

'OKU 'IKAI KO KO E PE

'Oku fakalotolahi atu e he SKYCITY ki he kakai kuo tapui ke nau fili ha tokotaha ke pou pou'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 'ihe ngaahi lea fakamatakali kehekehe. 'Oku ngofua pe keke 'omi ha tokotaha sapooti ki he 'initaviu tapui fakangatangata'.

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

TAPUI FAKANGATANGATA MEI HE SKYCITY



Self Exclusion - Tongan

‘Oku hanga ‘ehe SKYCITY ‘o fai fakamātoato‘i hono fatongia ki hono talitali ‘a ‘ene kau ‘a‘ahi, ‘aia ko e me‘a mahu‘ingā taha, ‘a e malū mo lelei ‘ene kau kasitomā. ‘Oku ‘iai mo ‘emau fatongia mahu‘ingā fakalao kuopau ke mau fai kiai ‘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 e vā.

Kapau ‘oku ke ‘ilo ha taha ‘oku lolotonga palopalema‘ia ‘ihe va‘ingā, lulu mo e pele pa‘anga, ‘e hoko leva e founa ko eni. Ko e pole ke tapui kita mei he SKYCITY ko ha founa ‘e taha ke tokoni kiai.

KO E HĀ ‘A E TAPUI FAKANGATANGATA?

‘E lava pe ‘e ha kasitomā ‘o pole pe ‘iate ia pe, ke tapui ia mei he ngaahi ‘elia keimi mo va‘inga kotoa ‘o e ngaahi kasino ‘i Nu‘u sila ni ‘i ha ta‘u ‘e taha (‘oua toe si‘i ai).

KO E TAPUI FAKANGATANGATA ‘A E FOUNGA PĒ?

‘Ikai – ko e taha pe ia e ngaahi sitepu kehekehe ‘oku malava ke fai, kau kiai heni ‘a e muimui ki he ngaahi founa fakahinohino pea mo ‘ete ma‘u fale‘i fakapalofesinale ki he palopalema ni. Ki ha toe fakaiiki fetu‘utaki ki he Gambling Helpline: 0800 654 655 pe sio ki he www.gamblingproblem.co.nz.

‘E ANGA FAKAFĒ‘Ē ‘A ‘ETE TAPUI FAKANGATANGATA KITA?

Fakahā ki ha taha pe ‘o e kau ngāue ‘i he SKYCITY, ‘oku ke pole ke tapui koe mei ai.

Kapau ‘oku ‘ikai te ke fie ha‘u ki he SKYCITY, te mau lava ‘o li atu ha foomu pole ke tapui koe, ke ke fakafonu ‘i ‘api, pea ke toki li mai, pe te ke ma‘u atu e foomu mei he taha ‘o e kau fakahinohino palofesinale.

KO E HĀ ‘AE NGAHI SITEPU?

Kapau teke pole ke tapui koe ‘i he SKYCITY, ‘e lava ke tokoni‘i koe ‘e ha taha ‘o e kau ngāue, neongo pe koe hā ‘a e taimi te mo fakataha ki ha feitu‘u ‘iha ‘ofisi, pea ‘e hiki ai ho‘o ngaahi fakaiiki pea ‘ai mo ha‘o la‘i tā. Koe ‘uhinga ‘o e la‘i tā, ke faingofua hono fakatokanga‘i koe ‘ehe kau ngāue ‘o e SkyCity ‘o kapau teke feinga ke ke re-entry pe toe hū ki loto ki he ngaahi ‘elia pe feitu‘u va‘ingā, lulu mo pele pa‘anga, ‘i he taimi koē ‘oku lolotonga tapui ai koe.

‘Oku fakalotalahi‘i atu, ke ke ‘omai ha hingoa ‘o ha tokotaha (famili, kāinga ofi pe kaungāme‘a) ‘e lava koē o poupou mo tokoni‘i koe, pea mo fili ha komiti pe kulupu sevesi fakahinohino mo tokoni ki he palopalema ‘.

‘E fakamatala‘i atu kiate koe ‘a e ngaahi teemi mo e lao ki he tapui ‘o kita, ‘o kau ai ‘a e ngaahi tu‘utu‘uni lao ki he re-entry pe toe ngofua ki he hū ki loto. ‘E fakamahino atu ai kiate koe ‘a e ngaahi lao mo e tu‘utu‘uni ‘oku totonu ke ke fai kiai, kimu‘a pea toki fakangofua koe ke ke toe hū ki loto ki ha feitu‘u ‘elia va‘ingā, lulu mo pele pa‘anga ‘iha fa‘ahinga Kasino pe ‘oe Sky City.

‘E ‘oatu pe ‘e ‘isiu atu leva ha‘o Exclusion Order, pe ko e ‘ota pe lao ke tapui koe. ‘I he lao ko ‘eni ‘oku tapui mo fakangatangata ai koe mei he ngaahi ‘elia pe feitu‘u va‘ingā, lulu mo pele pa‘anga kotoa pe ‘oe Sky City ‘Okalani, Sky City Hamilton, pea moe SkyCity Queenstown

‘i ha fa‘u ‘e taha, pea pehe foki ki ha‘o toki fakakakato ai ho‘o ngaahi me‘a kuopau kene fai ke lava ke ma‘u ho‘o ngofua re-entry pea ke toe hū ki loto.

Kapau ‘oku ‘iai ho‘o ngaahi poini ‘i ho‘o kaati Action Card, teke lava ‘o ngāue‘aki ho‘o ngaahi poini. ‘E ta‘efaka‘aonga‘i leva ho‘o kaati.

‘OKU FAKAPULIPULI ‘ENI?

Ko e pole ke tapui kita, koe sevesi koia ‘oku fakapulipuli, pea ‘oku fai ia ‘o mama‘o mei he feitu‘u vainga, lulu mo pele pa‘anga koe ngaahi fakamatala mo fakaiiki kotoa ne tanaki, oku fakapulipuli mo fakangatangata.

FĒFĒ KAPAU TEU LILIU ‘E KU FAKAKAUKAU?

Neongo koe Tapui kita, ko ‘ete Pole pe ‘a kita, ko ‘ene ‘isiu pe fa‘u pe ha ‘ota ki he Tapui kita, he‘ikai toe lava ia ke kaniseli.

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

- Ko e ta‘emaumau‘i ‘o e lao koia ki he tapui fakangatangata ‘ihe mahina ‘e 6 kuohili‘; pea mo e
- Fakamo‘oni‘i kuo ‘osi ma‘u kalasi ‘e 6 (‘oua toe si‘i ai) ki hono fakapotopoto‘i ‘o e va‘ingā, 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‘ingā, lulu mo pelepa‘anga, kae ‘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, kae 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 pe ke faka‘ilo ‘a e kasitomā ‘ehe Department of Internal Affairs pea hilifaki foki kiai ha mo‘ua. Kapau ‘e ma‘u ‘o lahi ange he tu‘u 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 hufia ‘ehe kasitomā ko ‘eni ha toe fa‘ahinga ‘elia pe feitu‘u pe ‘o e SKYCITY ‘i ha tole ta‘u ‘e 2. Kapau teke maumau‘e i lao ‘o e Tohi Fakatokanga ki he Hala Loto‘api, ‘e malava pe, ke faka‘ilo koe ‘ehe kau Polisi Nu‘usila ni.

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

‘Ikai.

‘E NGOFUA PE KE NAU ‘ALU KI HE NGAHI FALEKAI TOTONGI PEA MO E NGAHI 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‘ingā, 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‘ingā lulu & pele pa‘anga.