



Melbourne Inn Casino Hotel PlaySafe Code of Conduct

1. Introduction

Welcome to Melbourne Inn Casino Hotel. We are committed to providing a safe, fair, and responsible gaming environment.

This PlaySafe Code of Conduct outlines our commitment to responsible gaming and guest well-being.

2. Responsible Gaming Commitment

We encourage guests to gamble responsibly and provide resources for those who may need assistance. Our staff is trained to recognize signs of problem gambling and offer support through:

- Self-exclusion programs
- Responsible gaming brochures and helplines
- Assistance in setting gaming limits

3. Guest Conduct Guidelines

To ensure a safe and enjoyable experience for all, guests must adhere to the following guidelines:

- Respectful behavior towards staff and other guests
- No cheating, fraudulent activities, or collusion
- No intoxicated or disruptive behavior
- Compliance with all age and identification requirements

4. Responsible Alcohol Service

We serve alcohol responsibly and reserve the right to refuse service to any guest who appears intoxicated. Guests must be of legal drinking age and may be asked to provide identification.

5. Security and Surveillance

For the safety of all guests and staff, the casino and hotel premises are under constant surveillance. Any misconduct, including violence, theft, or illegal activities, will be reported to security and may result in removal from the property.

6. Privacy and Confidentiality

We respect guest privacy and comply with data protection regulations. Personal information is handled securely and is only used for operational and regulatory purposes.

7. Minors and Gambling

Individuals under the legal gambling age are strictly prohibited from participating in gaming activities. Parents and guardians are responsible for ensuring minors do not enter gaming areas.

8. Self-Exclusion and Support Services

Guests who feel they may have a gambling problem are encouraged to seek help. Self-exclusion programs are available, and our staff can provide information on support services such as:

- Gambling helplines
- Counseling services
- Financial assistance programs

9. Compliance and Enforcement

All guests must comply with this Code of Conduct. Failure to adhere to these guidelines may result in:

- Removal from the premises
- Temporary or permanent bans
- Notification to law enforcement if necessary

10. Contact Information

For more information on responsible gaming or to seek assistance, please contact:

Melbourne Inn Casino Hotel

Address: 431 Roosevelt, Melbourne, VIC 3000, Australia

Phone: +61 3 1234 5678

Email: support@melbourneinn.com

Responsible Gaming Helpline: 1800 858 858

We appreciate your cooperation in maintaining a responsible and enjoyable gaming environment at Melbourne Inn Casino Hotel.

GambleAware

