

Information & Advice

An Exclusion Order from Christchurch 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 promotional offers you may have received from the Casino are now void.

Notification of this Exclusion will be sent to Christchurch Casino's online casino and all other New Zealand casinos; namely SkyCity Auckland, Hamilton, Queenstown and The Grand Casino (Dunedin). 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 Multi-Venue Exclusion Co-ordinator on 03 365 9659 or contact Host Responsibility via the details below.

Should you breach this Exclusion Order, 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 encourage you to contact an advice and support service. Advice and support services are free-of-charge, confidential and one-to-one; below are the contact details for relevant services in Christchurch.

You are able to discuss managing any desires to gamble and obtain support to refrain from gambling long-term or indefinitely.

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

Telephone-based service for speakers of Asian languages
0800 862 342

Should you wish to return to Christchurch Casino once the Exclusion Order has expired, you will be required to comply with a Re-Entry process.

There is no obligation to apply for Re-Entry and you will not be contacted by Christchurch Casino, including after the expiry of the Exclusion. We recommend that people carefully consider the risk of harm from gambling in the future, prior to contacting us about Re-Entry.

If you seek Re-Entry, contact Host Responsibility and we will advise you of what may be required.

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

