



RESPONSIBLE GAMBLING

GRAND
CASINO

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OUR COMMITMENT

Grand Casino is committed to best practice in the provision of responsible gambling, with the aim of minimising the potential harm to individuals through Responsible Gambling Practices. Accordingly, we have a commitment to provide a safe, secure and responsible environment in which members of the community are able to enjoy themselves. Our approach to Responsible Gambling forms an integral part of this commitment.

RESPONSIBLE GAMBLING

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and government to achieve outcomes that are socially responsible and responsive to community concerns.

ODDS OF WINNING

Gambling should not be seen as a means of financial betterment. All casinos maintain a favourable percentage in all gambling products offered. To assist customers in making informed decisions regarding their gaming choices, we provide information on how to play all games available.

MANAGEMENT OF PROBLEM GAMBLING

As a provider of gambling in New Zealand, Grand Casino operates in accordance with the provisions of the Gambling Act 2003 and specified Minimum Operating Standards (MOS) and Gambling Regulations. We are conscious of our social obligations and as a result, all staff associated with our gambling products undertake a comprehensive, professional training program to ensure this commitment is maintained.

ADVERTISING & PROMOTIONS

Grand Casino conducts all advertising and promotional activity in accordance with regulations governing such activities. Advertising is sensitive to prevailing community standards and is not directed at minors.

0800 477 4545 | enquiries@grandcasino.co.nz

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RESPONSIBLE SERVICE OF ALCOHOL

Service of alcohol is permitted within the licensed gaming areas of Grand Casino. Non-alcoholic beverages are available to our customers. As part of our commitment to responsible gambling, persons who are unduly intoxicated are not permitted to continue to gamble. Grand Casino has a Responsible Service of Alcohol Policy in place and reserves the right to refuse the service of alcohol to any patron. We advocate the responsible service of alcohol with our staff. Training regarding the responsible service of alcohol is provided to all front-line staff members.

AGE RESTRICTIONS

It is an offence by law for any person under the age of twenty (20) years to enter the casino premises. Similarly, it is an offence for a person under the age of twenty (20) years to participate in any gambling activity within the casino premises.

CUSTOMER LIAISON

If needed, we are happy to assist customers with information regarding our local gambling support services and to discuss the option of self exclusion. Customers can speak confidentially with any member of our Gaming or Security Management teams for further information.

COMPLAINT RESOLUTION

Grand Casino has a comprehensive resolution process to ensure that the appropriate level of management is involved in the process. Gambling Inspectors (DIA) can be contacted to provide an independent viewpoint regarding unresolved gambling related matters.

0800 257 887 or dia.govt.nz/gambling

GETTING HELP

Free and independent advice, information, education and support for problem gamblers, their partners, families and concerned others is available from the following providers.

GAMBLING HELPLINE: 0800 654 655

PROBLEM GAMBLING FOUNDATION OF NZ: 0800 664 262

TE KAIKA: 03 471 9960

ASIAN FAMILY SERVICES: 0800 862 342

PROBLEM GAMBLING

For many people gambling is an enjoyable leisure and entertainment activity. As a result, most people perceive casinos as good value and great fun, providing a diverse range of leisure and entertainment options, including gambling. However for some people, gambling can become a problem. No longer enjoyable for them, gambling begins to create financial worries and stress, which can affect their family members, relationships, health and work. If you think you, or someone you know, may have a gambling problem, look for the following practices.

- Voicing repeated attempts to stop or control their gambling without any success.
- Disconnect with time spent playing; regularly missing key times (after school, meals etc)
- Physical appearance or mental ability diminishing over a period of time
- Duration of, and/or increased periods of play
- Leaving minors (persons under 14 years of age) unattended whilst gambling
- Showing signs of agitation after losing
- Changing levels of play
- Making regular visits to an ATM

**PLAY SMART, PLAY RESPONSIBLY
GAMBLING HELPLINE
0800 654 655**

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www.grandcasino.co.nz**

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