

## **'E NGOFUA PE KE NAU 'ALU KI HE NGAAHI FALEKAI TOTONGI PEA MO E NGAAHI PA?**

Ko e Tapui Fakangatangata 'oku ne ta'ofi ai 'a e kasitomā mei ha'ane toe hū ki ha toe ngaahi falekai totongi mo e ngaahi pā ko ē 'oku tu'u holo 'i loto he feitu'u 'elia ko ē 'oku fai ai 'a e va'inga, lulu mo pelepa'anga. Ka ko e SKYCITY ia 'i Queenstown, 'oku tapui kotoa pe ha fa'ahinga feitu'u ia. Kaekehe, ko e SKYCITY ko ē 'i Aokalani pea mo Hamilton 'oku ngofua pe 'a e 'alu ia ki he ngaahi falekai totongi mo e pā ko ē 'oku tu'u 'i loto he feitu'u mo e 'elia va'inga lulu & pelepa'anga.

## **'KO E HĀ 'A E TOKONI PE POUPOU 'OKU 'ATĀ KI HE KAKAI KOIA KUO TAPUI?**

'Oku fakalotolahi atu 'e he SKYCITY ki he kakai kuo tapui ke nau fili ha tokotaha ke poupou'i kinautolu pea mo ha tokotaha ngāue fakapalofesinale ki he fale'i ke tokoni'i mo fakahinohino kinautolu. 'Oku mau 'oatu leva 'a e ngaahi sevesi fale'i mo fakahinohino palofesinale ko'eni' 'oku nau ta'etotongi, fakapulipuli pea mo faingamālie houa 'e 24 he 'aho, 'oku lava foki ke ma'u e ngaahi fale'i ko'eni' i he ngaahi lea fakamatakali kehekehe.

# **GAMBLING HELPLINE**

# **0800 654 655**

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)

# **'OKU KE TOKANGA PE HOHA'A KI HE LULU PE PELEPA'ANGA HA TOKOTAHA? SKYCITY 'E LAVA KE TOKONI**



SKYCITY Third Party Exclusion - Tongan

## SKYCITY (THIRD-PARTY) FOUNGA TAPUI FAKANGATANGATA

‘Oku hanga ‘ehe SKYCITY’ o fai fakamātoato’i hono fatongia ki hono talitali ‘a ‘ene kau ‘a’ahi, ‘aia ko e me’a mahu’inga taha, ‘a e malu mo lelei ‘ene kau kasitomā. ‘Oku ‘iai mo ‘emau fatongia mahu’inga fakalao kuopau ke mau fai kiaia ‘i he lakanga koia ko e kautaha fakalele kasino, ‘aia ‘oku ‘i he malumalu ‘o e lao New Zealand Gambling Act 2003.

Ki he kakai ‘e ni’ihi, ko e lulu pe pele pa’anga ‘oku ne malava ke fakatupu ha ngaahi maumau, kau ki heni ‘a e palopalema fakapa’anga, loto-tāngia pe faingata’a’ia lahi mo e faingata’a faka vā ‘i he feohi’.

‘O kapau ‘oku ke tokanga pe hoha’a ki ha’o kaume’a pe memipa ‘o ha famili ‘oku lulu pe pele pa’anga pea ko e SKYCITY ‘oku ne fiema’u ke fanongo meiate koe.

### **‘OKU OU TOKANGA PE HOHA’A KI HA KAUME’A LULU PE PELE PA’ANGA, KO HOKU KAUME’A ‘OKU ‘IKAI KENE TALI ‘OKU ‘IAI HA’ANE PALOPALEMA. KO E HĀ E ME’A ‘E LAVA ‘EHE SKYCITY KE FAI KE TOKONI?**

‘Oku ‘iai founga ‘e taha ‘a e SKYCITY ke tokoni kiaia ‘aia ko hono tapui fakangatangata e kasitomā koia mei he ngaahi kasino ‘o Nu’u Sila ni he ta’u ‘e ua. Ko e sitepu mamafa ‘eni ki he SKYCITY kene fai, pea he’ikai ko ha me’a ‘eni ke to’o ma’ama’a, koia ai’oku totonu ke ke fetu’utaki ki he tipaatimeni Host Responsibility ke mou alea’i ‘a e founga ko eni’.

### **KO E TAPUI FAKANGATANGATA ‘A E FOUNGA PĒ?**

‘Ikai – ko e taha pe ia e ngaahi sitepu kehekehe ‘oku malava ke fai, kau kiaia heni ‘a e muimui ki he ngaahi founga fakahinohino pea mo ‘ete ma’u fale’i fakapalofesinale ki he palopalema ni. Ki ha toe fakaikiiki fetu’utaki ki he Gambling Helpline: 0800 654 655 pe sio ki he [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz).

### **KO E HĀ ‘A E NGAHI FOUNGA KI HE TAPUI FAKANGATANGATA?**

Te mau lava ke alea’i mo ko e ‘a e ngaahi me’a ‘oku ke hoha’a mo tokanga kiaia, te mau lava ‘o sio ki ha ngaahi fakamo’oni mei tu’a teke lava ke ‘omai (hangē ko ha la’i siteitimeni mei he pangikē pe ngaahi mo’ua te’eki totongi) ‘E hanga leva ‘e he SKYCITY ‘o fai ha sivi’i ‘a e ngaahi to’onga va’inga lulu pe pele pa’anga ‘a e kasitomā ‘i he taimi ‘oku ne ‘i he kasino ai.

‘E lava leva ‘ehe SKYCITY ‘o fili ke fe’iloaki pea mo e kasitomā ko’eni ke talanoa’i ‘a ‘ene va’inga lulu mo pelepa’anga. ‘I he fakataha ko’eni’, he’ikai ke hanga ‘e he SKYCITY ‘o fakahā ki he kasitomā, ‘oku ‘iai ha’o fetu’utaki pea mo kimaotolu (SKYCITY), tukukehe, kapau kuo ke fakangofua mai.

Kapau ‘oku fiemālie ‘a e SKYCITY, ‘o pēhē ‘oku fai ‘i he ‘uhinga lelei mo totonu ‘a ho’o hoha’a mo tokanga. ‘E hanga leva ‘ehe SKYCITY ‘o oange faingamālie ke tapui mo fakangatangata ai ‘ehe kasitomā ia mei SKYCITY ‘i ha fo’i ta’u ‘e taha pea mo tatali ke nau fai ki he ngaahi tu’utu’uni ‘oku fakahā ange. Kapau, he’ikai te nau fie fai ‘a e founga ko’eni’, ‘e fakahā ange leva kuo hanga ‘ehe SKYCITY ‘o tapui kinautolu ‘i ha ta’u ‘e ua (ko e si’isi’i taha). ‘E lekoote’i leva ‘a honau fakaikiiki pea ‘e ai moe la’i tā. Ko e taumu’a ‘o e la’i tā, kene lava ‘o faka’ilonga’i ngofua ‘a e kasitomā ko’eni’, ‘o kapau te nau feinga ke nau toe hūfia

‘a e ngaahi feitu’u va’inga mo pele pa’anga ‘i he taimi ‘oku tapui ai kinautolu. ‘E fakalotolahi’i leva ‘a e kasitomā ke nau fokotu’u mai ha taha ‘o e famili, pe kaungāme’a, tene lava ko ē ‘o poupu’i ia pea mo tokoni ki hano fili ha sevesi tokoni ma’anautolu. Kapau ‘oku ‘iai ha kaati Action ‘a e kasitomā ‘e lava pe ke faka’aonga’i ‘ene ngaahi pōini ‘i he hili pe koia, ‘e ta’ē faka’aonga’i leva ‘a e kaati.

### **‘OKU FAKAPULIPULI?**

Ko e founga ko’eni ki hono tapui mo fakangatangata. Ko e sevesi fakafufū mo fakapulipuli pea ‘oku fai ia ‘o mama’o mei he feitu’u va’inga, lulu mo pele pa’anga. Ko e ngaahi fakamatala ‘oku tanaki, ‘oku fakapulipuli ‘aupito pea ‘oku toki ngāue’aki pe ‘i he taimi ‘oku tokoni ai ki he SKYCITY ke ta’ota’ofi ‘a e kasitomā ko’eni mei ha ‘ane toe foki mai ki he ngaahi feitu’u va’inga, lulu mo pelepa’anga’.

Kataki ‘o fakatokanga’i, koe’uhī ko e lao koia koe Privacy Act 1993 he’ikai lava ‘ehe SKYCITY ‘o fakahā atu kiate ko e ‘a e ngaahi me’a kuo’ilo mo fakamatala kuo ma’u ‘o fekau’aki mo e ngaahi fakatotolo ‘o e kasitomā.

Ko ho’o kaunga ‘a’au ki he founga ko’eni’, ‘e mātu’aki tauhi fakapulipuli pe ia ‘o kapau, ‘oku toe loto kiaia, he’ikai tala ia kiate kimaotolu na’ake ha’u ‘o launga’i mai koe’uhī ko ho’o fie tokoni mo loto hoha’a ki he ‘enua va’inga, lulu mo pele pa’anga.

### **KO E HĀ ‘A E NGAHI TU’UTU’UNI PE FOUNGA KI HE “RE-ENTRY” PE TOE NGOFUA KE HŪ?**

- Ko e ta’emaumu’i ‘o e lao koia ki he tapui fakangatangata ‘i he mahina ‘e 6 kuohili’; pea mo e
- Fakamo’oni’i kuo’osi ma’u kalasi ‘e 6 (‘oua toe si’i ai) ki hono fakapotopotō’i ‘o e va’inga, lulu mo pelepa’anga.

‘I he hili pe koia, ‘a e fakakakato ‘ehe kasitomā ‘a e ngaahi tu’utu’uni ki he re-entry, kuopau kene toe fai ha kole ngofua ke faka’atā mo fakangofua kene toe hūfia ‘a e kasino ki he SKYCITY. He’ikai ngofua ke hū ‘a e kasitomā ki he ngaahi feitu’u va’inga, lulu mo pelepa’anga, ka e ‘oua kuo tali ‘ene kole ‘apalai ngofua fo’ou (re-entry). ‘Oku malava pe ‘ehe SKYCITY kene fakakau atu mo ha ngaahi toe tu’utu’uni, ka e fakapulipuli pe kiate kinautolu (SKYCITY) mo e kasitomā.

### **KO E HĀ ME’A ‘E HOKO ‘O KAPAU ‘E FEINGA ‘A E KASITOMĀ KE TOE HŪ KI HE NGAHI FEITU’U VA’INGA, LULU & PELE PA’ANGA, LOLOTONGA ‘OKU KEI TAPUI FAKANGATANGATA?**

‘E malava p eke faka’ilo ‘a e kasitomā ‘ehe Department of Internal Affairs pea hilifaki foki kiaia ha mo’ua. Kapau ‘e ma’u ‘o lahi ange he tu’o taha, ‘e lava pe ke ‘oange ha tohi fakatokanga “Requirement to leave the Premises”(RLTP) pe ko e “Tu’utu’uni ke mavahe mei he feitu’u” pē ko ha Trespass Notice pe koe hala loto’api. ‘Oku ‘uhinga leva ‘eni, he’ikai toe ngofua ke hūfia ‘ehe kasitomā koeni ha toe fa’ahinga ‘elia pe feitu’u pe ‘o e SKYCITY ‘i ha toe ta’u ‘e 2. Ka maumu’i ‘e ha taha tangata pe taha fefine e Lao tohi Fakatonga Kihe Hala Loto’api, ‘e malava pe, ke faka’ilo e toko taha tangata pe toko taha fefine koia.

### **‘E KEI MA’U PE ‘EHE KASITOMĀ ‘A E NGAHI MEILI TU’UAKI ‘A E SKYCITY?**

‘Ikai.