



Playsafe Drinksafe

YOUR GUIDE TO CUSTOMER CARE



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, or we are concerned for another reason.

Any customer may be required to provide ID in order for us to meet Compliance obligations. Refusal to provide sufficient ID may result in being required to leave.

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 P: 0800 3795 795 FIRST DIRECT TAXIS 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

Our outlets provide a range of food to tempt all tastes at any time.

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



WWW.CHRISTCHURCHCASINO.CO.NZ

30 VICTORIA ST
DRESS CODE APPLIES



HOST RESPONSIBILITY LIMITS APPLY

OUR COMMITMENT

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

Scan below to view our Host Responsibility page:



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.

EXPENDITURE INFORMATION

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

PRE-COMMITMENT

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

RESPONSIBLE SERVICE OF ALCOHOL POLICY

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.

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

Drink Spiking

If you suspect any incident of drink spiking, immediately advise Security or any other staff member.

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

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:

- Spending beyond what's affordable
- Long periods of play without breaks
- Repeatedly withdrawing cash
- Trying to win back money lost
- Becoming emotional or distressed
- Gambling to avoid problems
- Neglecting work or family
- Lying about or hiding gambling
- Borrowing money to gamble
- Gambling dishonestly obtained money
- Feeling the need to bet more money
- Concerning comments about your gambling from yourself or others

ONLINE RESOURCE

If you are curious about your own play we encourage you to self assess at:
safergambling.org.nz



Playsafe
Drinksafe

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 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 after Exclusion

Contact Host Responsibility for Re-Entry information and advice.

The Re-Entry process may 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

CONTACTS

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

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

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