

Responsible Conduct of Gaming (RCG) House Policy



The law and our responsible conduct of gaming policy demands that:

We support and promote the responsible conduct of gaming

We train our staff adequately to understand and implement responsible gaming practices

We do not have promotions or advertising which promote or facilitate reckless gambling

We do not encourage excessive or rapid drinking by gaming patrons and we do not provide free alcoholic drinks to our players

We are responsible hosts in our community through training our staff, having courteous staff and caring for our patrons

Help is close at hand

GambleAware

gambleaware.nsw.gov.au

1800 858 858

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- Any winnings that exceed \$5,000.00 will be paid for by a crossed bank cheque or EFT on the next business day.
- We do not provide credit for gambling purposes
- Advertising of gaming services are only provided to members who have requested this information.
- Cash dispensing facilities are located off of the gaming floor and do not allow cash to be withdrawn from a credit card account
- We are able to produce a player activity statement to any member who requests one who have played with their card whilst playing gaming machines
- Keno rules are prominently displayed at keno points of sale or can be obtained from operator
- We do not cash cheques
- Points are not transferrable for cash
- AML/CTF training is provided to all staff on a regular basis
- AML/CTF policies are in place as per AUSTRAC requirements
- We have the right to refuse to allow any person from playing or continuing to play a gaming machine. The Club is NOT required to provide any reasons for such refusal
- Persons playing gaming machines must abide by Gaming Machine Playing Conditions which are displayed in the gaming area.
- Prizes may not be payable to any person who has signed a self-exclusion agreement with the Club while that self-exclusion agreement is in force, subject to legislation
- You must not loiter in the gaming machine area if you are not playing a gaming machine or accompanying another person who is playing a gaming machine.
- A person in the Club shall not:
 - (a) Ask or require any other person to give or lend him or her any money; or
 - (b) Give money or lend money to any other person; or
 - (c) Take any actions to recover money that is claimed from or owed by any other person
- A patron is not permitted to purchase another patron's jackpot, payout or double up, whether for full or other value.
- A patron is not permitted to take poker machine credits/tickets that do not belong to them
- A patron is not permitted to enlist others to play gaming machines on their behalf
- A member is not permitted to insert their card into a gaming machine which is being played by another person.
- "Syndicate Play" occurs when two or more persons act in concert to affect the chance of any person or persons winning a linked jackpot arrangement. A person must not engage or participate in Syndicate Play. Where the Club suspects on reasonable grounds that two or more persons are engaged in Syndicate Play, the Club may restrict the play of those persons and may take disciplinary action against them.
- A person must not solicit or accept an inducement to engage in Syndicate Play
- Club has a gaming self-exclusion scheme with ClubSafe. Staff are trained as part of their RCG requirements and Duty Manager can facilitate the self-exclusion process
- Onsite support services by Macarthur Care for club patrons, their families and staff
- A member who breaches any of these Conditions is liable to disciplinary action by the Club in addition to any disqualification from claiming a prize and any other lawful penalty.