



MISSION BEACH RESORT

Responsible Gambling (House) Policy

This House policy broadly defines the responsible gambling initiatives and harm minimisation strategies within the venue. If you require further clarification on any of the information contained within this Policy, please ask one of our friendly staff.

General

- Management and staff of Mission Beach Resort support the responsible provision of gaming products at the venue for our guests' enjoyment.
- Gambling products are offered at the venue in accordance with the relevant legislation related to that product.

Practices

1. Provision of Information

- The venue has available a range of information, upon request, to assist patrons with their decision to gamble, which includes:
 - Player Information Guide;
 - Responsible Gambling Mission Statement;
 - Signage on the potential harm of gambling; and
 - Gambling Help Services to assist those affected by gambling.

2. Interaction with Patrons and Community

- The venue has available a senior staff member to assist with
 - Patrons' inquiries on gambling-related issues;
 - Facilitating exclusion programs for patrons;
 - Liaison with community network groups;
 - Resolving patron complaints.
- The venue has a commitment to the ongoing training and development of staff and management in the responsible provision of gambling and gambling products.
- The venue has in place a detailed Complaints Resolution System for the amicable and timely resolving of complaints.

3. Exclusion Provisions

- The venue will offer exclusion provisions as one of a range of proactive measures to assist those with gambling problems.
- Please ask a staff member for the Customer Liaison Officer or Hotel Manager.

4. Physical Environment

- Minors are not permitted to gamble nor be in a designated gambling area, and the only acceptable forms of identification to ascertain age are:
 - State or Territory photo driver's licence (Australian);
 - Government issued proof of age card – for example, 18+ card;
 - Photo passport (original and valid).
- Patrons who are unduly intoxicated will be refused service of alcohol, will not be permitted to gamble and may be asked to leave the premises.
- The Hotel will offer the gambling area in a safe and clean condition all of the time.
- Players' privacy and confidentiality will be a top priority all of the time.
- Gaming machines will be maintained in a premium condition all of the time and any machine unable to be played will be clearly marked.
- The "chocking" or continual depressing buttons by insertion of a coaster, plastic peg or similar is not allowed in this Hotel.
- A Gaming Machine may be reserved without play for a maximum period of 3 minutes.
- A Gaming Employee may determine that one gaming machine only be played by any one person at the same time

5. Financial Transactions

- Credit betting is illegal.
- No credit is available to anyone, at any time, under any circumstance.
- The ATMs within this venue have access only to debit accounts.
- Please refer to the Hotel's Financial Transactions Policy for more information.

6. Advertising and Promotions

- Please refer to the Advertising and Promotions Code of Practice for more information.

“ Mission Beach Resort – Promoting Responsible Enjoyment ”