

# Self-Exclusion at SkyCity

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Our commitment  
to our customers

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## Will I still receive promotional mailouts ?

No. However, it may take a brief period of time for SkyCity to update its records and cancel all communications about its promotions and activities that you signed up to (including to any nom de plume (i.e. alternative) postal address, email address or phone numbers you may have provided), and some communications may have already been dispatched to you before your request to exclude is processed.

Please contact us if you have any concerns with SkyCity promotional mail.

## Can I still come to the restaurants and bars?

Self-exclusion prohibits you from entering SkyCity Auckland's and SkyCity Hamilton's gaming areas and any bars and restaurants within those areas. You can still visit the bars, restaurants, hotels and convention centres located outside the gaming areas at SkyCity Auckland and SkyCity Hamilton.

However, at SkyCity Queenstown Casinos, you will be prohibited from entering the whole facility. Contact us if you are unsure.

## You are not alone

SkyCity will encourage you to select a mentor for support and a professional counsellor to guide and assist you. We will provide you with a list of possible counselling services that are free, confidential and available 24 hours a day. Counselling services are also available in many different languages. You are also welcome to bring a support person to the self-exclusion meeting at SkyCity.

**SkyCity Auckland** 0800 SKYCITY (0800 759 2489)

**SkyCity Hamilton** 07 834 4900

**SkyCity Queenstown** 03 441 0400

## SkyCity Host Responsibility

**Email:** [hostresponsibility@skycity.co.nz](mailto:hostresponsibility@skycity.co.nz)



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 GAME RESPONSIBLY



SkyCity takes its responsibilities as a host seriously: the safety and well-being of our customers is a top priority. SkyCity provides a self-exclusion process for its customers in accordance with the provisions of the Gambling Act 2003.

For some people gambling can cause harm, including financial problems, emotional distress and relationship difficulties. If you or someone you know is having problems as a result of gambling, then self-exclusion could be a good option.

### **What is self-exclusion?**

A customer can voluntarily ask to be excluded from the gaming areas of all SkyCity Casinos in New Zealand for 3, 6, 9, 12 and 24 months.

### **Is self-exclusion my only option?**

No – it is one of a range of steps you can take to control your gambling, including following responsible gambling guidelines and attending professional counselling. For more information about the steps available to you, call the Gambling Helpline on 0800 654 655 or visit [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz).

### **How do I self-exclude?**

Approach any SkyCity staff member and tell them you want to self-exclude. If you don't want to come into SkyCity, then we can mail you a self-exclusion application form (which you can complete at home and post back to us), or you can pick up an application form from a problem gambling counsellor.

### **What is the procedure?**

If you would like to complete the self-exclusion process at SkyCity, a trained staff member will be available to help you during our opening hours. At a meeting in a private office, your details will be recorded and a photograph taken. The purpose of the photograph is to help SkyCity identify you if you try to re-enter SkyCity's gaming areas while you are excluded.

You will be encouraged to nominate a mentor (family/whanau member or friend) who can support you and to select a counselling service to attend. We'll explain the terms of your self-exclusion to you, including the re-entry conditions you have to meet before you can apply to come back to the gaming areas at any SkyCity Casino. You will then be issued with an Exclusion Order. Under this order, you are prohibited from entering the gaming areas at SkyCity Auckland, SkyCity

Hamilton and SkyCity Queenstown Casinos for the period selected and until you fulfil all the re-entry conditions.

### **Is it confidential?**

The self-exclusion process is a discrete service that is conducted away from the casino floor. Information obtained during the process is confidential and SkyCity can only share this information if required to do so (at law or otherwise), or where SkyCity reasonably believes that your life or health is at risk.

### **What if I change my mind?**

Although self-exclusion is voluntary, once the Exclusion Order is issued it cannot be cancelled.

### **What are the re-entry conditions?**

- No "Requirement to Leave Premises" (RTLTP) and/or Trespass Notice(s) being in force that have been issued to you by a SkyCity venue in New Zealand.

If you have met these re-entry conditions and would like to come back to any SkyCity Casino, you will need to complete a re-entry application form and send it to SkyCity. You cannot enter our gaming areas until your re-entry application has been approved by SkyCity. Re-entry is not guaranteed. SkyCity may also choose to introduce additional re-entry conditions at its discretion.

### **What happens if I try to enter the gaming areas while I am excluded?**

You may be prosecuted by the Department of Internal Affairs and fined. If located within a gaming area, you may be issued with a "Requirement to Leave the Premises" Notice (RTLTP) or a Trespass Notice. This will mean you cannot enter any part of any SkyCity property (in addition to the gaming areas) for a further two-year period. If you breach the Trespass Notice, you may be arrested by the New Zealand Police.

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**Call the Gambling Helpline**  
**0800 654 655**  
**or text 8006**  
**(free and confidential 24 hours)**

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