

Information for Excluded persons

All persons who have been issued with an Exclusion Order from Christchurch Casino are required to be approved for Re-Entry prior to being allowed to enter; the requirement is regardless of when their Exclusion Order was issued or expired.

An Excluded person must contact Host Responsibility and be advised of any process which may be required in order for Re-Entry to be considered.

Re-Entry involves a process:

- 1. Contact Host Responsibility** who will advise you on what may be required if we decide to proceed further with your application.
Your application can be made by simply contacting Host Responsibility and speaking with us or sending us an email which includes your personal and contact details.
- 2. You may be required to meet with a counsellor** and then provide us a letter confirming your sessions have been completed; the counsellor will typically send us the letter themselves.
- 3. You will be required to meet with Host Responsibility** here at the Casino or over the phone, if your application is proceeded by us after our review. In all cases, we encourage you to include a support person in the meeting if you wish and are able to. We may require that you include a support person who is in a close, personal relationship with you.
- 4. Management may require you to provide evidence in support of your Re-Entry application;** such evidence may include financial or other documents.

Do feel free to contact us if we can clarify any part of this process or assist further.

Counselling is free-of-charge, confidential and one-to-one. The contact details for providers of this service are listed below; please make direct contact with one of them if you wish to proceed with counselling.

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

We may accept a letter from another support service provider who offers gambling-related services.

We do not stipulate the number of counselling sessions that any person must attend – it is for the person and the counsellor to decide how many should be completed.

Please note and understand that completing any of the Re-Entry process requirements stipulated to you does not in any way ensure that Re-Entry will be approved. The process, including the meeting with Host Responsibility is held so that we may assess your risk of harm from gambling that we allow. The final decision regarding any Re-Entry application will always remain with Christchurch Casino. The majority of Re-Entry applications are in fact declined due to the apparent risk of harm.

There is no obligation whatsoever to proceed with the Re-Entry process and you are welcome to choose to either apply for Re-Entry at a later date or simply leave the ban in place indefinitely; either one of those options does not require any action or response from you at this time. You may also withdraw a Re-Entry application at any time by advising Host Responsibility; you do not need to provide any reason if you do not wish to.

