

Responsible Gambling Practices

The Palmerston Sports Club will conduct all aspects of its facility in a professional and responsible manner in keeping with the spirit of the NT Responsible Code of Practice and will abide by all elements of the Gaming Policy & Regulations whilst upholding its commitment to provide a responsible gaming environment.

Legislation

Management and staff will be familiar with, and have a duty to abide by all aspects of the relevant legislation.

Machine Performance

Gaming machines will be maintained in premium condition for member's enjoyment.

Unplayable machines will be clearly marked as so.

Return to Player – Total aggregate winnings to players must be in accordance with the Gaming Machine Act. which requires Clubs in the N.T. to return between 85% and 99.99%

The Odds or chances of winning

Gaming Machines use computer technology to control and operate all functions. Determining the outcome of each game involves what is called a Random Number Generator. The outcome of each game is unpredictable and will always be unpredictable.

- On a gaming machine the Odds or Chances of Winning the highest prize combination is 1 in 10 million
- On NT Keno the odds or chances of winning the ten spot are 1 in 8.911 million

Management, Staff Development and Training

Identification Badges – Approved gaming machine management and staff will wear accredited identification badges when on duty and shall not play or permit any other person to play on their behalf, gaming machines on the premises.

Accredited Courses – Approved gaming management staff will complete accredited training courses in the operation of machines and responsible gaming principles. Management of the venue will designate a responsible senior employee to be the point of contact should a patron express concern as to their gaming habits.

Member/Customer Service, Satisfaction, Environment and Protection

Confidentiality – All activities relating to gaming engaged in by members and visitors shall remain confidential, and shall not be discussed with other members, visitors or members of the community.

Minors – Minors are not permitted to play gaming machines, or be in gaming areas.

Intoxication – Any Member, members guest or visitor showing signs of drunkenness will be prevented from playing gaming machines and may be lawfully removed from the premises.

Self Exclusion – Gaming machine staff will co-operate with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from gaming.

Excessive Gambling – Recognising that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate, will advise them and their families of options relating to counselling and advisory services from appropriate support agencies.

Gaming Machines - Persons are not permitted to play more than one gaming machine at any one time.

Cash – Access to cash through ATM machines and or EFTPOS is restricted to savings and cheque accounts only.

Credit – The provision of credit to gamble is illegal and will not be extended under any circumstances.

Cheques –The Club will not cash any 3rd party, wage or multiple Cheques at any time.

Payouts - A maximum cash limit for payouts applies and reflects the maximum amount approved by the NT Gaming Regulations which is **\$1,000**.in Cash .

Payouts required over this approved maximum cash amount will be paid by cheque. Club Cheques issued for gaming winnings may be cashed after 10am the day after which they were issued

Clocks – Clocks will be placed within designated gaming areas.

Advertising and Promotion

All advertising, signage and promotions will reflect members and community attitudes and standards prevailing, and abide by a spirit of the Advertising and Promotions Code of Ethics, and conform with The Fair Trading Act and the Trade Practices Act

The Club will not aggressively promote gaming machines in its general advertising and will not undertake false, misleading or deceptive advertising particularly in relation to winning.

Player Loyalty programmes will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

Complaints or Concerns

Should a patron, member or their guest have a question of concern they should contact management who has an obligation to assist to their best discretion in the matter concerned. Should any issue be not satisfactorily resolved at this venue, please contact NT Licensing & Regulation on 89 991800