

## WHAT DOES EXCLUSION MEAN?

### WHAT IS THE PROCEDURE?

A senior SKYCITY staff member will invite you to a brief meeting when you will be given the option to “self-exclude” one more time. If you say no to this option, you will be advised that SKYCITY has decided to exclude you for two years. Your details will then be recorded and your photograph taken. You will be encouraged to nominate a mentor (family/whanau member or friend) who can support you, and to select a counselling service to help you through being excluded from entering the gaming areas of SKYCITY. Finally, you will also be told about the re-entry conditions you have to meet when the two years have passed, before you can come back to SKYCITY (see below).

You will be issued with an Exclusion Order which will prohibit you from the gaming areas of all SKYCITY operated premises in New Zealand. This means you will be excluded from the gaming areas of SKYCITY Auckland, SKYCITY Queenstown Casino and SKYCITY Hamilton for two years and until you meet the re-entry conditions.

### WHY ARE THERE RE-ENTRY CONDITIONS AND WHAT ARE THEY?

SKYCITY wants to be sure that you have controlled your gambling before you come back as our customer.

The re-entry conditions are:

- No breach of your exclusion for the previous six months;
- Providing proof that you have attended at least six counselling sessions with a counselling service.

### WHAT IF I CHANGE MY MIND?

Once the Exclusion Order is issued it cannot be cancelled nor changed into a self-exclusion. It will remain in force for the two-year period and until you have met the re-entry conditions. Should you enter any SKYCITY-operated gaming areas during this period you may face a fine from the Department of Internal Affairs. If you continue to try to come into these areas you may also face a Police charge of trespass.

### WHAT IF I DON'T MEET THE RE-ENTRY CONDITIONS?

If you don't meet the re-entry conditions you will not be able to enter the SKYCITY gaming areas, even if your exclusion period is ended.

### IS IT DISCREET?

The exclusion process is a confidential service that involves you coming to the Security office 'back of house'. Information obtained is confidential and used only to assist us in preventing you from returning to the gaming areas.

### CAN I STILL COME TO THE RESTAURANTS?

The Exclusion Order only prohibits you from entering the gaming areas of the SKYCITY operated premises.

- At SKYCITY Auckland this includes the Main Gaming Floor, Alto Casino & Bar, PLAY Casino, and the VIP Members' Club. It does not apply to the restaurants, SKYCITY Hotel, SKYCITY Convention Centre, SKYCITY Theatre, Atrium Bar, Bar 3, Sky Tower or car parking areas
- At SKYCITY Hamilton this includes the Main Gaming Floor, the Number Eight Bar and The Exchange. It does not include The Post Restaurant, the Function Centre or the car park

- At SKYCITY Queenstown Casino this includes the whole facility.

### YOU ARE NOT ALONE

SKYCITY will only decide to exclude you because they and a third party are concerned about you. SKYCITY will encourage you to select a 'mentor' for support and a community-based counselling professional to guide and assist you. These counselling services are free and confidential and available 24-hours a day. Please refer to our support pack "Making Sure You Are OK".

## Gambling Helpline 0800 654 655

If you want to review a complete copy of the SKYCITY Exclusion Policy, please contact the Security Shift Manager/Duty Supervisor.

At SKYCITY we have thousands of customers every week and we take our responsibilities as a host very seriously. We recognise that for a small percentage of our customers gambling can cause problems and may need to be controlled.

At SKYCITY there are two ways to control your gambling: Self-identified exclusion\* and Exclusion\*.

This brochure explains these two options and the differences between them.

### SELF-IDENTIFIED EXCLUSION

Self-identified exclusion (self-exclusion) is a voluntary action you can take if you feel you want to control your gambling by excluding yourself from the casino ("self-exclude"). Self-exclusion is for one year and has conditions you must meet to gain re-entry.

### EXCLUSION

Exclusion is an action SKYCITY can take if someone who cares about you (a third party) is worried because your gambling seems out of control and is causing harm, but you have said no to self-identified exclusion. The third party might be a family/whanau member, a friend, an employer, your GP or even a SKYCITY staff member.

If SKYCITY is convinced that the third party's concern is genuine and justified then it will take the step to exclude you for two years to help you control your gambling. The exclusion has conditions you must meet to gain re-entry. This is a very serious step for SKYCITY to take, so it will not be taken lightly.

### WHAT DOES SELF-IDENTIFIED EXCLUSION MEAN?

#### WHAT IS THE PROCEDURE?

The self-identified exclusion ("self-exclusion") procedure involves you coming to SKYCITY for a brief meeting. Your details will be recorded and your photograph taken. You will be encouraged to nominate a mentor (family/whanau member or friend) who can support you, and to select a counselling service, as sometimes it's not easy to control your gambling on your own. You will be told that self-exclusion is for one year. Finally, you will be told about the re-entry conditions you have to meet when the year has passed, before you can come back to SKYCITY (see below).

You will be issued with an Exclusion Order which will prohibit you from the gaming areas of all SKYCITY operated premises in New Zealand. This means you will be excluded from the gaming areas of SKYCITY Auckland, SKYCITY Queenstown Casino and SKYCITY Hamilton for one year and until you meet the re-entry conditions.

#### WHY ARE THERE RE-ENTRY CONDITIONS AND WHAT ARE THEY?

SKYCITY wants to be sure that you have controlled your gambling before you come back as our customer.

The re-entry conditions are:

- No breach of your exclusion for the previous six months;
- Providing proof that you have attended at least six counselling sessions with a counselling service.

#### WHAT IF I CHANGE MY MIND?

Although this process is voluntary, once the Exclusion Order is issued it cannot be cancelled. It will remain in force for the one-year period and until you have met the re-entry conditions. Should you enter any SKYCITY-operated gaming areas during this period, you may face a fine from the Department of Internal Affairs. If you continue to try to come into these areas you may also face a Police charge of trespass.

#### WHAT IF I DON'T MEET THE RE-ENTRY CONDITIONS?

If you don't meet the re-entry conditions you will not be able to enter the SKYCITY gaming areas, even if your self-exclusion period is ended.

#### IS IT DISCREET?

The self-exclusion process is a confidential service that involves you coming to the Security office 'back of house'. Information obtained is confidential and used only to assist us in preventing you from returning to the gaming areas.

#### HOW DO I GO ABOUT SELF-IDENTIFIED EXCLUSION?

For immediate attention, approach the Security Shift Manager/Duty Supervisor or any Security staff member. If you are not at SKYCITY phone and ask for the Security Department. There are trained Security staff to assist you in the self-exclusion procedure at all times during opening hours.

#### CAN I STILL COME TO THE RESTAURANTS?

The Exclusion Order only prohibits you from entering the gaming areas of the SKYCITY operated premises.

- At SKYCITY Auckland this includes the Main Gaming Floor, Alto Casino & Bar, PLAY Casino, and the VIP Members' Club. It does not apply to the restaurants, SKYCITY Hotel, SKYCITY Convention Centre, SKYCITY Theatre, Atrium Bar, Bar 3, Sky Tower or car parking areas
- At SKYCITY Hamilton this includes the Main Gaming Floor, the Number Eight Bar and The Exchange. It does not include The Post Restaurant, the Function Centre or the car park
- At SKYCITY Queenstown Casino this includes the whole facility.

#### YOU ARE NOT ALONE

SKYCITY will encourage you to select a 'mentor' for support and a community-based counselling professional to guide and assist you. These counselling services are free and confidential and available 24-hours a day. Please refer to our support pack "Making Sure You Are OK".

**Gambling Helpline**  
**0800 654 655**