

Spirit Hotels Responsible Gambling

Spirit Hotels is committed to providing responsible gambling in our hotels and actively supports the promotion and encouragement of responsible gambling.

Gambling is enjoyed by the majority of people responsibly however Spirit Hotels recognises that problem gambling is a serious issue for the community and that a small number of customers are harmed by their gambling activities.

We are committed to providing the appropriate assistance and information to our customers to ensure they can make informed decisions about gambling.

Spirit Hotels does not participate in any campaign that might promote problem gambling.

We aim to provide gaming facilities that can be enjoyed as a social recreation by responsible individuals who choose to use them.

Self-Exclusion Programs

The key aim of a self-exclusion program is “To help individuals who have decided to limit their access to gambling” and to support and implement their decision.

We offer a self-exclusion program to individuals who wish to voluntarily exclude themselves from one or more of our hotels or one or more areas of the hotel. These include Gaming machines, TAB and Keno. Whilst this process may vary slightly across various States the common feature of a self-exclusion program is an agreement by a person to commit to certain obligations and the forgoing of some rights including:

- Agreeing not to enter the Hotel’s gambling area and not to play gaming machines, Keno or TAB at the nominated Hotel(s) or not to enter the Hotel at all;
- Authorising team members to stop them from entering or remaining in a gaming area or a hotel that they are excluded from;
- Authorising photographs and personal details to be taken and distributed to relevant hotels and for the hotels to display the photographs to relevant team members;
- Acknowledging that nominated hotels or their staff have no legal duty implied by the self-exclusion deed;
- Waiving the right to sue hotels they have nominated to exclude from, their staff or the program administrator on the grounds of assault, defamation or failing in a duty of care to exclude;
- Accepting their personal responsibility to stay away.

Responsible Gambling Initiatives

Gaming machines are for customer’s enjoyment and benefit. Spirit Hotels considers gaming to be an extension of our hotels’ total entertainment package. We are aware of our social responsibilities towards gaming, take pride in our caring community initiatives and recognise the importance of our customer’s wellbeing with a focus on minimising the potential harm of gambling. We have both moral and ethical obligations to assist and refer those with gambling related issues.

The six-step action plan outlined below further reinforces our commitment to responsible gambling:

- Warning signs in car parks and inside our hotels about the dangers of leaving children unattended in cars (these signs are based on Kids Safe signs);

- Significantly enhanced car park security checks by hotels management including hourly checks and log book records that can be monitored and audited;
- Gaming room screening to minimise the incidental exposure of children to gaming in our hotels where this is currently not in place;
- Removal of any point of sale advertising attracting families with children to our gaming facilities;
- Point of sale help line material in all our hotels with gaming operations to manage problem gambling; and
- Point of sale material to promote self exclusion in all our hotels to help manage problem gambling.

Other important information

All our individual hotel websites have the Gambling Helpline phone number listed to assist problem gamblers.

We also include links to Gambling Help Support services and encourage problem gamblers to seek external counselling when completing a self-exclusion.

Service links including Gambling Help Online as well as other gambling help services such as Relationships Australia, Lifeline, Interlock etc. depending on the region the hotel is based in.

Contact for support.

ALL STATES:

gambling
help  **line**
1800 858 858



www.gamblinghelponline.org.au