

Burswood Casino Self-Exclusion Programme



responsiblegambling

BET WITH YOUR HEAD NOT OVER IT

Burswood Entertainment Complex offers an exciting gaming experience to approximately 12,000 Casino customers every day.

Playing the games at Burswood is intended to be an enjoyable leisure activity, set in a safe and comfortable environment.

For the vast majority of people, it is.

However, as a responsible Casino operator, we recognise that for some people, gambling may represent a risk to their well-being.

When gambling is used as a means to pay bills, avoid personal relationships, or avoid work or financial obligations, it can create enormous personal stress and hardship, as well as have an adverse effect on the lives of family and friends.

Burswood appreciates and understands the problems associated with excessive gambling. As one of the founding members of the Western Australian Problem Gambling Support Services Committee (which sponsors the Gambling Help WA counselling programme), we promote a responsible and balanced approach to gambling.

If you have a problem.

If you believe your gambling habits represent an emotional or financial risk to you or your family, self-exclusion may be an option for you to consider.

What is self-exclusion?

Self-exclusion is exactly as the name suggests, you may personally request to be excluded from entering the Casino.

Self-exclusion is a simple and highly confidential process.

How to exclude yourself.

Once you have decided that you wish to exclude yourself from entering the Casino, you may:

- Approach an officer at the Security Podium on the Main Gaming Floor; or
- Contact the Community Relations Manager (CRM) on 9362 7914; or
- Contact the Gaming Shift Manager (GSM) in person, or by telephone on 9362 7622.

A Security Department staff member or the Community Relations Manager will assist you with your exclusion.

Once you have completed the self-exclusion process, our Security staff will arrange for your photograph to be taken in the Burswood Security office.

You will also need to sign a form provided by Security staff, acknowledging your agreement to be excluded from Burswood Casino.

You will then receive a copy of your Self-Exclusion Agreement, outlining the requirements of the agreement. While you are excluded from the Casino, you will have the opportunity to obtain appropriate counselling or assistance.

Once the Self-Exclusion Agreement has been completed, Burswood staff have the authority to prevent you from entering, or to remove you from the Casino.

Details of how your Self-Exclusion Agreement can be revoked are provided when you self-exclude yourself from the Casino.

Whilst you are self-excluded, you are not allowed to enter the Casino.

An involuntary Exclusion Notice may be issued if you continue to enter the Casino while you are excluded.

All self-excluded customers should seek professional counselling services before considering an application to re-enter the Casino. Before you are permitted to re-enter the Casino, you will need to demonstrate to Burswood that you have sought appropriate counselling and addressed the issues that led to your self-exclusion.

Bet with your head, not over it.

For further information on the counselling programmes available, please call our Community Relations Manager on 9362 7914 or visit our Club Burswood counter or the Security Podium, located on the Main Gaming Floor, or contact one of the following helplines:

- Gambling Help WA (08) 9325 5133 (during business hours) or visit www.centrecare.com.au
- Problem Gambling Helpline 1800 622 112 (24 hour service)

Burswood Nominees Limited ABN 24 078 250 307
a.t.f. The Burswood Property Trust ABN 35 491 489 282
trading as Burswood Entertainment Complex
Managed by Burswood Resort (Management) Limited ABN 68 009 396 945
Great Eastern Highway, Burswood, Western Australia
PO Box 500 Victoria Park, Western Australia 6979
Tel: 61 8 9362 7777 Fax: 61 8 9470 1789
burswood@burswood.com.au www.burswood.com.au

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