

YOUR GUIDE TO
**UNDERSTANDING
GAMING
MACHINES
&
PRE-COMMITMENT
(SETTING LIMITS)**

Christchurch Casino. 

**WE WISH ALL CUSTOMERS
TO GAMBLE RESPONSIBLY
AND OUR PRE-COMMITMENT
FACILITY CAN ASSIST**

P Pre-Commitment allows any Players Club member to set a limit on the money and/or time spent playing Gaming Machines. All our Gaming Machines have the Pre-Commitment facility. Limits can be set by day, week or month.

HOW CAN I SET MY LIMITS?

To use this facility you must be a Players Club member.

To join, simply visit our Players Club desk on the main gaming floor. Photo ID is required. Membership is free.

To set up your Pre-Commitment limit(s), use any of our Gaming Machines. Please ask our Customer Services or Gaming staff to assist you if required.

**WHAT HAPPENS ONCE I
REACH MY SET LIMITS?**

Once your set limit(s) have been reached, you will no longer earn Bonus Points or automatic entries into Players Club promotions until your limits are restored.

A manager will speak with you about your play and limits if you continue to play beyond your set limit. Limits are restored:

- **FOR DAILY PLAYING LIMITS**
Following a 1 day break after the day of your visit
- **FOR WEEKLY PLAYING LIMITS**
At the start of the following week
- **FOR MONTHLY LIMITS**
At the start of the following month

**HOW DO I KNOW WHEN I HAVE
REACHED MY SET LIMITS?**

Once you have set your limits, a message will appear at the bottom of the Gaming Machine letting you know when you are approaching your set limits and again when your set limits have been reached.



A message will appear on screen when you are **APPROACHING YOUR SET LIMITS**.



Your **P** icon on screen will **CHANGE TO RED** when you have **REACHED YOUR SET LIMITS**.

CAN I CHANGE MY SET LIMITS?

Once your limits have been set, you can only change your set limits at Players Club or by contacting Host Responsibility. A decrease of limits takes effect immediately. Any increased limits will take effect after 24 hours.

**WHAT SETTING AN
EXPENDITURE LIMIT
WILL INCLUDE**

Expenditure includes all play from cash, wins, TITO tickets and Points.

'Wins' are considered as becoming 'your' money, therefore they are included in your expenditure.

TURNING-OFF MARKETING

Any Players Club member may request to opt-out of receiving any promotional material; unsubscribing to our emails will only stop email advertising.

Ask at Customer Services or email us.

HOW TO SET YOUR LIMITS



- 1 Insert your Players Club card into any gaming machine.
- 2 Touch the **P** Pre-Commitment icon on the screen.
- 3 Enter your 4-digit PIN and select ENTER.
- 4 The SET LIMITS window will appear.
- 5 Choose to set your playing limit by day and/or week and/or month by touching the applicable tabs.
- 6 To enter value, touch the appropriate field and enter a dollar value and/or length of time on the keypad.
- 7 Enter a dollar value and/or length of time as applicable. Touch ENTER.
- 8 Check the values on the screen are correct before pressing OK. Once set, your limits can only be changed at Players Club.
- 9 A confirmation screen will appear and Set Limits will change to Pre-Commitment Enrolled Successfully. Touch OK.

Your limits have been successfully set.

FOR HELP

Christchurch Casino has a Host Responsibility team dedicated to supporting those experiencing difficulties with gambling.

For information and assistance, call or email them on:

P: (03) 371 2421

E: HostResponsibility@christchurchcasino.co.nz

You can also call the Gambling Helpline on: **0800 654 655**

WWW.CHRISTCHURCHCASINO.CO.NZ
30 VICTORIA ST | P O 3 365 9999
DRESS CODE APPLIES

Scan to view our
Host Responsibility
page:



HOW GAMING MACHINES WORK

Gaming machines are each controlled by a computer and use an electronic random number generator to decide where the reels will stop with each spin.

Each number in the random combination corresponds to the different symbols on the reels.

When the player presses a button to spin the reels, the computer uses the number randomly generated at that moment to decide which symbols the reels will display when they stop.

On most machines, the chance of obtaining the top combination of symbols may be as low as 1 in many million.

JACKPOTS

Gaming machines may be linked together in a way which allows a group of machines to offer a particular large prize called a 'jackpot'. Each gaming machine in a jackpot group contributes to that jackpot prize which is won at random by a machine in play. A jackpot must be won between certain values, which are displayed to players. Progressive jackpot prizes are often higher amounts than any single machine could pay on its own.



! BUTTON AND PLAYER INFORMATION DISPLAY

All gaming machines in NZ provide the player with information on game rules, the theoretical return to the player (RTP) and the amount of time and money an individual player's session has involved. Clocks are also on all gaming machine screens.

AFTER A WIN MACHINES DO NOT STOP PAYING OUT OR LIMIT THE PLAYER'S WINS

The chances of a winning spin, free-games feature, or a jackpot on the next spin are the same as they were before the win.

The gaming machine has no memory of what has previously been won or lost, every spin is independent and random.

A MACHINE THAT HAS NOT PAID OUT FOR A PERIOD OF TIME IS NOT MORE LIKELY TO PAY OUT OR NOT PAY OUT

Gaming machines operate randomly at all times, regardless of how much has been paid out previously. A machine which has not paid out for a period of time does not provide a greater chance of a win during a future play session. There is no way to predict when a win will occur.



BETTING HIGHER OR LOWER AMOUNTS MAKES NO DIFFERENCE TO THE OUTCOME OF THE GAME

The amount of money spent or the size of the bet does not affect the outcome of the spin. The amount bet only affects how much is won or lost with each spin.

CASINOS CANNOT INCREASE OR DECREASE THE CHANCES OF A PLAYER WINNING

All gaming machines in NZ are controlled by computers and software which is approved by The Department of Internal Affairs. All of our gaming machines must have a minimum RTP of 87% and most machines at Christchurch Casino operate at 92% or above. The RTP rate on any machine is available on the information screen.

ANY PERSON WHO PLAYS A MACHINE WILL NOT HAVE COMBINATIONS OF SYMBOLS WHICH THE PREVIOUS PLAYER WAS CERTAIN TO HAVE

The random number generator continuously cycles through thousands of different number combinations every second, even when the machine is not being played. It is extremely unlikely that different players would have pressed to 'spin' at exactly the same time, to result in an identical combination of symbols.

USING A PLAYERS CLUB CARD WILL NOT INCREASE OR DECREASE THE CHANCE OF WINNING

The Players Club card system is not linked to the computer which generates the random numbers used to determine which symbols the reels will stop at. Playing with or without a Players Club card, or inserting and removing it during a session of play will not affect the outcome of the game in any way.

PLAYERS CLUB CARD

Christchurch Casino recommends customers use Players Club cards while gaming to obtain membership rewards through Bonus Points.

Using a Players Club card also means Christchurch Casino can provide customers with information about their visits and spending upon request or if the Casino has concerns about their spending.



ENSURING COMPLIANCE

All of our gaming machines are approved by The Department of Internal Affairs, who test the machines and ensure games are fair and reliable. We regularly service and check all gaming machines to ensure they operate as expected.