

## **Ka aha mēnā ka whakamātau te kiritaki ki te kuhu ki ngā wāhi petipeti i a ia e aukatia ana?**

Tērā pea ka hāmenehia te kiritaki e Te Tari Taiwhenua, ā, ka whainahia hoki. Ki te kitea ia i roto i tētahi wāhi petipeti o SKYCITY, ka tukuna pea he Pānui "Whakahau Wehe i te Wāhi" (RTLPL), tētahi Pānui Kaihaumi rānei. Ko te tikanga o tēnei, e kore ia e āhei atu ki tētahi wāhi hāngai o SKYCITY (me ngā wāhi petipeti hoki) mō tētahi rua tau atu anō. Ki te takahia e te kiritaki te Pānui Kaihaumi, ka hāmenehia pea ia e Ngā Pirihimana o Aotearoa.

## **Ka whiwhi mēra whakatairanga tonu te kiritaki?**

Kao, engari he wa poto pea mo te whakahou a SKYCITY i ana pūrongo kōrero me te whakakore i ngā whakawhitiwhitinga mō ana whakatairanga, mahinga hoki me te kiritaki. Me whakapa mai mena he āwangawanga ōu mō ngā mēra whakatairanga a SKYCITY.

## **Ka āhei tonu rātou te kuhu ki ngā whare kai me ngā wāhi inu waipiro?**

E whakakāhorehia e te aukatinga te kiritaki ki te kuhu ki ngā wāhi petipeti, whare kai, wāhi inu waipiro hoki i roto i a SKYCITY i Kirikiriroa me SKYCITY i Tāmaki Makaurau. Ka āhei tonu te kiritaki te haere ki ngā wāhi inu waipiro, whare kai, hōtera, pokapū huihui hoki i waho o ngā wāhi petipeti i SKYCITY Tāmaki Makaurau me SKYCITY Kirikiriroa. Engari, ka rāhuitia te kiritaki i ngā wāhi katoa o SKYCITY Queenstown Casino.

## **He aha ngā tautoko e wātea ana ki te hunga kua aukatia?**

E whakatūtina ana a SKYCITY i ngā kiritaki kua aukatia ki te tohu i tētahi kaitohutohu hei kaitautoko me tētahi tumu kōrero ngaio hei ārahi, āwhina hoki i a rātou. Ka taea e mātou te whakarato i tētahi rārangi o ngā ratonga tuku kōrero pea, he koreutu, muna me te wātea mō te 24 haora i te rā. E wātea hoki ngā ratonga tumu kōrero i ngā reo maha.

**SKYCITY TĀMAKI MAKĀURAU** 0800 SKYCITY (0800 759 2489)

**SKYCITY KIRIKIROA** 07 834 4900

**SKYCITY QUEENSTOWN** 03 441 0400

**KAWENGA TOI WHENUA SKYCITY**

**ĪMĒRA:** [hostresponsibility@skycity.co.nz](mailto:hostresponsibility@skycity.co.nz)

Text **8006** or  
Waea ki te Gambling helpline  
**0800 654 655**  
(koreutu me te muna 24 haora i te rā)



KEI TE  
MĀHARAHARA  
KOE MŌ NGĀ  
MAHI PETIPETI  
A TĒTAHI  
TANGATA?  
**KA TAEA E  
SKYCITY TE  
ĀWHINA.**

Tō mātou pūmau ki ā  
mātau kiritaki



He mea nui ki a SKYCITY ana kawenga hei toi whenua: ko te haumarua me te oranga o ā matou kiritaki te whāinga matua. He here ā-ture nui kei runga i a mātou hei kaiwhakahaere whare petipeti i raro i te Gambling Act 2003.

Mō ētahi tāngata he kino ka hua mai i te petipeti, tae atu ki ngā raruraru moni, taumahatanga kare ā-roto, raruraru whanaungatanga rānei. Mēnā he māharahara ōu mō ngā mahi petipeti a tētahi hoa, whānau rānei, kei te hiahia a SKYCITY kia whakapā atu koe.

**Kei te māharahara katoa au mō ngā mahi petipeti a taku hoa. Kāore ia i te whakaae kei te raruraru ia. He aha ngā āwhina a SKYCITY?**

I raro i te Gambling Act 2003, ka taea e SKYCITY te aukati i te tangata mai i ngā wāhi petipeti o ana whare petipeti i Aotearoa mō tētahi wā atu ki te rua tau. He upane nui tēnei mō SKYCITY, nō reira e kore e mahia noatia. Me whakapā atu koe ki te Wāhanga Kawenga Toi Whenua o SKYCITY ki te kōrero mō tēnei tukanga.

**Ko te aukati anake te huarahi?**

Kāo – he maha atu anō ngā upane hei whai, tae atu ki te whai i ngā aratohu petipeti me te haere ki ngā tumu kōrero ngaio. Mō ētahi atu mōhiotia mō ngā upane e wātea ana, whakapā atu ki te Gambling Helpline: 0800 654 655, haere rānei ki [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz).

**He aha te hātepe aukati?**

Me tūtaki tāua ki te kōrero tahi mō ō āwangawanga. Me heri mai e koe ētahi taunakitanga tautoko ka taea e koe ki te hui (hei tauira, ngā pūrongo pēke me ngā nama) me tētahi whakaahua o te tangata mōna ngā māharaharatanga.

Kātahi ka whakahaerehia e SKYCITY he tūhuratanga. I roto i taua tūhuratanga, ka whakarite pea a SKYCITY ki te tūtaki i te kiritaki ki te kōrero mō ana mahi petipeti. Kāore e whākīna e SKYCITY ō whakapānga mai ki a mātou, engari rawa mēnā ka whakaae koe.

Mēnā ka rata a SKYCITY kei te pono me te tika ō āwangawanga, ka tuku whai wāhitanga a SKYCITY ki te kiritaki kia aukati tūao ia i a ia anō mai i SKYCITY mo tetahi wā, ā, kia eke anō hoki i a ia ngā whakaritenga kuhu anō.

Ki te kore ia e whakaae ki te aukati tūao i a ia anō, ka whakamōhiotia ia ka aukatia ia e SKYCITY mō te rua tau i te itinga rawa. Ka tuhia ngā taipitopito mōna me te tango i tana whakaahua. Ko te kaupapa o te whakaahua he āwhina i a SKYCITY mō te kuhunga mai anō o te kiritaki ki ngā wāhi petipeti i a ia e aukatia ana ka mōhiotia ia.

Ka whakatenatenahia te kiritaki ki te tohu i tētahi kaitohutohu (whānau, hoa rānei) hei tautoko i a ia ki te whiriwhiri i tētahi ratonga tumu kōrero māna. Mēnā he kāri Premier Rewards tā te kiritaki, ka taea e ia te tango mai i ngā toenga whiwhinga, engari ka whakakorehia tana kāri.

**He muna?**

He ratonga matawhāiti te hātepe aukati ka whakahaerehia wehe mai i te papa petipeti. Ko ngā mōhiotia ka riro mai i te wā o te hātepe he muna, ā, ka tuarīhia anake e SKYCITY ēnei mōhiotia mēnā ka whakahauihia (e te ture, tētahi atu rānei), e whakapono ana rānei a SKYCITY kei te mōrearea te ora, te hauora rānei o tētahi.

Kia mōhio anō, nā ngā whakaritenga o te Privacy Act 1993, e kore e āhei a SKYCITY te whakamōhio atu ki a koe mō ngā hua o tana tūhuratanga.

Ko to wahanga o te hātepe ka noho tapu tonu. Mēnā e hiahia ana koe, kāore e whākīna e mātau ki te kiritaki i whakapā mai koe me ō māharahara.

**He aha ngā whakaritenga o tana kuhu anō?**

- Kua tētahi Pānui “Whakahau Wehe Wāhi” (RTLPL), Kaihaumi hoki/rānei e noho mana ana ki a koe nā tētahi wāhi SKYCITY i Aotearoa.

Ki te tutuki i te kiritaki ēnei whakaritenga kuhu anō me tana hiahia kia hoki mai anō ki tētahi Whare Petipeti o SKYCITY, me tutuki i a ia tētahi puka tono kuhu anō ki SKYCITY. Kāore te kiritaki e āhei atu ki ō mātou wāhi petipeti kia whakaaehia rā anōtia e SKYCITY tana tono kuhu anō.

Ka hiahia anō pea e SKYCITY te whakauru i ētahi atu whakaritenga kuhu anō mēnā ka hiahia ia.