

# Crown PlaySafe 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 it from happening in the first place.
- Commits to continuous improvement through ongoing evaluation and connecting with our guests, industry experts and other stakeholders to design positive and safe guest experiences.

The PlaySafe Code of Conduct (our 'Code') sets out Crown's obligations 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.



## 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 fulfill the requirements of this Code, including to monitor guests actively for signs of harm.

## Evaluating the Code

Crown evaluates and updates our Code at least once every two years to ensure its effectiveness in providing a safe gambling environment. This is reported to the Victorian Gambling and Casino Control Commission ('VGCCC').

## 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 in our drive to create safe and enjoyable gambling experiences.

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



Any Crown Rewards desk or cashier counter.



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



Online at [www.crownmelbourne.com.au/crown-playsafe](http://www.crownmelbourne.com.au/crown-playsafe), where you'll find more information about safe play and can download a copy of our *Code of Conduct*. Here, you can also access our Code in several languages, including Chinese (Traditional and Simplified), Vietnamese, Arabic, Greek, Italian and Hindi.

## Crown PlaySafe Centre

The Crown PlaySafe Centre (CPC) is open 24-hours a day, seven days a week. 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 understanding and inclusivity.

Our Crown PlaySafe Centre is located within the Resort, just off the casino. It's 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 using YourPlay.
- Direction on accessing Player Activity Statements to check time spent, as well as wins and losses.
- Assistance to opt out of marketing materials.
- Providing copies of the Code in other languages.

## CROWN PLAYSAFE CENTRE LOCATION



### WHERE IS THE CROWN PLAYSAFE CENTRE?

The Crown PlaySafe Centre is located at Level B1 directly below the main food court. Alternatively, you can:



Call a Crown PlaySafe Team member  
1800 801 098.



Email [cps@crownmelbourne.com.au](mailto:cps@crownmelbourne.com.au)  
(interpreters can be arranged if required).



Visit [crownmelbourne.com.au/crownplaysafe](https://www.crownmelbourne.com.au/crownplaysafe).

## YourPlay and Managing Limits

YourPlay is a pre-commitment program designed to help guests keep track of time and money by setting limits on play. Limit setting is available in 3 ways:

- 1 Use YourPlay when playing Electronic Gaming Machines.
- 2 Use PlaySafe Limits when playing Electronic Table Games.
- 3 Speak to a Crown PlaySafe Advisor, located at our Crown PlaySafe Centre.

## Player Activity Statements

Player Activity Statements provide information on electronic gaming activity and help guests keep track of time spent, as well as wins and losses. Crown Rewards — our loyalty program that entitles members to certain benefits and privileges — allows guests to print statements at all times.

Statements can be accessed through:

- YourPlay ([yourplay.com.au](http://yourplay.com.au)).
- Visiting any Crown Rewards Desk.
- Crown Rewards Information Hotline 1300 827 696.



### **CROWN PLAYSAFE TIP:**

Stay informed by regularly reviewing your Player Activity Statement.

## Exclusion Programs

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

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

Our specialist team members at the Crown PlaySafe Centre are available 24-hours a day, seven days a week, 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 request.

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: (<https://www.crownmelbourne.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.

Crown does not disclose information gathered during the facilitation of Self-Exclusion to any third party, unless legally obliged to do so or with the specific consent from those who choose to Self-Exclude.

Crown takes reasonable steps to ensure that guests who Self-Exclude are not permitted access to the casino, and ensure they are excluded from 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:

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- 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 applying for Third-Party Exclusion 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.

## 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. Those who are subject to Involuntary Exclusion have an opportunity to appeal, via the Crown PlaySafe Centre.

## Ending an Exclusion

Crown maintains a Self-Exclusion or Involuntary Exclusion until it is ended or revoked in writing by Crown. Applications to revoke Self-Exclusion or Involuntary Exclusion can be made after the minimum period of Exclusion has passed.

### HOW TO LODGE AN APPLICATION FOR REVOCATION

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Applicants must complete the revocation process before being permitted to return to Crown casinos.

- 1 Complete an Application for Revocation from the Crown PlaySafe Centre or our website [www.crownmelbourne.com.au/crownplaysafe](http://www.crownmelbourne.com.au/crownplaysafe).
  - 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.
- 

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 support, please contact a Crown PlaySafe team member at 1800 801 098 or [cps@crownmelbourne.com.au](mailto:cps@crownmelbourne.com.au).

## Breaching an Exclusion

Individuals found to be in the casino while on an Exclusion or in breach will be required to leave and could be subject to an extended Exclusion from Crown.

### NEED MORE INFORMATION ON OUR EXCLUSION PROGRAMS?



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



Email [cps@crownmelbourne.com.au](mailto:cps@crownmelbourne.com.au) (interpreters can be arranged if required).



Visit [crownmelbourne.com.au/crownplaysafe](https://www.crownmelbourne.com.au/crownplaysafe).

## Watching Out for Our Guests

Crown team members become concerned when a guest shows an outward sign that they are 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 is deeply committed to preventing and minimising gambling harms and as such has trained all casino team members to be aware of all signs and monitor and escalate as appropriate.





## Observable Signs of Gambling Harm

Governed by legislation, Crown has an obligation to take reasonable steps to monitor guests for observable signs of gambling harms that fall in two categories. One category includes signs that suggest further monitoring is needed, while the other are those signs that require immediate intervention. Crown may use technology to help monitor and identify observable signs.

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

- Tries obsessively to win on one machine or table game.
- Asks to change large notes in the casino before gambling.
- Rummages around in purse or wallet for additional money.
- Rushes from one machine or table game to another.
- Shows significant increases in spending patterns.
- Has run out of all money when they leave the venue.
- Spends \$300 or more in a session (excluding any premium player areas).
- Bets \$3 or more per spin most of the time (excluding any premium player areas).
- Gambles on two or more machines at once.
- Gambles most days.
- Complains to team members about losing or blames venue or machines for losing.
- Has rituals or superstitious behaviours such as rubbing the belly of a machine or screen, talking to a machine or using lucky charms.
- Gambles right through normal mealtimes.
- Stays on to gamble when friends leave the venue.

When Crown team members observe two — and at times just one — observable signs from the list below, an intervention is required. These signs include a guest who:

- Gets cash out on two or more occasions through EFTPOS or ATMs.
- Puts large wins back into the machine and keeps playing.
- Leaves the venue to find money to continue gambling.
- Plays very fast.
- Gambles intensely without reacting to what is going on around them.
- Shows signs of distress after gambling (for example, looks sad/depressed, crying, holding head in hands, nervous/edgy, shaking, sweating).
- Gets angry while gambling (for example, kicking, hitting machines, swearing, playing aggressively).
- Becomes angry or stands over others if someone takes their favoured machine.
- Avoids contact or conversation with others.
- Tries to borrow money from others or asks for credit from the venue.
- Is rude or impolite to team members (about gambling).
- Has generally poor hygiene or significant decline in personal grooming or appearance.
- Conceals presence at the casino (for example, not answering their phone, makes calls outside or asks team members not to let others know they are there).
- Self-discloses harm from gambling and/or requests to self-exclude.
- Makes unrealistic remarks about gambling.
- 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.

## 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 gaming zone (which means stepping at least 2 metres away from the game).
- 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 the guest to not obtain money 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 gaming machine and/or table game.
- Telling guests that a gaming machine or gaming machine jackpot has or has not paid, or that it is due to pay.
- Discussing luck or superstitions.
- Telling a guest that a 'near miss' means the gaming machine is about to pay winnings.
- Suggesting or encouraging the belief that a spin on a gaming machine is not independent of another spin on that gaming machine.
- Suggesting or encouraging the belief that there are strategies that a guest can use to win when playing a gaming machine or table game (for example, increasing or decreasing the amount bet per line or number of lines on which a bet is made).
- Planting the idea that a guest will win by telling them that they deserve to win.

## Recording Information

All Crown PlaySafe interactions and assistance is recorded to ensure that our processes and services can be effectively reviewed and updated. Interactions and personal information recorded by Crown is held in accordance with Australian privacy laws.

## Required Breaks in Play

Crown PlaySafe is our commitment to providing safe, enjoyable gambling experiences and placing the wellbeing of our guests at the core of our focus. To support our guests to enjoy their visits to Crown safely, we now have specific policies in place for 3-Hour Continuous Play Periods, 12-Hour Daily Periods and 36-Hour Weekly Periods.

If your visit spans 3 hours of cumulative play without a 15-minute break, you will be required to take a break of at least 15 minutes. If your visit spans 12 hours or more of cumulative play in a 24-hour period, you will be required to take a 24-hour break. If your visits amount to 36 hours or more of cumulative play in a week, you will be required to take a break for the rest of that 7-day period.

During your visit to Crown, we will check in on you from time to time. One of these friendly conversations is just a simple way for our team to engage with our guests and promote safer gambling behaviours.

A cumulative play period involves a period of play without a 15-minute break. This includes play on a single game, multiple games and/or a combination of play on table games and gaming machines.

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

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.
- Catching a movie.
- Visiting the retail shops.
- Exploring the beautiful surroundings.
- Enjoying a walk outside.

We will do our part to support play breaks by:

- Requiring the guest to leave the gaming zone for the duration of the break in play, which commences when you leave the gaming zone.
- Asking guests to take a break 2 meters from a gaming machine or table.
- Observing guests leaving and monitoring the area to see if the guest returns.
- Imposing a temporary Exclusion Order (see next section), if this is required to ensure that the guest takes the required break.
- Discussing Self-Exclusion and gambling support services and offering to accompany the guest to our Crown PlaySafe Centre.
- Making an entry into a 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.

## Exclusion Orders

There are circumstances when Crown will issue an Exclusion Order that applies to the casino only or a Withdrawal of Licence that applies to the entire property. 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 liquor licensed premises when requested to do so.
- Breaches their Self-Exclusion.
- Repeatedly refuses to abide by the Code, including taking mandatory breaks.

It is important to note that when Crown issues an Exclusion Order (casino) ban, a Withdrawal of Licence (entire property) ban is often issued as well. Details of Exclusion Orders are recorded.

## Exemptions to Breaks in Play

Exemptions to the break in play policies include:

- a) Poker tournaments where specific break requirements will be set out in the terms and conditions of the poker tournament.
- b) International guests who have joined an International Premium Player Program (IPPP).

In accordance with the Code, the following will apply to International guests as part of the IPPP:

- Crown PlaySafe team members are made aware of IPPP guests who are exempt from the Play Period policy.
- Crown PlaySafe team members will conduct interactions with IPPP guests to have breaks in play at 11 hours and 12 hours of cumulative play – on any gaming product or combination of – during a 24-hour period.
- At 12 hours, the IPPP guest will be asked to take a break and leave the gambling floor. They cannot return to the gambling floor for a minimum of 8 hours.
- In contrast to local guests, IPPP guests are not subject to the 36-hour limit per week.
- However, if an IPPP guest extends their initial stay beyond 7 days, play periods will be the same (on Day 8) as for local guests. That is, on Day 8, IPPP guests will be subject to all the breaks described in the Section above, "Required Breaks in Play".
- Crown PlaySafe team members are advised if an IPPP guest extends their stay beyond 7 days.
- If an IPPP guest is booked for more than 7 days, no play period exemptions will apply.

# The Gambling Environment

## Crown Team Members

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

We have Crown PlaySafe Advisors, who have specialised training in gambling harm prevention and support. PlaySafe Advisors are required to complete approved training within one month of commencing their role.

We have a Player Welfare team who are on the gambling floor to monitor for potential signs of harm and offer timely assistance.

All our gaming team are trained on the Code to monitor play periods and observable signs and escalate where necessary.

Crown is committed to always having enough Crown PlaySafe Advisors and 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 member needing support, Crown provides professional assistance through our Employee Assistance Program.

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 Advisors

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

Crown PlaySafe Advisors support 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 record observations of signs of gambling harm and interactions and interventions.
- Observing guests who display behaviour consistent with gambling harm and intervene 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.

Designated Crown PlaySafe Advisors are required to meet with gambling treatment and harm support providers on a six-monthly basis to ensure adequacy of contact and referral processes.

Crown PlaySafe Advisors have a responsibility to report known or suspected breaches of the Code to a casino inspector of the VGCCC.

## Minors

Guests must be at least 18 years of age to gain access to the casino. Gambling by people under 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 24-hours a day, seven 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 18) to Crown must not leave them unattended, including while staying at our hotels.

**Crown Hotels Lobby/General Areas** A person who is under the age of 12 years and not accompanied by a responsible adult will be considered an "unattended minor".

**Crown Hotels-Rooms** A person who is under the age of 13 years and not under the supervision of someone who is 16 years or older will be considered an "unattended minor".

**Crown Pool** A person who is under the age of 16 years and who is not accompanied by a person aged 16 years or older is not permitted to use the pool.

**Crown Spa** A person under the age of 16 years cannot attend Crown Spa

**Crown Gym, Sauna, and Steam Room** A person under the age of 16 cannot use the Gym, Sauna, or Steam Room.

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.

## Crown PlaySafe Register

Crown maintains a Crown PlaySafe Register to ensure that details of interventions are recorded. When available, this may include:

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

We retain the information in the Crown PlaySafe Register for not less than six months from the day it was recorded in the Crown PlaySafe Register.

Information contained in the Crown PlaySafe Register is provided to the VGCCC on request to support adherence and support of this code.

## Cashing Out, Credit and Lending

Unless there is a lawful exception, winnings or accumulated credits from electronic gaming machines that exceed \$1,000 must be paid in full by cheque in the guest's name and not paid out in cash.

Guests may request credits or winnings under \$1,000 to be paid by cheque, and this can be a good practice to help stay within personal limits. More information related to the issuing of cheques is available on request at all Cages.

Crown will not provide credit or lend money to guests who are Australian residents for the purpose of gambling. Crown may provide chips on credit to non-Australian residents in circumstances prescribed by legislation and in accordance with controls and procedures approved by the VGCCC.

## Non-Gambling Options

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

## Responsible Service of Alcohol

Crown will not knowingly allow a person who is in a state of intoxication to gamble in the casino. Under relevant legislation, a person is intoxicated if their speech, balance, coordination, or behaviour appears to be noticeably impaired, and it is reasonable in the circumstances to believe that the impairment results from the consumption of alcohol.

## Gambling Advertising and Promotions

Victoria prohibits advertising or promotion of electronic gaming machines outside the casino.

In compliance with the Code, advertising and promotions must:

- Comply with the advertising code of ethics adopted by the Australian Association of National Advertisers.
- Not be false, misleading, or deceptive about odds, prizes or the chances of winning.
- Have the consent of any person identified as winning a prize prior to publication in the advertising or promotion (except as otherwise required by law).
- Not be offensive or indecent in nature.
- Not create an impression that gambling is a reasonable strategy for financial betterment.
- Not perpetuate gambling myths or fallacies.
- Not promote the consumption of alcohol while purchasing gambling products.

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 market gambling to excluded guests or guests suspended or removed from Crown Rewards.
- Depict persons under 18 years of age and will not be broadcast other than in accordance with approved advertising standards for television.
- Target vulnerable or disadvantaged groups.
- 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, diversability or political belief.

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

In compliance with the Code, 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 notification to unsubscribe.
- 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 [www.crownmelbourne.com.au/general/contact-us](http://www.crownmelbourne.com.au/general/contact-us).
- Contact Crown by telephone at 03 9292 8888.
- Send a letter to  
8 Whiteman Street, Southbank 3006, Victoria, Australia.
- Deliver a letter in person to a team member.

A complaint can also be made by any guest directly to the VGCCC by visiting <https://www.vgccc.vic.gov.au/i-want/complaints>.

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 Australian Standards.

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 will be advised of the presence of and their right to consult a VGCCC Inspector. Information about complaints will be provided to the VGCCC if requested. Customer complaints relating to gambling matters may also be received and investigated by the VGCCC as an independent body for investigation and resolution.

## Support Contacts

CROWN CONTACTS		
NAME	NUMBER	EMAIL
Crown PlaySafe Centre	1800 801 098	<a href="mailto:cps@crownmelbourne.com.au">cps@crownmelbourne.com.au</a>

OTHER CONTACTS		
NAME	NUMBER	WEBSITE
Gambler's Help <i>(24/7 Support)</i>	1800 858 858 <i>(24-hour service)</i> or 1800 262 376 <i>(Gambler's Help Youthline - for under 25s)</i>	<a href="http://gamblershelp.com.au">gamblershelp.com.au</a> <a href="http://gamblinghelponline.org.au">gamblinghelponline.org.au</a> <i>(features 24/7 online chat)</i>
Lifeline	13 11 14	<a href="http://lifeline.org.au">lifeline.org.au</a>
Beyond Blue	1300 224 636	<a href="http://beyondblue.org.au">beyondblue.org.au</a>
Relationships Australia	1300 364 277	<a href="http://relationships.org.au">relationships.org.au</a>





## **Crown PlaySafe**

**A more enjoyable way to play**

Crown PlaySafe Centre 1800 801 098

Gambler's/Gambling Help 1800 858 858

[gamblershelp.com.au](http://gamblershelp.com.au)



# **CROWN**