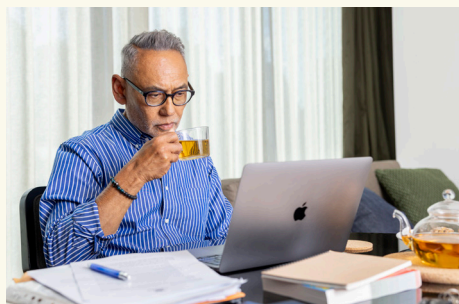


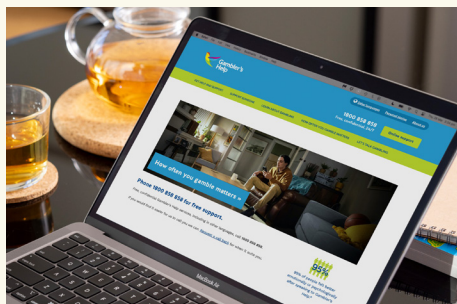
# Crown Melbourne Self-Exclusion to Revocation

## Self-Exclusion

The Self-Exclusion program allows a guest to voluntarily exclude themselves from Crown gaming areas for a minimum period of 12 months, with longer options available. Guests can find the "Application for Self-Exclusion" on the Crown PlaySafe website, at the Crown PlaySafe Centre, or by contacting the Crown PlaySafe team, who are here to assist every step of the way.



Guests can complete and submit an "Application for Self-Exclusion" in person at the Crown PlaySafe Centre, online via the Crown PlaySafe website, or via email. Guests will receive confirmation of their Crown Resorts Self-Exclusion.



Guests are encouraged to seek support during their Self-Exclusion. Support options can be found on the Crown PlaySafe website, or by contacting the Crown PlaySafe team.



During Self-Exclusion, guests can still enjoy everything else Crown Resorts has to offer outside the gaming areas, including dining, entertainment and hotels.

## Revocation (Ending a Self-Exclusion)

Once the Self-Exclusion period is completed, some guests decide that they would like to return to the casino. To do this, a guest must first complete "Revocation". Revocation is a program that helps Crown, and the guest, to assess that it is safe for the guest to return.



Guests can speak to a Crown PlaySafe team member to confirm eligibility. If eligible, guests can complete and submit an "Application for Revocation". The application can be found on the Crown PlaySafe website or requested from the Crown PlaySafe Team.



To consider whether it is safe for a guest to return, a guest:

- attends revocation counselling with an external service; and
- if needed, meets with the Crown PlaySafe Team to further discuss the guest's decision to return.



If revocation is granted, guests will be invited to develop a plan with the Crown PlaySafe team for a safe return.



### Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Gambler's/Gambling Help 1800 858 858  
gamblerhelp.com.au

#### NEED MORE INFORMATION?



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/crown-playsafe](http://crownmelbourne.com.au/crown-playsafe)

