



RESPONSIBLE SERVICE OF GAMING POLICY

SPIRIT OF THE CODE

The club will conduct all aspects of its facility in a professional and responsible manner in keeping with the spirit of the code of practice, will abide by all the elements of the Responsible Gaming Policy and uphold its commitment to provide a Responsible Gaming Environment.

GAMING LEGISLATION

Management and staff will be familiar with, and have a duty to abide by all aspects of the relevant legislation.

MACHINE PERFORMANCE

Gaming machines will be maintained in premium condition for member's enjoyment. Unplayable machines will be clearly marked as so.

Return to player - Total aggregate winnings to players must be in accordance with the Gaming Machine Act.

MANAGEMENT AND STAFF DEVELOPMENT AND TRAINING

Identification Badges - Approved gaming machine management and staff will wear accredited identification badges when on duty and shall not play gaming machines on the premises or permit any other person to play on their behalf.

Accredited Courses - Approved gaming management staff will complete accredited training courses in the operation of machines and responsible gaming principles. Management of the club will designate a responsible senior employee to be the point of contact should a patron express concern as to their gambling habits.

Responsible Gaming Officer - The Club will designate a senior employee as the Responsible Gaming Officer. This person's duties will include management of internal and external training in the responsible service of gaming, patron care and management of self-exclusion deeds and barring procedures.

Confidentiality - All activities relating to gaming engaged in by members and visitors shall remain confidential, and shall not be discussed with other members, visitors or members of the community.



MEMBER / CUSTOMER SATISFACTION AND PROTECTION

Minors – Minors are not permitted to play gaming machines, or be in gaming areas.

Intoxicated Members - Members or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises. The club will abide by the Responsible Service of Alcohol Policy as issued by the Liquor Licensing Division.

Self Exclusion - Gaming staff will co-operate with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from the gaming room.

Excessive Gambling - Recognising that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate will advise them and their families of options relating to counselling and advisory services from appropriate support agencies.

Barring a patron - It is a requirement under the Gaming Machine Act of 1991 for licensees to prohibit certain persons from gaming.

GAMING ENVIRONMENT

Cash - Access to cash through ATM machines is restricted to savings and cheque accounts only. The club will not locate ATMs in designated gaming areas. A maximum cash limit of \$1,000.00 for payouts applies and reflects the agreed maximum amount approved by the Queensland Office of Gaming Regulation for this Club. Payouts required over this approved maximum cash amount will be paid by cheque.

Cheques - Will not be cashed in designated gaming areas. The Club will not cash gaming win cheques within 24 hours of issue.

Credit - The provision of credit to gamble is illegal, and will not be extended under any circumstances.

Signage - Signs will be displayed predominately to advise customers of the limits to cash access, cheque cashing, and non-credit facilities. Signs will also display warnings to minors, the Clubs gaming licence, and this Responsible Gaming Practice Code. In addition, unplayable machines will be marked; in house jackpot levels will be clearly displayed, as will machine denomination.

Information on self help agencies and warnings to patrons not to gamble beyond their means will be on display. The club will display signage outlining contact details for local support agencies.

Clocks - A clock will be placed within designated gaming areas.



LOCAL COMMUNITY SUPPORT / EDUCATION

Local community associations supported and benefiting from the Club's gaming revenue will be appropriately displayed.

Direct support agencies and information relating to these and other self help services will be displayed and brochures on responsible gaming made available to members and their guests.

Community Education - The industry will participate in and provide community education programmes on responsible gambling.

ADVERTISING AND PROMOTION

All advertising, signage and promotions will reflect members and community attitudes and standards prevailing and abide by the spirit of the Advertising and Promotions Code of Ethics. The club will not aggressively promote gaming machines in its general advertising and will not undertake false, misleading or deceptive advertising, particularly in relation to winning.

Player loyalty programmes will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

SOCIAL RESPONSIBILITY

The code of practice and its application demonstrates the Clubs social responsibility and commitment to members and other patrons, their families and the wider community.

COMPLAINTS OR CONCERNS

Should a patron, member or their guest have a question or concern they should contact management who has an obligation to assist to their best discretion in the matter concerned. Should this matter not be resolved to the patron's satisfaction, they should contact the Queensland Office of Gaming Regulation in Brisbane.