



Playsafe Drinksafe

YOUR GUIDE TO CUSTOMER CARE

Christchurch
Casino.

OUR COMMITMENT

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



Playsafe
Drinksafe



CUSTOMER CARE

Our staff must approach customers and check on their wellbeing. You may be approached if playing continuously or having a long visit or repeatedly withdrawing cash.



Playsafe

Gambling responsibly will help ensure you have an enjoyable entertainment experience. Please consider the following PlaySafe advice:

- Set a time & money limit
- Visit the Casino with friends or family
- Balance your time at the Casino with other leisure activities
- Drink responsibly
- Take regular breaks during play
- Talk to friends, family or our employees about your gambling

Gambling should be for entertainment. In all games the odds always favour the Casino. Over time, gambling will cost you money, not make you money.

TAXI SERVICES

If you're planning to visit the Casino and drink alcohol, we advise you use a taxi or driver service (such as UBER). You can also leave your vehicle in our car park and collect it later when safe to do so. Taxis are readily available outside the Casino. Please ask us to call a taxi for you if you wish.

GOLD BAND TAXIS FIRST DIRECT TAXIS
P: 0800 3795 795 P: 0800 505 555



Drinksafe

Drinking responsibly will help ensure you have a safe and enjoyable entertainment experience. Please consider the following DrinkSafe advice:

- Plan your visit
- Be mindful of your own limit
- 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 safe transport home
- Look after your friends & ensure they get home safely

With 4 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 has a Host Responsibility team to assist those experiencing difficulties with gambling or whose wellbeing may be affected by gambling.

For information and assistance:

P: 027 218 1564 (phone or text, 7 days)

E: HostResponsibility@christchurchcasino.co.nz

Christchurch
Casino.

WWW.CHRISTCHURCHCASINO.CO.NZ

30 VICTORIA ST
DRESS CODE APPLIES

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EXPENDITURE INFORMATION

Information on losses (and wins) is available to any Players Club member upon request and can assist with decisions with gambling. Ask at the Customer Services desk or contact Host Responsibility.

PRE-COMMITMENT

Our gaming machines allow you to set time and expenditure limits by day, week, or month. Please ask the Customer Services desk for help.

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 beverages
- To prevent minors and other prohibited persons from entering
- To prevent intoxicated persons from entering or remaining onsite
- To promote & arrange safe transport
- Promotions that don'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, reduce or stop your drinking. We may require a customer to leave if we consider them intoxicated or behaving unacceptably.

For more information see:
<https://christchurchcasino.co.nz/host-responsibility/drinksafe/>

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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 problems
- Neglecting work or family
- Lying about or hiding gambling
- Concerning comments about your gambling from yourself or others
- Borrowing money to gamble
- Long periods of play without breaks

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ONLINE RESOURCE

Check your gambling at:
safergambling.org.nz

EXCLUSION OPTIONS

Exclusion is very useful to help someone have time away from the Casino (a break) or quit gambling. Exclusion helps when a person is tempted to gamble and trying not to. Exclusion provides the person and others some certainty that gambling will not be permitted.

- 1. Self Exclusion:** When a customer makes the choice to stop, at least for a period of time.
- 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.

We offer exclusion periods from 3 months to a maximum of 24 months.

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 can involve:

- 1. Providing a letter** verifying that the appropriate counselling has been completed
- 2. Meeting** with Christchurch Casino Management and being approved for Re-Entry

Contact Host Responsibility for Re-Entry information and advice.

CONTACTS

If you are concerned about your own or someone else's gambling or drinking, please contact Host Responsibility on:

P: 027 218 1564

(phone or text, 7 days)

E: HostResponsibility@christchurchcasino.co.nz

Our Host Responsibility Executive is able to assist with concerns or enquiries you may have:

P: 021 556 827

(phone or text, business hours)

All enquiries are confidential.

LOCAL COUNSELLORS SUPPORT

SALVATION ARMY OASIS CENTRE

P: (03) 365 9659

PGF SERVICES

**P: 0800 664 262
(03) 379 2824**

MAPU MAIA

P: 0800 21 21 22

HELPLINE NUMBERS

GAMBLING HELPLINE

**P: 0800 654 655 (24 hour service)
or Text 8006**

ASIAN FAMILY SERVICES

P: 0800 862 342

MAORI GAMBLING HELPLINE

P: 0800 654 656

ALCOHOL DRUG HELPLINE

P: 0800 787 797