

ADVERTISING AND PROMOTIONS

The Ville adheres to the Queensland Responsible Gambling Advertising and Promotions guideline. This guideline covers gambling related communication activities including advertising in the media, sponsorship, point of sale material, leaflets, displays, internal and external signage, the internet, subscriber products and other materials designed for public communication.

The guideline is used in conjunction with all regulatory requirements for the conduct of gambling in Queensland.

CUSTOMER CARE

Representatives from our gaming and security management are trained to perform a customer care role and provide appropriate information that can assist customers with gambling-related problems or to access referrals to local gambling support services.

COMMUNITY SUPPORT

The Ville has a Memorandum of Understanding established with Centacare to provide:

- Remotely assisted self-exclusions for their customer who wish to self-exclude but not have to attend our venue
- training and development support for our staff in enhancing their abilities to better engage with customers who are indicating signs of problem gambling or who simply are seeking assistance or information.

Centacare Contact
Townsville Office - (07) 4772 9000
centacarenq.org.au

MORE INFORMATION

For further information or to discuss the option of self-exclusion, customers may call and ask to speak with one of our friendly Gaming Management Team (07) 4722 2316 or call our Compliance Manager (07) 4722 2326.

Remember gambling is for entertainment and we are more than happy to put controls in place controls to assist you, whenever you feel the need.

RESPONSIBLE GAMING

The Ville promotes a responsible approach to gambling and offers gaming for your enjoyment. Only you can decide how much time and money you want to spend on gambling at the casino. If you think you may have a problem controlling your gambling behaviour, please contact Gamblinghelp.

Gamblinghelp

PHONE | FACE-TO-FACE | ONLINE
www.gamblinghelponline.org.au
1800 858 858



The Ville

RESORT — CASINO

The Ville

RESPONSIBLE
GAMBLING

HELP WHEN YOU
NEED IT



GAMBLE RESPONSIBLY

RESPONSIBLE GAMBLING

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and government, to achieve outcomes that are socially responsible and responsive to concerns of the broader community.

OUR COMMITMENT

The Ville is committed to best practice in the provision of responsible gambling, with the aim of minimising the potential harm to individuals in the community through Responsible Gambling Practices.

We take a community minded approach in the conduct of our business and are committed to providing a safe, secure, and responsible environment in which members of the community are able to enjoy themselves.

We operate in compliance with the Queensland Responsible Gambling Code of Practice and all gaming staff undertake a comprehensive training program with annual refreshers to ensure understanding and commitment is maintained.

PROBLEM GAMBLING

For most people, gambling is an enjoyable activity. Casinos are perceived as good value and a fun experience, providing a diverse range of leisure and entertainment options, including gambling.

For a small percentage of people, gambling however can become a problem. Some risk indicators of problem gambling may include a player reporting:

- Having a problem controlling their gambling behaviour
- Having tried unsuccessfully to stop gambling
- Gambling with household and other essential funds
- Borrowing money to gamble
- Gambling more money than they can afford
- Having lost an important relationship due to gambling
- Having lied to others to hide their gambling
- Having lost a job due to gambling

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and wellbeing of gambling customers, or their families and friends, is placed at risk; and/or
- Negative impacts extend to the broader community

EXCLUSIONS

The Ville provides the option for players to exclude themselves from our casino facilities. We aim to do this by providing an environment that ensures the matter is dealt with sensitively, confidentially and in a timely manner.

There are two types of exclusions available for individuals who may be experiencing difficulties with their gambling behaviour:

- **Self-exclusion (Self-Ban)** is when you approach one of our casinos and ask to be excluded.
- **Venue initiated exclusion** is when we exclude you from our gambling facilities. This may occur when the casino believes on reasonable grounds, that you are a problem gambler.

WHAT HAPPENS ONCE MY EXCLUSION ORDER IS PROCESSED?

Exclusions will take effect immediately and remain in force for a maximum of 5 years with a minimum of 1 year before you may request the casino to revoke the exclusion.

Excluded persons are prohibited from entering or remaining in the casino, including participating in keno gaming and approved wagering at the casinos.

Consequences of breaching an exclusion include prosecution in a court, and potentially penalties including fines.

Once a person is excluded, any membership of the casino gaming loyalty programs is suspended with associated benefits no longer available to the excluded person, and the person is removed from all mailing lists used for marketing purposes by those casinos.

ODDS OF WINNING

Gambling should not be seen as a means of financial betterment. All casinos maintain a favourable percentage in all gambling products offered. To assist customers in making informed decisions regarding their gaming choices, we provide information on how to play all games available in our casino. Ask for a copy of our Gaming Guides. The odds of winning are incorporated in all of our Gaming Guides.

MINORS ARE PROHIBITED

The Ville prohibits persons under 18 years of age from entering and remaining in any gambling area.

UNATTENDED MINORS

The Ville prohibits persons from leaving their children unattended in any area. Persons found doing so may be excluded from the casinos and reported to the appropriate Government Authority.

CUSTOMER COMPLAINTS RESOLUTION

The Ville is always open to customer feedback and assisting in resolving any issues arising from gambling and responsible gambling related matters. All complaints are referred through a process for resolution by the appropriate level of management. In the event a complaint cannot be resolved by this process, customers have the opportunity to refer their complaint to the Office of Liquor and Gaming Regulation (OLGR)

RESPONSIBLE SERVICE OF ALCOHOL

The Ville provides responsible service of alcohol standards with regard to customers. Non-alcoholic beverages, including tea and coffee, are available to customers. As part of our commitment to responsible gambling, persons who are unduly intoxicated are not permitted to continue to gamble.

We advocate the responsible service of alcohol with staff. Training regarding individual and company responsibilities, in relation to gambling and the service of alcohol, is provided to relevant staff members.

PASSAGE OF TIME

As part of our commitment to responsible gambling practices we have taken measures to ensure customers are aware of the passage of time whilst they are gambling. Our gaming machines display a scrolled real-time message that provides accurate information on the current time. Intensive, repetitive and extended play is not encouraged.

FINANCIAL TRANSACTIONS

The Ville has financial policies and procedures in place to assist customers in maintaining responsible gambling practices. These include:

- Automatic Teller Machines (ATMs) are not provided within gambling areas.
- The lending of money or credit betting is prohibited.
- The cashing of cheques is not permitted other than by prior arrangement.
- Cheques issued by the casino for winnings cannot be cashed at the casino within 24 hours of issuance or until the next gaming day.