



**FOR MORE INFORMATION
PLEASE VISIT**

www.yourplay.com.au or scan below.



Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Gambler's/Gambling Help 1800 858 858

gamblershelp.com.au

CARDED PLAY





As part of Crown Melbourne's commitment to safer play, new measures will apply to Gaming Machines which will enhance your experience at Crown.

From October 2023, you will need a Valid Card to play a Gaming Machine at Crown Melbourne.

GETTING A VALID CARD

- 1** Visit a Crown Service desk with a form of Acceptable Identification* and have your photo taken.
- 2** Register for YourPlay and link to your card.
- 3** Set your time and loss limits in YourPlay and gamble within them.
- 4** Play your way and stay in control of your entertainment spend.

**Acceptable Identification is a photo ID issued by an Australian Government Entity or a Passport.*

WHY DO I HAVE TO HAVE A CARD?

Crown has introduced new measures which make it mandatory to have a card to play. The card allows you to set time and loss limits for gaming so you can play safely.

You are not required to join the Rewards program, that's your choice, but you will need a player card if you want to play Gaming Machines at Crown.

HOW LONG DOES IT TAKE TO GET A CARD?

It will take around 10-15 minutes to set you up, but once set up you won't need to worry about it again.

WHY DO I HAVE TO HAVE MY PHOTO TAKEN?

Having a photo on your card is a security measure to prevent anyone else using your card.

We understand some people don't want their photo taken, but it is a new requirement to play a Gaming Machine at the Casino.

WHAT LOSS LIMIT DO I SET?

The limit that you set is up to you and should be based on your financial circumstances. Considering what you can afford to spend on entertainment each day or week is a good start.

HOW DO TIME LIMITS WORK?

You can choose to set a time limit for either a daily or weekly period. Daily limit periods commence at 6am each day, while weekly limit periods commence at 6am every Monday.

I REACHED MY LIMIT AND INCREASED IT BUT I STILL CAN'T PLAY A GAMING MACHINE

Limit increases are subject to a cooling off period. This means increases will come into effect after 24 hours for a daily limit and after 7 days for a weekly limit.

This helps to support players to stick to their chosen limits, especially in the moment and amongst the excitement of the gaming room.

CAN I DECREASE MY LIMIT?

Yes, you can decrease your limit and it will come into effect immediately if a limit has not been reached.

If a limit has been reached the decreased limit will be effective after the cooling off period. Limits can be changed at the kiosk or at yourplay.com.au.

HOW DOES YOURPLAY CALCULATE MY LOSS LIMIT?

Loss amounts are based on your net or total loss.

This is the amount bet, minus amount won.

YourPlay loss amounts are updated every time you bet to reflect the amount won or lost for that spin.