

# Crown PlaySafe Sydney Code of Conduct



**Crown PlaySafe**  
A more enjoyable way to play



**CROWN**



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# Crown PlaySafe

Crown PlaySafe is our commitment to providing a safe, accountable, and enjoyable gambling experience. We want gambling at Crown to be a source of fun and social entertainment for all guests.

For most guests, gambling at Crown is a positive and enjoyable experience. However, we also understand that some guests experience our products in ways that are not entertaining; ways that can create harm for the guest, family, and broader community. This undermines Crown's commitment to a safe and enjoyable gambling experience. Quite simply, we do not want any of our guests to be harmed from gambling at Crown.

Crown PlaySafe is an evolution to our approach to "Responsible Gambling". Crown PlaySafe is our new and enhanced approach to care that:

- Places the wellbeing of our guests at the centre.
- Broadens focus from supporting those experiencing gambling harm to preventing harm from happening in the first place.
- Commits to continuous improvement through ongoing research and evaluation, and connecting with our guests, industry experts, independent researchers and other stakeholders to design positive and safe guest experiences.

The Crown PlaySafe Code of Conduct ('Code') sets out Crown's commitment to take all reasonable steps to prevent guests from experiencing harm as a result of gambling at Crown.

The Code also describes the programs and support for all guests whether it is information to help make more informed choices, learning about tools that can assist with safer play or seeking support for gambling related concerns.

As we continue our journey to become the best that we can be, we want to hear from all our guests. We are committed to ongoing improvement and value feedback on how we can be the best at providing a safe, accountable, and enjoyable gambling experience.

In this document, the references to “Crown” means Crown Sydney.

## **Introducing the Code**

Our Code underpins Crown’s commitment to safe play and the prevention of gambling harms and guides our daily interactions with guests.

### **Crown’s Responsible Service of Gambling Obligations**

The Code sets out Crown’s obligations and duty to act to:

- Provide gambling services in a safe environment.
- Take all reasonable steps to prevent a guest from experiencing harm because of gambling at Crown.
- Take all reasonable steps to actively monitor for guests displaying signs of gambling harm and to monitor guests’ welfare.
- Intervene when a guest is observed displaying signs of gambling harm to offer support and minimise that harm.
- Ensure there are sufficient appropriately skilled and trained team members available to always fulfil the requirements of this Code, including to monitor guests actively for signs of harm.

### **Evaluating the Code**

Crown will review the Code annually to ensure its effectiveness in providing a safe gambling environment.

It is our goal to work with all interested stakeholders (including our guests, regulators and community stakeholders, as applicable) to ensure there is appropriate input into the Code.

# Something for Every Guest

We strive to provide all guests with timely and relevant information and support. This section provides an overview of the programs and approaches available at Crown Sydney in our drive to create safe and enjoyable gambling experiences.

## WHERE CAN I FIND A COPY OF THE CODE?



At Crown Sydney Casino's Reception desk.



At any cashier location.



At the Crown PlaySafe Centre in person, or by calling 1800 801 098.



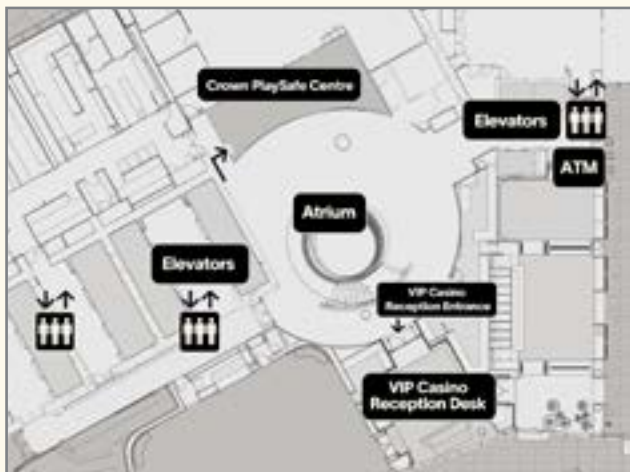
Online at [crownsydney.com.au/crown-playsafe](https://crownsydney.com.au/crown-playsafe) where you'll find more information about safer play and can download a copy of our *Code of Conduct*.

## Crown PlaySafe Centre

The Crown PlaySafe Centre is open during casino operating hours. Outside of these hours, guests can connect to the Crown PlaySafe Team via telephone on 1800 801 098. It is a place for all guests to receive a range of services to make their gambling experience a positive one. We have a diverse team with members who speak multiple languages. They are available to help bridge the language gap to ensure co-operation, understanding and inclusivity.

The Crown PlaySafe Centre is a welcoming, comfortable, and quiet space where guests can talk in confidence to our Crown PlaySafe Team. Just a few of the ways that a conversation with one of the team can be helpful:




- Useful advice and information to help maximise a positive gambling experience and minimise the risk of harms.
- Confidential referrals to gambling support services, financial counselling support services and other community organisations.
- Important information on Crown's exclusion programs.
- Guidance and support related to someone else's gambling.
- Assistance with setting commitment limits through the Player Pre-Commitment Program.
- Direction on accessing Player Activity Statements to check time spent, as well as wins and losses.
- Assistance to opt out of marketing communications.



## WHERE IS THE CROWN PLAYSAFE CENTRE?

The Crown PlaySafe Centre is located on Level 2 at Crown Sydney. Ring the doorbell or pick up the phone to be connected with the Crown PlaySafe Team.

Alternatively, or when the Centre is unattended, you can:

-  Call a Crown PlaySafe Team member on 1800 801 098 (interpreters can be arranged if required).
-  Email [cps@crownsydney.com.au](mailto:cps@crownsydney.com.au)
-  Speak with one of our Security team members onsite.

## Pre-Commitment and Managing Limits

The Pre-Commitment Program is designed to help guests keep track of time and money by setting limits on play. Pre-Commitment allows Crown Rewards\* Members to set voluntary money and/or time limits when playing Electronic Table Games (ETGs). Limit setting is available in two ways:



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**1**

At Crown Sydney Casino's Reception.

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**2**

Speaking to a Crown PlaySafe Advisor, located at our Crown PlaySafe centre.

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\*Crown Rewards Program (Crown Rewards) is our loyalty program that entitles members to certain benefits and privileges.

## Player Activity Statements

Player Activity Statements provide information on your gaming play, and helps guests keep track of their wins and losses. Crown Rewards allows guests to access statements relating to their play on request.

Statements can be accessed at:

- Crown Sydney Casino's Reception Desks
- The Crown PlaySafe Centre.



### **CROWN PLAYSAFE TIP:**

Stay informed by regularly obtaining and reviewing your Player Activity Statement.

## Gambling Product Information

Crown provides information on the Gaming Rules of all Table Games (TGs) and ETGs offered for play at the casino.

Information explaining the chances of winning on TGs and ETGs is available throughout the gaming areas. If you would like further information regarding the products offered by Crown, our Crown PlaySafe Team are happy to help.



### **CROWN PLAYSAFE TIP:**

To learn more about the games you want to play, game rules are available on Crown's website at [crownsydney.com.au](http://crownsydney.com.au)

## **Exclusion Programs**

Our Exclusion Programs are readily available to any guest who wants to stop gambling or take a break from gambling. We also provide support for those who have concerns with one of our guest's gambling.

Crown will collect, retain and disclose information collected from our exclusion programs in accordance with its Privacy Policy and applicable privacy laws.

### **Making a Change: Self-Exclusion**

Our specialist team members are available 24/7 via telephone, or in person during casino operating hours, to assist guests who wish to voluntarily exclude themselves from the casino. Guests who choose to self exclude will exclude themselves from all Crown properties in one easy request. Guests excluding from Crown Sydney can also request to self exclude from The Star, Sydney.

Self-Exclusion is now available through Crown's website and can be done entirely online without any requirement to speak with a Crown team member ([crowsydney.com.au/crown-playsafe/making-a-change](https://crowsydney.com.au/crown-playsafe/making-a-change)). The website contains an online form which includes all the necessary steps to successfully exclude. The process requires a completed Self Verification Photo. Once complete, Crown will process and confirm the exclusion via email or your preferred contact method.

Crown takes reasonable steps to ensure that guests who self exclude are not permitted access to the casino, and ensure they are excluded from direct advertising or other promotional material relating to gambling at Crown.

### **Helping Others: Third Party Exclusion**

Our Third Party Exclusion program provides significant others the opportunity to apply for a review of a guest's gambling behaviour where there are concerns for the individual's gambling.

It is not a requirement that the guest under review is made aware of the application. However, we highly recommend that concerns about the guest, as well as the voluntary Self-Exclusion program, are discussed with the guest prior to applying.

## **HOW TO LODGE A THIRD PARTY EXCLUSION APPLICATION:**

- 
- 1** Get a copy of the application form from our website or Crown PlaySafe Centre.
  - 2** Complete the Statutory Declaration section and ensure the application is signed by an authorised witness.
  - 3** Submit the application with a recent photo of the person you are requesting a third party exclusion for, alongside evidence to support information contained in the application.
- 

Once submitted, Crown will review the information to determine if there is sufficient information to proceed with the Third Party Exclusion or another form of support. Crown may contact you for further information or to offer support.

## **Involuntary Exclusion**

Crown reserves the right to involuntarily exclude any guest who is putting themselves or others at potential risk of harm because of their gambling behaviours.

There are circumstances when Crown will issue an Exclusion Order under the Casino Control Act 1992 (NSW) that applies to the casino only, or a Withdrawal of Licence that applies to the entire Crown Sydney property (including restaurants and hotel).

These can be issued in situations where a guest:

- Puts themselves or others at potential risk of harm because of their gaming behaviours.
- Displays unacceptable risk.
- Causes unacceptable risk to other guests or the business.
- Fails to leave a liquor licensed premises when requested to do so.
- Breaches their Self-Exclusion.
- Repeatedly refuses to abide by the Code, including taking mandatory breaks.

## Ending an Exclusion (Revocation)

Crown maintains a Self-Exclusion or Involuntary Exclusion until it is ended (“revoked”) in writing by Crown. Applications to revoke Self-Exclusion or Involuntary Exclusion can be made after the minimum period of exclusion has passed. The minimum period of Self-Exclusion is selected by the guest on their Self-Exclusion application. The minimum period of Involuntary Exclusion is determined by Crown and is specified on the Exclusion order.

### HOW TO LODGE AN APPLICATION FOR REVOCATION

Applicants must complete a revocation process before being permitted to return to Crown casinos:

- 
- 1** Complete an Application for Revocation, which can be requested from the Crown PlaySafe Centre or found on our website [crownsydney.com.au/crown-playsafe](https://crownsydney.com.au/crown-playsafe).
  - 2** Attend and complete counselling to understand the risks with returning, assess your readiness and receive support through the revocation process.
  - 3** Attend a meeting with a Crown PlaySafe Team member.
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For the application to be successful, Crown must be satisfied that the person seeking revocation has appropriately addressed the issues that led to their Self-Exclusion or Involuntary Exclusion. Approval to revoke a Self-Exclusion or Involuntary Exclusion is at the sole discretion of Crown.

To confirm eligibility to revoke an exclusion and obtain a referral for free counselling and support, please contact a Crown PlaySafe Team member at 1800 801 098 or [cps@crownsydney.com.au](mailto:cps@crownsydney.com.au).

## Breaching an Exclusion

Individuals found to be in breach of their Self-Exclusion or Involuntary Exclusion will be required to leave the restricted area, as defined by the exclusion notice, and could be subject to an extended exclusion from, or Withdrawal of Licence to enter, Crown premises. Anyone subject to an Involuntary Exclusion found inside a restricted area may be subject to criminal proceedings.

### NEED MORE INFORMATION ON OUR EXCLUSION PROGRAMS?



Contact a Crown PlaySafe team member in person or call 1800 801 098.



Email [cps@crownsydney.com.au](mailto:cps@crownsydney.com.au)



Visit [crownsydney.com.au/crown-playsafe/making-a-change](https://crownsydney.com.au/crown-playsafe/making-a-change)

# Watching Out for Our Guests

Crown is deeply committed to preventing and minimising gambling harms. As such our team members become concerned when a guest shows an outward sign that they may be experiencing harms from gambling. Signs such as severe agitation, frustration, aggression, or other negative behaviour due to gambling require immediate intervention.

However, guests who may be experiencing harms don't always show obvious or extreme signs. Research has identified other less obvious observable signs that may indicate that someone is experiencing harms or at risk of experiencing harms.

Crown trains all casino team members to be aware of all signs, and to monitor and escalate as appropriate.

## Observable Signs of Gambling Harm

Crown has an obligation to take reasonable steps to monitor guests for observable signs that may indicate gambling harm. The Code expands on this obligation and divides these observable signs into two categories. The first category includes signs that further monitoring is needed, while the second includes signs that interaction with the guest should be considered. Crown may use technology to help monitor and identify observable signs.

If a guest shows one or more of the signs below, Crown will take reasonable steps to increase observations to see if signs of gambling harm are present. These observable signs may include a guest who:

- Tries obsessively to win on one machine or table game.
- Gambles on two or more machines or tables at once.
- Gambles most days (being four or more days a week).
- Complains to Crown team members about losing or blames venue or machines for losing.
- Makes unrealistic or erroneous remarks about gambling.
- Has lost more money than they could afford.
- Prioritises gambling over relationships and commitments to others.

When Crown team members observe one or more of the observable signs from the list below, appropriate interactions will be considered and planned, and in some cases required by the Crown PlaySafe Team. These signs may include a guest who:

- Avoids Cage and only uses automatic cash facilities.
- Gets cash out (through ATM or EFTPOS), or transfers money, on multiple (two or more) occasions in one session.
- EFTPOS or ATM transaction repeatedly declined.
- Significant spend compared to employment or remuneration details.
- Shows significant increases in time spent gambling.
- Shows significant increases in spending patterns (as observed by available technology).
- Gambles away big wins, or puts large wins back into the ETG or Table game.
- Leaves the venue to find money to continue gambling.
- Tries to borrow money from others or asks for credit from the venue.
- Gambles intensely without reacting to what is going on around them.
- Gambles at the casino for more than 12 hours in a 24 hour period.
- Gambles at the casino for more than 48 hours in a week.
- Shows signs of distress after gambling (e.g. crying, holding head in hands, shaking, outbursts towards Crown team members or machine).
- Gets angry while gambling (e.g. kicking, hitting machines, swearing, playing aggressively), or displays rude, violent or aggressive mannerisms.
- Becomes angry or stands over others if someone takes their favoured machine or seat at a table.
- Avoids contact or conversation with others.
- Has generally poor hygiene or significant decline in personal grooming or appearance over several days.
- Conceals presence at the casino (e.g. asks Crown team members not to let others know they are there).

- Self-discloses harm from gambling and/or requests to self exclude.
- Threatens self-harm.
- Has family and/or friends who express concern or request assistance with the guest's gambling behaviour.
- Has conflict over gambling between family members or friends.
- Leaves children unattended whilst parent/guardian gambles.
- Sleeps on the gaming floor, or at an ETG or Table game.

## **Assistance and Interactions**

Guest interactions are about putting guest wellbeing at the centre and using observations to better prevent harms from occurring. Interactions will be tailored to each situation and may include:

- The requirement to take a break away from the tables, ETGs or casino floor.
- Encouraging the guest to take a break and exploring entertainment other than gambling at Crown.
- Information on safer play strategies and/or risk factors associated with harm.
- Encouraging guests to not transfer or withdraw further money.
- Discussing Pre-Commitment limit setting or other harm minimisation functions.
- Discussing Self-Exclusion.
- Discussing available support options.
- An involuntary Exclusion.

It is important that we set realistic expectations and create a safe gambling experience for our guests. We will not reinforce or encourage incorrect information about gambling in our communications. Examples of what we will not do include:

- Telling guests that they can make money playing a table game or ETG.
- Telling guests that a jackpot has or has not paid, or that it is due to pay.



- Discussing luck or superstitions.
- Telling a guest that they are due for a win.
- Suggesting or encouraging the belief that a round of play is not independent of another round of play on that game.
- Suggesting or encouraging the belief that there are strategies that a guest can use to win when playing a table game or ETG.
- Planting the idea that a guest will win by telling them that they deserve to win.

## **Recording Information**

All Crown PlaySafe interactions and assistance are recorded to ensure that our processes and services can be effectively reviewed and updated. Crown maintains a Crown PlaySafe Register to ensure that details of interactions are recorded. When available, this may include:

- Date and time of the interaction.
- Reasons for the interaction.
- Details of the interaction and any support provided.
- Details of the guest's response.
- Date and time the entry was recorded.
- Guest's name when provided or available.

This information is collected for the purposes of Crown fulfilling its commitment to take all reasonable steps to prevent guests from experiencing harm as a result of gambling at Crown.

Interactions and personal information recorded by Crown is held in accordance with Crown's Privacy Policy, which can be found at [crownsydney.com.au/general/rules-policies/privacy-policy](https://crownsydney.com.au/general/rules-policies/privacy-policy). We retain the information in the Crown PlaySafe Register as required by law from the day it was recorded in the Crown PlaySafe Register.

Information contained in the Crown PlaySafe Register is provided to Liquor and Gaming NSW (L&GNSW) daily and on request to support adherence to law and support of this Code.



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## Breaks in Play

It is our duty to ensure that guests take regular breaks from gambling to help minimise and prevent financial, social, or other forms of harm.

Crown encourages all guests to take regular breaks from gambling, and we may check in with guests from time to time. Guests observed to be gambling continuously for three (3) hours on an ETG or six (6) hours on a table game will be approached and encouraged to take a fifteen (15) minute break from gambling.

The good thing is that there are lots of options for taking a break:

- Using one of our lounge areas available throughout Crown.
- Dining in one of our many food and beverage outlets.
- Exploring the beautiful surroundings.
- Enjoying a walk outside.

Twelve (12) hour daily and forty eight (48) hour weekly Play Period policies are also in operation at Crown Sydney. For a safe, accountable, and enjoyable gambling experience, we must not allow a guest to gamble on a table game or ETG for:

- Twelve (12) or more hours of cumulative game play in any twenty four (24) hour period.
- Forty eight (48) or more hours of cumulative game play in any seven (7) day period.

If your time gambling reaches these limits, you will be required to take the following breaks:

- Playing Twelve (12) or more hours in a day, we will require you to take a mandatory twenty four (24) hour break.
- Playing Forty eight (48) or more hours in any seven (7) day period, we will require you to take a mandatory seven (7) day break.

It is important to understand that play periods apply to both table games and ETGs. The play period is cumulative and includes time spent on either product.

We will do our part to support play breaks by:

- Asking guests to take a break from an ETG or table game.
- Observing guests leaving and monitoring the area to see if the guest returns.
- Imposing a temporary exclusion order or lockout, if this is required to ensure that the guest takes the required break.
- Discussing Self-Exclusion, gambling support services, and offering to accompany the guest to our Crown PlaySafe Centre.
- Making an entry into the Crown PlaySafe Register to maintain a record of interventions.

As part of our commitment to our Code, guests who are deemed to have not taken sufficient breaks in play, or who are displaying observable signs of gambling harm, may be asked to leave the casino and not return for a minimum period of 24 hours.

It is important that guests take these mandatory breaks in play. We will use a few methods to implement breaks including sharing register entries with other team members, monitoring the gambling area and using alerts through a number of means.

## **The Gambling Environment**

### **Crown Team Members**

At Crown we have a large team of skilled and trained team members to assist our guests and implement the Code professionally and effectively.

We have Crown PlaySafe Team members, who have specialised training in gambling harm prevention and support. Crown PlaySafe Team members are required to complete approved training prior to commencing their role.

All members of our gaming team are trained to monitor play periods and observable signs and escalate where necessary.

Crown is committed to always having enough team members available in the casino to enable regular monitoring and providing support to guests.

We are acutely aware of our responsibility to safeguard our team from the harms of gambling. Crown team members are not permitted to participate in gambling activities at any Crown property. For any team member needing support, Crown provides professional assistance through our Employee Assistance Program or have the option to speak privately with our Crown PlaySafe Team.

The Crown team is provided with regular training to make sure that they are kept aware of the heightened risks. Crown has established internal operating procedures and communication protocols to provide team members with support, guidance, and referrals to support services.

The Crown PlaySafe Centre and resources are available to all Crown team members.

## **Crown PlaySafe Team**

Guests will find numerous Crown PlaySafe signs, resources, and directions throughout the casino, including reminders that Crown PlaySafe Team members are available to assist all guests.

The Crown PlaySafe Team supports the prevention of gambling harms by:

- Monitoring the casino and ensuring compliance with gambling regulations, relevant legislation, and this Code.
- Ensuring and assisting other team members to report and/or record observations of signs of gambling harm and interactions and interventions.
- Observing guests who display behaviour consistent with gambling harm and intervening to provide assistance.
- Providing advice to team members about detecting gambling harm and how to respond.
- Undertaking interventions where signs of harm are observed or where play periods are reached.
- Responding to guest inquiries and concerns.

Crown has a responsibility to report known or suspected breaches of its regulatory obligation (including breaches relating to Crown PlaySafe operations) to the L&GNSW and the NSW Independent Casino Commission (NICC). The NICC with the assistance of L&GNSW act as the statutory bodies

responsible for regulating casino operations in NSW South Wales, in accordance with the provisions detailed in the Casino Control Act 1992.

## **Minors**

Guests must be at least eighteen (18) years of age to gain access to the casino. Gambling by people under eighteen (18) years is prohibited by law. Signs are located at entry points to the gambling areas to stop minors from entering. Crown monitors all entrances twenty-four (24) hours a day, seven (7) days a week and will request appropriate proof of age where required. Entry will only be permitted if acceptable identification is produced.

We all share the responsibility of asking for proof of age when there is uncertainty if a guest is a minor. Crown Security will be alerted and if acceptable identification cannot be produced, the guest will be required to leave the casino.

## **Unattended Children**

Crown is committed to ensuring the safety and security of everyone who uses our facilities and services. As such, parents or guardians who bring children or those under the age of eighteen (18) to Crown must not leave them unattended, including while staying at our hotels. Guests under the age of 18 are not permitted to stay within a Crown hotel unless they are accompanied by a legal guardian or responsible adult.

Crown team members are trained to report the presence of unaccompanied children or those under the age of 18 to Crown Security.

Crown Security, with the support of our Crown PlaySafe Team, will work to establish:

- The identity of the child or young person.
- The whereabouts of the parent or guardian.
- Proof the adult is the parent or guardian of the child.

The matter may also be referred to the Police and/or Child Protection if deemed necessary.

## **Cashing Out, Credit and Lending**

Guests who are the recipient of wins may take payment (subject to certain conditions) in part or full by cash (or cash equivalent); cheque; Electronic Funds Transfer (where applicable); or chips.

Crown Sydney offers customers the opportunity to 'cool off' by taking payment in part or full by cheque or funds transfer. There is no minimum winning amount required to choose this option. This can be a good practice to ensure you remain within your own limits and protect your winnings from the possibility they may be used to keep gambling.

Crown will not provide credit or lend money to guests who are Australian residents for the purpose of gambling other than as permitted by law. Customers can apply for a deposit account or electronic gaming account (Ezpay) for gaming purposes.

More detailed information is available on request at all Crown Casino Cashiers.

## **ATMs**

ATMs are located away from the casino and are positioned and/or restricted in accordance with relevant legislation.

## **Lighting**

Adequate lighting is provided in the casino to keep you safe and to ensure our team can serve you. Our lighting complies with relevant gaming legislation.

## **Clocks**

Clocks are displayed on ETG and table game screens so that customers can be aware of the passage of time.

## **Non-Gambling Options**

Guests of Crown can enjoy a range of non-gambling forms of entertainment, including, bars, restaurants, and hotel facilities.

## **Responsible Service of Alcohol**

Crown will not knowingly allow a person who is showing signs of intoxication, or under the influence of drugs other than alcohol, to gamble or bet in the casino. Under the relevant legislation, a person is intoxicated if his or her speech, balance, co-ordination or behaviour appears to be noticeably affected and it is reasonable in the circumstances to believe that this results from the consumption of alcohol or other drugs.

## **Gambling Advertising and Promotions**

Crown's advertising includes gambling as one of a range of entertainment and leisure choices.

Crown Sydney advertising and promotions must comply with the Casino Control Act and Regulations, as well as other relevant advertising codes, legislation and regulations.

Advertising and promotions must:

- not encourage a breach of law;
- not include children;
- not be false, misleading or deceptive;
- be conducted in accordance with decency, dignity and good taste and in accordance with any relevant advertising code of practice in force;
- not suggest that winning will be a definite outcome of participating in gambling activities;
- not suggest that participation in gambling activities is likely to improve a person's financial prospects;
- not suggest that a player's skill can influence the outcome of a game which is purely a game of chance;
- not depict or promote the consumption of alcohol while engaging in gambling activities.

Gambling advertising and promotions undergo a rigorous internal review process to ensure that we comply with the areas above, in addition to making sure that we:

- Do not knowingly directly market gambling to excluded guests.



- Do not depict persons under eighteen (18) years of age and will not be broadcast other than in compliance with applicable laws or standards.
- Do not target vulnerable or disadvantaged groups.
- Consider and assess whether our proposed advertising and promotion may appear to portray people in a way that discriminates against a person or section of the community based on their race, ethnicity, nationality, sex, age, sexual preference, religion, disability or political belief.
- Inform guests of applicable terms, conditions, and limitations, or where information about applicable terms, conditions and limitations may be found.

## **Choose What We Send You**

Crown will not send any direct marketing to guests unless they have provided consent to receive direct marketing. Our Crown PlaySafe Code also ensures that guests can:

- Sign up for a player card or loyalty scheme without providing consent to receive direct marketing or being required to take additional steps to opt out of receiving direct marketing. And, of course, guests can unsubscribe at any time.
- Stop receiving any advertising material within five days of a request to unsubscribe or any shorter timeframe as required under law.
- Opt out when signing up for Crown Rewards.

Crown will not knowingly send or direct any advertising or promotional material relating to gambling to guests who are excluded. Crown will not provide any credit, voucher or reward or other benefit to encourage anyone to consent or to continue to consent to receive direct marketing.

# Guest Feedback and Complaints

For feedback and complaints related to the provision of gambling and this Code:

- Complete a feedback form at [crownsydney.com.au/crown-playsafe/support-options](https://crownsydney.com.au/crown-playsafe/support-options)
- Contact Crown by telephone at 02 8871 7188
- Send a letter to 1 Barangaroo Ave, Barangaroo NSW 2000
- Deliver a letter in person to any Crown PlaySafe Team member.

We commit to ensuring any complaint received is:

- Managed and responded to in a timely and appropriate manner.
- Investigated sensitively.
- Recorded in the Crown Customer Relations system and by the Crown PlaySafe Team (where applicable).
- Managed and resolved in accordance with applicable laws.

All guests' complaints are acknowledged, where possible, within three working days of receipt of the complaint, and resolution will be provided at the first point of contact or within seven working days (unless further investigation is required).

In the management and resolution of guests' complaints, Crown will comply with relevant legal obligations, including protecting our guests' privacy.

Where the complaint is about a gambling matter and remains unresolved, the guest has the right to lodge a complaint directly with L&GNSW.

# Support Contacts

CROWN CONTACTS		
NAME	NUMBER	EMAIL
Crown PlaySafe Centre	1800 801 098	cps@crownsydney.com.au crownsydney.com.au/ crown-playsafe

OTHER CONTACTS		
NAME	NUMBER	WEBSITE
GambleAware NSW	1800 858 858 <i>(24-hour service) (Interpreter services available)</i>	gambleaware.com.au gambleaware.nsw.gov.au gamblinghelponline.org.au (features 24/7 online chat)
NSW Aboriginal Safe Gambling Services	Telephone (02) 4023 8080	aboriginalsafegambling.com.au
Lifeline	13 11 14	lifeline.org.au
Beyond Blue	1300 224 636	beyondblue.org.au
Relationships Australia	1300 364 277	relationships.org.au



## **Crown PlaySafe**

**A more enjoyable way to play**

Crown PlaySafe Centre 1800 801 098

**Help is close at hand**

GambleAware 1800 858 858

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)



# **CROWN**