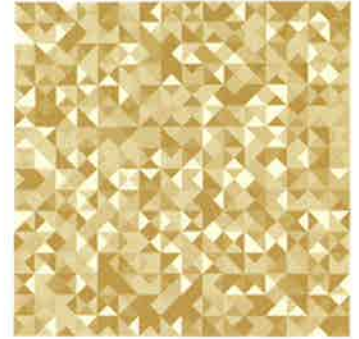




2016



SELF-EXCLUSION

This hotel is an active participant in a self-exclusion scheme provided by Paul Symond Consultancy* for the benefit of our patrons.

Self-exclusion allows you to ban yourself from the hotel gaming room for 6 months in order to assist you in managing your gambling problem.

Please contact the Duty Manager at this hotel who can assist with self-exclusion.

PROBLEM GAMBLING COUNSELLING

This hotel also offers a free and confidential problem gambling counselling service provided by Paul Symond Consultancy*.

The Paul Symond Consultancy counsellors can be contacted 24 hours a day, 365 days a year on

(02) 9874 0744

HOTEL GAMING CODE OF CONDUCT

1. Abide by all Acts and Regulations applicable to the delivery of gaming in the state of NSW and support all legislation passed by the NSW Parliament.
2. Ensure that gaming machine play is conducted as an ancillary activity of traditional hospitality services.
3. Assist patrons who have (or are at risk of developing) a gambling problem by participating in, and actively promoting the hotel's Self-Exclusion program.
4. Ensure that all staff are aware of their obligations relating to the hotel's Self-Exclusion program including respecting the confidentiality of self-exclusion participants and not disclosing any related information to another person unless in the exercise of their duties.
5. Display signage promoting the hotel's accredited counselling service as part of directing patrons-in-need to professional support services.
6. Conduct business in a manner that precludes persons who (a) may indicate signs of intoxication and/or (b) are known to be self-exclusion participants.
7. Prohibit any form of patron credit being available for gaming machine play.
8. Actively promote awareness among all hotel staff of the Gaming Machines Act requirement for payment of large collects (over and above the 1st \$5000 in cash) to be paid in cheque and when requested by patron, to provide the entire collect by cheque.
9. Ensure that all staff working in gaming rooms complete an accredited Responsible Conduct of Gambling course and Responsible Service of Alcohol course.
10. Clearly mark out gaming machines that are out-of-order to avoid customer confusion and disappointment.

*Self-exclusion scheme and counselling program provided by BetSafe Pty Limited (ABN 61 096 171 345) t/a Paul Symond Consultancy.

LICENSEE SIGNATURE

MERO13

RESPONSIBLE GAMBLING REGISTER
COMPLIANCE NUMBER