

Self-Exclusion Program

**WE ARE HERE
TO TALK**



responsiblegambling

Crown Perth offers an exciting gaming experience to approximately 12,000 Casino customers every day. Playing the games at Crown Perth is intended to be an enjoyable leisure activity, set in a safe and comfortable environment.

However, as a responsible Casino operator, we recognise that for some people, gambling may represent a risk to their well-being. When gambling is used as a means to pay bills, avoid personal relationships, or avoid work or financial obligations, it can create enormous personal stress and hardship, as well as have an adverse effect on the lives of family and friends.

Crown Perth appreciates and understands the problems associated with excessive gambling. As one of the founding members of the Western Australian Problem Gambling Support Services Committee (which sponsors the Gambling Help WA counselling program), we promote a responsible and balanced approach to gambling.

If you have a problem

If you believe your gambling habits represent an emotional or financial risk to you or your family, Self-Exclusion may be an option for you to consider.

What is Self-Exclusion?

Self-Exclusion is exactly as the name suggests, you may personally request to be excluded from entering the Casino. Self-Exclusion is a simple and highly confidential process.

How to exclude yourself

Once you have decided that you wish to exclude yourself from entering the Casino, you may:

- Contact the Responsible Service of Gambling Team on +61 8 9362 7500, rsg@crownpertth.com.au or visit the Responsible Gambling Information Centre located at the Riverside Entrance. The Centre is open 24 hours a day, seven days a week;
- Approach an officer at the entrances to the Casino, on the Casino floor, or Security Podium; or
- Contact the Gaming Shift Manager by telephone on +61 8 9362 7622.

The Responsible Service of Gambling Team will assist you with your exclusion. This includes completing Self-Exclusion paperwork and having your photograph taken. You will then receive a copy of your Self-Exclusion Agreement, outlining the requirements of the agreement.

While you are excluded from the Casino, you will have the opportunity to obtain appropriate counselling or assistance. Once the Self-Exclusion Agreement has been completed, Crown Perth staff have the authority to prevent you from entering, or to remove you from the Casino.

Details of how your Self-Exclusion Agreement can be revoked are provided when you Self-Exclude yourself from the Casino. Whilst you are Self-Excluded, you are not allowed to enter the Casino. An involuntary Exclusion Notice may be issued if you continue to enter the Casino while you are excluded.

All Self-Excluded customers should seek professional counselling services before considering an application to re-enter the Casino. Before you are permitted to re-enter the Casino, you will need to demonstrate to Crown Perth that you have sought appropriate counselling and addressed the issues that led to your Self-Exclusion.

Bet with your head, not over it

There is a Responsible Service of Gambling Team located on site 24 hours a day, seven days a week to assist patrons who are experiencing problems with their gambling.

The team are located in the Responsible Gambling Information Centre at the Riverside Entrance and can be contacted on +61 8 9362 7500 or rsg@crowperth.com.au

For further information on the counselling programs available, please call our Responsible Service of Gambling Teams visit the Crown Club counter or the Security Podium located in the Casino. You can also contact one of the following helplines:

- Gambling Help WA +61 8 9325 6644 (during business hours) or visit centrecare.com.au
- Problem Gambling Helpline 1800 858 858 (24-hour service)

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The Responsible Gambling Information Centre is located at the Riverside Entrance at the base of the escalators.



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