

## ‘E malava keu kei ma’u ha ngaahi meili tu’uaki?

‘Ikai. Kaihehe ‘e ki’i tuku ha taimi ki he SkyCity kenau fakapapau’i ‘enau lekooti mo kaniseli ‘a e ngaahi fetu’utaki na’a ke fakamo’oni kiai kau kiai moha ngaahi tu’asila talifaki pe koha ngaahi fika telefoni na’a ke tuku mai moha ngaahi fetu’utaki na’e ‘osi tuku atu kiate koe kimu’a pea ke kole ke polosesi hono ta’ofi koe. Katakai ‘o fetu’utaki mai kapau ‘oku ke hoha’a ki he ngaahi meili tu’uaki ‘a e SkyCity.

## ‘E malava keu kei ha’u ki he ngaahi falekai mo e ngaahi paa?

Ko hono ta’ofi ko e mei ha’o toe hu ki he ‘elia kemipolo pe koe ngaahi paa pe ngaahi falekai ‘i he ngaahi ‘elia ‘i he SkyCity ‘i ‘Aokalani mo e SkyCity Hemilitoni. Teke kei malava ke ‘a’ahi ki he ngaahi paa, falekai, hotele e mo e ngaahi senita konivesio ‘oku tu’u ‘i tu’a ‘i he ‘elia kemipolo ‘i he SkyCity ‘i ‘Aokalani mo e SkyCity ‘i Hemilitoni.

Kaihehe, ‘i he ngaahi kasino ‘i he SkyCity ‘i Queenstown ‘e ta’ofi koe mei ha’o hu ki he katoa ‘o e feitu’u ni. Fetu’utaki mai kapau ‘oku ke tala’a.

## ‘Oku ‘ikai ke li’ekina koe

‘Oku faka’ai’ai ko e ‘e he SkyCity ke fili ha’o faiako pe menitoa ke tokoni moha fale’i polofesinale ke tokoni kiate koe. Temau ‘oatu ha lisi ‘o e ngaahi sevesi fale’i ‘oku ‘ikai totongi, fakapulipuli pea ma’u ‘i he houa ‘e 24 he ‘aho. Ko e ngaahi sevesi fale’i ‘oku ma’u ‘i he ngaahi lea kehekehe. ‘Oku talitali lelei ko e keke ‘omai ha tokotaha ke tokoni kiate koe ‘i he fakataha feka’u’aki mo hano ta’ofi ko e ‘i he SkyCity.

**SkyCity AOKALANI** 0800 SkyCity (0800 759 2489)

**SkyCity HEMILITONI** 07 834 4900

**SkyCity QUEENSTOWN** 03 441 0400

**NGAAHI FATONGIA ‘O E SkyCity**

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

{ Telefoni ki he laini tokoni ki he kau kemipolo }

**0800 654 655**

{ (ta’etotongi pea fakapulipuli houa ‘e 24) }

# Ta’ofi pe ‘e koe ‘a koe MEI HE SkyCity

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Ko ‘emau tukupaa ki  
he’emau kau kasitoma

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‘Oku fua fakamatoato ‘e he SkyCity ‘a e mafatukituki ‘o e malu mo e lelei ‘ene kau kasitoma pea ko e me‘a pau ia ke fakahoko. ‘Oku ‘oatu ‘e he SkyCity ‘a e polosesi ki he ta‘ofi ‘e koe ‘a koe ki he‘ene kau kasitoma ‘o fakatatau mo e ngaahi vahe ‘o e Gambling Act 2003.

Ko e kakai ‘e ni‘ihi koe kemipolo ‘oku fakatu‘utamaki ‘o kau ai ‘a e palopalema faka pa‘anga, uesia e ongo mo e loto, hoha‘a pea mo e ngaahi faingata‘a ‘i he tauhi vaa. Kapau ‘oku ke pehe ‘oku ke ‘ilo ha taha ‘oku fehanganagai moha palopalema tupu mei he kemipolo pe koe ta‘ofi ‘e koe ‘a koe pea koe fili lelei ia.

### **Ko e ha ‘a e ta‘ofi pe ‘e koe ‘a koe?**

Koha kasitoma ‘oku ne tali lelei ke fakamavahe‘i ia mei he ngaahi ‘elia ‘o e katoa ‘a e ngaahi kasino ‘a e SkyCity ‘i Nu‘usila ‘i ha mahina ‘e 3, 6, 9, 12 mo e 24.

### **Ko e ta‘ofi pe ‘e koe ‘a koe ‘a e fili pe ‘e taha teke fakahoko?**

‘Ikai – ko e taha pe ia ‘o e ngaahi sitepu teke lava ke to‘o kene mapule‘i ho‘o kemipolo kau ai ‘a e ngaahi fakahinohino fekau‘aki mo e kemipolo pea mo e kau atu kiha fale‘i faka polofesinale. Ki ha toe ngaahi fakamatala ange ki he ngaahi sitepu ‘oku ‘ataa kiate koe, telefoni ki he lainitokoni ki he kau kemipolo ‘i he 0800 654 655 pe ko ho‘o ‘a‘ahi ki he [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

### **‘E anga fefe ha‘aku ta‘ofi pe ‘e au au?**

Fetu‘utaki ki he kau ngaue ‘a e SkyCity ‘o tala kiate kinautolu ‘oku ke fiema‘u keke ta‘ofi pe ‘e koe ‘a koe. Kapau ‘oku ‘ikai keke fie ha‘u ki he SkyCity pea ‘e malava ke mau meili atu ha‘o foomu (keke fakafonu ‘i ho ‘api nofo‘anga pea ke meili mai) pe teke ‘ave ha‘o foomu kole mei ha tokotaha fale‘i ki he kovi ‘a e kemipolo.

### **Ko e ha ‘a e founga?**

Kapau ‘oku ke fiema‘u keke fakakakato ‘a e polosesi ta‘ofi pe ‘e koe ‘a koe ‘e ‘iai ‘a e tokotaha ngaue kuo ako‘i ‘i he SkyCity ke tokoni atu lolotonga ‘a e taimi ngaue. ‘I ha fakataha ‘i ha ‘ofisi palaiveiti ‘e lekooti ai ho fakaikiiki pea ‘ai mo hao la‘i taa. Ko e taumu‘a ‘o e la‘i taa ke tokoni ki he SkyCity ke ‘ilo‘i koe kapau teke toe hu ki he ngaahi ‘elia kemipolo lolotonga ‘oku ta‘ofi koe.

‘Oku faka‘ai‘ai keke fili ha‘o menitoa (famili ‘e lava) ke tokoni atu pea ke fili ha sevesi fale‘i ke tokoni atu. Ko e fakamatala ki he ngaahi tu‘utu‘uni hono ta‘ofi pe ‘e koe ‘a koe kau kiai mo e ngaahi tu‘utu‘uni ‘e malava keke fakakakato kimu‘a pea ke kole keke foki mai ki he

ngaahi ‘elia kemipolo ‘i ha kasino pe ‘a e SkyCity. ‘E tufa atu leva ‘a e tu‘utu‘uni keke mavahe. ‘I he malumalu ‘o e tu‘utu‘uni ko‘eni ‘oku ta‘ofi ai koe mei ha‘o toe hu ki he ngahai ‘elia kemipolo ‘o e SkyCity ‘i ‘Aokalani, SkyCity ‘i Hemilitoni mo e SkyCity ‘i Queenstown ‘i ha taimi pau kae ‘oua leva kuo ke fakakakato ‘a e ngaahi tu‘utu‘uni keke toe hu mai.

### **‘Oku fakapulipuli ‘eni?**

Ko e polosesi ki ha hano ta‘ofi pe ‘e koe ‘a koe koe sevesi makehe pe ia mavahe mei he faliki ‘o e kasino. Ko e ngaahi fakamatala ‘oku ma‘u lolotonga ‘a e polosesi ‘oku fakapulipuli pea ‘e malava ke vahevahe ‘a e fakamatala koia ‘e he SkyCity (kapau e fiema‘u ‘e he lao) ‘i he taimi ‘oku tui ai ‘a e SkyCity ‘oku ‘i he tu‘unga fakatu‘utamaki ai ho‘o mo‘ui.

### **Fefe kapau ‘e liliu ‘eku fakakaukau?**

Neongo ‘oku ‘oku te fili pe ke ta‘ofi ‘e koe ‘a koe, koe taimi ‘e tufa mai ai ‘a e tutu‘utu‘uni kete mavahe ‘e ‘ikai toe lava ia ke kaniseli.

### **Ko e ha ‘a e ngaahi tu‘utu‘uni ke toe hu mai?**

Ko e “Requirement to Leave the Premises” (RTLTP) (tu‘utu‘uni ke mavahe) pe koe Trespass Notice(s) (fakatokanga halaloto‘api) ‘oku fakamalohi‘i pea tufa kiate koe ‘eha feitu‘u ‘o e SkyCity ‘i Nu‘usila.

Kapau teke fakakakato ‘a e ngaahi tu‘utu‘uni keke toe hu mai pea ‘oku ke fiemau keke toe hu kiha kasino ‘a e SkyCity pea kuopau keke fakafonu ‘a e kole ke toe hu mai ‘o ‘ave ki he SkyCity. ‘E ‘ikai malava keke toe hu mai ki he ngaahi ‘elia kemipolo kapau ‘e ‘ikai tali ho‘o kole ‘e he SkyCity. Ko e toe hu mai ‘oku ‘ikai ke fakapapau‘i ia ‘e hoko. ‘E malava ke fili ‘e he SkyCity ke toe tanaki mai ha ngaahi makatu‘unga keke toe hu mai ai kapau ‘e loto kiai.

### **Ko e ngaahi me‘a ‘e hoko kapau teu hu ki he ngaahi ‘elia kemipolo lolotonga ‘oku ta‘ofi au?**

‘E malava ke faka‘ilo koe ‘e he Va‘a Ngaue Fakalotofonua pea tautea. Kapau ‘e ma‘u koe ‘i he ngaahi ‘elia kemipolo ‘e ‘oatu leva ‘a e “Requirement to Leave the Premises” Notice RTLTP (tu‘utu‘uni ke mavahe) pe koe Trespass Notice (fakatokanga halaloto‘api). ‘Oku ‘uhinga ‘eni ‘e ‘ikai malava keke hu kiha konga ‘o e SkyCity (‘o tanaki atu ki he ngaahi ‘elia kemipolo) ‘i ha toe ta‘u ‘e ua. Kapau teke maumu‘i ‘a e Trespass Notice (fakatokanga halaloto‘api) ‘e fakahu ko e ‘e he Polisi Nu‘usila.