

### **What happens if the customer tries to enter the gaming areas while he or she is excluded?**

The customer may be prosecuted by the Department of Internal Affairs and fined. If located within a SkyCity gaming area, the customer may be issued with a "Requirement to Leave the Premises" Notice (RTLPL) or a Trespass Notice. This will mean he or she cannot enter any part of any SkyCity property (in addition to the gaming areas) for a further two-year period. If the customer breaches the Trespass Notice, he or she may be prosecuted by the New Zealand Police.

### **Will the customer still receive promotional mailouts?**

No. However, it may take a brief period of time for SkyCity to update its records and cancel all communications about its promotions and activities to the customer. Please contact us if you have any concerns with SkyCity promotional mail.

### **Can they still come to the restaurants and bars?**

Exclusion prohibits the customer from entering SkyCity Auckland's and SkyCity Hamilton's gaming areas and any bars and restaurants within those areas. The customer can still visit the bars, restaurants, hotels and convention centres outside the gaming areas at SkyCity Auckland and SkyCity Hamilton. However, at SkyCity Queenstown Casino, the customer will be prohibited from entering the whole facility.

### **What support is available to people who have been excluded?**

SkyCity encourages excluded customers to select a mentor for support and a professional counsellor to guide and assist them. We can provide a list of possible counselling services that are free, confidential and available up to 24 hours a day. Counselling services are also available in a range of languages.

**SkyCity Auckland** 0800 SKYCITY (0800 759 2489)

**SkyCity Hamilton** 07 834 4900

**SkyCity Queenstown** 03 441 0400

#### **SkyCity Host Responsibility**

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

# Concerned about someone's gambling? **SkyCity can help.**

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## Our commitment to our customers

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SkyCity takes its responsibilities as a host seriously: the safety and well-being of our customers is a top priority. We also have important legal obligations as a casino operator under the Gambling Act 2003.

For some people gambling can cause harm, including financial problems, emotional distress and relationship difficulties. If you are concerned about a friend or family member's gambling, then SkyCity wants to hear from you.

**I'm concerned about a friend's gambling. My friend won't accept that they have a problem. What can SkyCity do to help?**

Under the Gambling Act 2003, SkyCity may exclude any person from the gaming areas of its New Zealand casinos for a period of up to two years. This is a serious step for SkyCity to take, so it will not be taken lightly. You should contact SkyCity's Host Responsibility Department to discuss this process.

**Is exclusion the only option?**

No – it is one of a range of steps that can be taken, including following responsible gambling guidelines and attending professional counselling. For more information about the steps available, contact the Gambling Helpline: 0800 654 655 or visit [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz).

**What is the exclusion procedure?**

We will need to meet and discuss your concerns with you. You should bring to the meeting any supporting evidence that you can provide (for example, bank statements and unpaid bills), and a photo of the person you are concerned about.

SkyCity will then conduct an investigation. As part of that investigation, SkyCity may choose to meet with the customer concerned to discuss his or her gambling. At this meeting, SkyCity will not mention your contact with us, unless you have given us permission to do so.

If SkyCity is satisfied that your concerns are genuine and justified, SkyCity will give the customer an opportunity to voluntarily exclude themselves from SkyCity for a period of time and until re-entry conditions have been met.

If they do not agree to voluntarily exclude themselves, then they will be advised that SkyCity will exclude them for a minimum period of two years. Their details will be recorded

and photograph taken. The purpose of the photograph is to help SkyCity identify the customer if they try to re-enter the gaming areas while they are excluded.

The customer will be encouraged to nominate a mentor (family/whanau member or friend) who can support them and to select a counselling service to attend. If the customer has a Premier Rewards card, they will be able to redeem their remaining points, but their card will then be deactivated.

**Is it confidential?**

The exclusion process is a discrete service that is conducted away from the casino floor. Information obtained during the process is confidential and SkyCity can only share this information if required to do so (at law or otherwise), or where SkyCity reasonably believes that someone's life or health is at risk.

Please note that, due to the provisions of the Privacy Act 1993, SkyCity will not be able to advise you of the findings or outcome of its investigation.

Your part in the process can be kept completely confidential. If you wish, the customer will not be told you have approached us with your concerns.

**What are the re-entry conditions?**

- No "Requirement to Leave Premises" (RTLTP) and/or Trespass Notice(s) being in force that have been issued to you by a SkyCity venue in New Zealand.

If the customer satisfies these re-entry conditions and would like to come back to any SkyCity Casino, he or she will need to complete a SkyCity re-entry application form. The customer cannot enter any of our gaming areas until his or her re-entry application has been approved by SkyCity.

SkyCity may also choose to introduce additional re-entry conditions at its discretion.

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*Call the Gambling Helpline*  
**0800 654 655**  
**or text 8006**  
*(free and confidential 24 hours)*

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