



EXCLUSION OPTIONS

GRAND
CASINO

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Grand Casino caters to thousands of visitors each week. We recognise that for a small percentage of our customers, gambling can cause harm and may need to be controlled. In this brochure, we will explain the options and differences between them.

SELF-IDENTIFIED EXCLUSION

The Self-Identified Exclusion (Self Exclusion) process begins with you approaching us at Grand Casino. In a confidential setting, we will consult with you to record your personal details, nominate a family member or friend to act as a mentor/guide, select a counselling service and specify the time frame of your Self Exclusion.

The minimum period for Self Exclusion is 3 months and the maximum period is 2 years (24 months). As soon as we have recorded all the details we need to help you control your gambling, you are then issued with an Exclusion Order that prevents you from entering the premises of Grand Casino (including the Grand Bar & Restaurant).

To re-gain entry to Grand Casino, you must meet re-entry criteria. (see next page)

CASINO-IDENTIFIED EXCLUSION

The Casino-Identified Exclusion (Exclusion) process is an action Casino Management can take, where evidence from a third party (family member/friend/employer/Casino Management) proves that gambling is, or could be, causing harm to someone.

If we are convinced that the evidence is genuine and justified, we can take the step of excluding that person. The period of Exclusion is a mandatory 2 years (24 months). Re-entry criteria must also be met.

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RE-ENTRY CRITERIA

To gain entry into Grand Casino after your exclusion period, the following will be considered:

- a) Breaches (if any) of the Exclusion Order during the specified time frame.
- b) Satisfactory attendance of professional counselling
- c) The qualified opinion of the Counselling Service Provider
- d) An interview with a member of the Casino Host Responsibility team

USEFUL INFORMATION

Although the Self-Exclusion process is voluntary, it can not be cancelled. The agreement remains in force until the specified time period has elapsed and you have met all re-entry criteria.

The interview process is conducted discretely and details kept strictly confidential. The information that is held by us, is used only to prevent you from entering the premises at Grand Casino.

If at any time you require more information regarding our Exclusion Options, please contact any member of our Gaming or Security/Management teams. They have been trained to assist you in the Self-Exclusion process and are available at all times during opening hours.

You will be encouraged to select a mentor and community-based counselling professional to guide and support you. Counselling services are free and confidential and available 24 hours a day.

Ask for a member of our Gaming or Security/Management teams for information or assistance regarding Exclusion Options.

GAMBLING HELPLINE: 0800 654 655

0800 477 4545 | enquiries@grandcasino.co.nz



**PLAY SMART, PLAY RESPONSIBLY
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