

# CHRISTCHURCH CASINO EXCLUSION ORDER



## Information for Customers

An Exclusion Order from the Casino is obtained or issued to assist a person refrain from gambling at the Casino, as their gambling is or potentially is, harmful to themselves and others. Exclusion terms can be 3, 6, 12 or 24 months. Please find attached your Exclusion Order.

**YOUR EXCLUSION MEANS THAT YOU ARE NOT TO ENTER ANY PART OF THE CHRISTCHURCH CASINO PREMISES UNTIL YOU HAVE BEEN APPROVED FOR RE-ENTRY.**

Any offers you may have received from the Casino are now void.

Notification of this exclusion may be sent to all other New Zealand casinos; namely SkyCity Auckland, Hamilton, Queenstown and Wharf, and Dunedin Casino. These other New Zealand casinos may refuse you entry on the basis of this Exclusion; we suggest you contact them before planning to visit.

Exclusions from some or all non-casino gambling venues, including TAB outlets, are easy to obtain; simply contact the Salvation Army Exclusion co-ordinator on 03 365 9659.

Should you wish to return to the Casino once the Exclusion Order has expired, you will be required to comply with the Re-Entry conditions stipulated in our Host Responsibility Programme:

- Provide a letter verifying that you have completed relevant counselling
- Meet with Christchurch Casino management and be approved for Re-Entry

Should a breach of this Exclusion Order occur, a Trespass Notice may be issued for a period of 24 months. Notification will also be sent to The Department of Internal Affairs, who may issue you with a fine. Please be aware that facial recognition technology may be used to identify you should you attempt to enter.

Christchurch Casino is entitled to withhold any winnings from gambling that occurs in breach of any Exclusion Order or Trespass Notice.

If you are experiencing any harm as a result of your gambling, we strongly advise you to seek the services of a suitably qualified counsellor. Counselling is free-of-charge to you, confidential and one-to-one; below are the contact details for relevant counselling services in Christchurch:

### **SALVATION ARMY OASIS CENTRE**

126 Bealey Avenue, Christchurch Central  
**03 365 9659**

### **PGF SERVICES**

The Loft, Level 1 Eastgate Shopping Centre  
**03 379 2824**

### **ASIAN FAMILY SERVICES**

**0800 862 342**

Should you have any concerns or queries regarding this matter, you are welcome to contact the Host Responsibility Executive via the details below.



**R20** VENUE HOST RESPONSIBILITY LIMITS APPLY  
PLAY SAFE DRINK SAFE

Phone: **03 371 24 21** Email: [hostresponsibility@christchurchcasino.co.nz](mailto:hostresponsibility@christchurchcasino.co.nz)