

Exclusion and Re-Entry SOP

Issuing Exclusion Orders

All staff are trained to report serious and general indicators of Problem Gambling, which include the immediate reporting of a Self-Exclusion request to appropriate staff for escalation and actioning.

All Exclusions are issued by:

- Host Responsibility, or a
- Security Shift Manager.

Gaming Shift Managers or other suitably-qualified employees may be used to assist in discussing gaming activities, transactions or other concerns with the customer.

Where a customer's ability to communicate in English is deemed as insufficient or if they express to communicate in another language, the Casino will attempt to have a translator assist; a translator may be a suitably-qualified employee or a support person nominated by the customer themselves.

In the case of a request of a Self-Exclusion, the customer's request is responded to as soon as practicable. The customer is invited to meet in a suitable location, where necessary details are collected, or in the case of a loyalty programme member, confirmed or updated.

If a customer who is not a loyalty programme member requests a Self-Exclusion, they must present suitable ID for the Casino to be able to reasonably verify their identity or else the Self-Exclusion cannot be issued.

Casino-Exclusion Orders may, in some cases, be issued without the issuing Casino employee having sighted suitable ID and with whatever amount of information the Casino may hold about the customer.

Both Self-Exclusion and Casino-Exclusion are issued for set periods of 3, 6, 12 or 24 months.

The term of the Exclusion is determined by what either the customer requests (for a Self-Exclusion), or by what Host Responsibility or the Security Shift Manager issuing the Exclusion considers a suitable amount of time away from the Casino or is stipulated by a SOP. In the case of Self-Exclusion, Host Responsibility or the Security Shift Manager may decline a term stated by the customer if it is deemed as too short; the customer is required to opt for a longer term of Self-Exclusion or will be Casino-Excluded for such a term deemed as more suitable given the information the issuing employee has to consider.

A customer requesting a Self-Exclusion or being Casino-Excluded may choose to have documents relating to the Exclusion issued:

- in-person at the time, or
- sent by e-mail, or
- sent by postal mail.

Any customer who refuses to accept Exclusion documents is deemed as having been notified of the Exclusion regardless.

The customer is always offered information in written form which includes the contact details for local support services available and the process for Re-Entry.

Customers are informed of the consequences for any breach of their Exclusion Order, as well as the consequences for entering prior to completing the formal Re-Entry process.

Host Responsibility or the Security Shift Manager issuing the Exclusion must as soon as practicable create a Security database file for the customer (or update an existing file) with details of the Exclusion and also notify Surveillance. Surveillance will in the case of all loyalty programme members immediately deactivate the person's account.

Multi-Venue and Multi-Casino Exclusions

Customers may choose or be offered to have a Multi-Venue or Multi-Casino Exclusion arranged for them. Multi-Venue Exclusions are explained as covering non-casino gaming machine venues and TAB outlets of their choosing, whereas Multi-Casino Exclusions are explained as covering any or all of the 6 casinos in NZ. In the case of a Multi-Venue or Multi-Casino Exclusion being requested, Host Responsibility must be immediately notified so as to coordinate this request as soon as practicable.

Where Christchurch Casino is advised of a Multi-Venue Exclusion or Multi-Casino Exclusion request by a third party, the request is to be sent to Host Responsibility, who will action the request as soon as practicable by issuing a Self-Exclusion Order.

Loyalty programme members and Exclusions

Loyalty programme members may be given the opportunity to immediately redeem all current programme points. Loyalty programme members issued with an Exclusion Order in-person will have their membership card confiscated. Loyalty programme members are advised at the time of the issuing of an Exclusion Order that any promotional offers or invitations they may have been sent are now void and non-transferrable.

Host Responsibility will remove a loyalty programme member from any mailing lists not yet sent.

Re-Entry procedure

Re-Entry applications must be made to Host Responsibility by all Excluded persons.

All customers seeking Re-Entry into the Casino must complete, at the very least, a meeting with Host Responsibility and be approved as a result of such for Re-Entry.

Christchurch Casino's policy is that:

- Customers whose Exclusion term is 3 months
 - must attend a meeting with Host Responsibility.
- Customers whose Exclusion term is 6, 12 or 24 months
 - must attend a meeting with Host Responsibility, and
 - may also be required to provide evidence that they have sought the assistance of a suitably qualified Problem Gambling counsellor.

A person's record of breaching their Exclusion Order(s) may be factored into a decision regarding their suitability to be approved for Re-Entry.

Breach of Exclusion

Customers who enter a Designated Gaming Area in breach of a current Exclusion Order for the first time will be issued with:

- a Trespass Notice dated for 24 months.

Security Shift Managers or Host Responsibility are tasked with the actioning of this response and are also required to notify the Department of Internal Affairs (DIA) Gambling Inspectors as soon as practicable. In such an instance, the customer is also warned that a consecutive breach of their Exclusion Order will result in further action against them by both the Casino and the DIA.

If a customer is found to be in breach of a current Exclusion Order for the second or more time and also in breach of a current Trespass Notice, the Casino will:

- contact the Police to have the person removed from the premises, and
- issue the person with a Trespass Notice dated for 24 months.

The Security Shift Manager or Host Responsibility must also notify the DIA Gambling Inspectors of the incident as soon as practicable.

Detection on site prior to completing Re-Entry

If a person is found to have entered any part of Christchurch Casino after the expiry of their Exclusion Order, but prior to being approved for Re-Entry, Host Responsibility or the Security Shift Manager will in the first instance:

- issue a Casino-Exclusion Order dated for 3 months and advise the person of the Re-Entry requirements of their previous Exclusion.

If a person enters any part of Christchurch Casino after the expiry of an Exclusion Order issued under the requirement above, so after the expiry of a second, consecutive Exclusion Order, but prior to being approved for Re-Entry, Host Responsibility or the Security Shift Manager will:

- issue a Casino-Exclusion Order dated for 24 months and advise the person of the Re-Entry requirements for this Exclusion.

If a person enters in breach of any current Exclusion Order, the normal breach of Exclusion Order procedures apply, including for Exclusion Orders issued for 3 or 24 months to persons not having been approved for Re-Entry prior to entering.