
FOUNDATION OF NEW ZEALAND  
**P: 0800 664 262  
(03) 379 2824**

WOODLANDS TRUST  
**P: 0800 333 122**

FAMILIAL TRUST  
(SUPPORTING FAMILIES)  
**P: (03) 981 1093**