



"Proudly Supporting the Community"



## RESPONSIBLE CONDUCT OF GAMBLING POLICY

Club Rivers maintains a commitment to manage the environment in which Gambling is conducted, to minimize harm and meet community expectations. Club Rivers complies with various acts of legislation that apply to Registered Clubs.

Club Rivers provides a self exclusion and counseling program through ClubSafe for any member or guest who wishes to self exclude themselves from Club Rivers. Club Staff are trained to be a confidential point of contact for anyone who believes they may have a gambling problem and can assist in providing them with information on counseling services and programs available to them.

Club Rivers provides counseling and support program for any staff that may have issues related to gaming.

Club Rivers encourages responsible practices in advertising and promotion to ensure the club is not providing inducements for our patrons to gamble. Signage to promote the Responsible Conduct of Gaming is posted in the gaming areas and throughout the rest of club, in compliance with gaming legislation.

The Club aspires to achieve high standards of harm minimization by:

- Providing gambling services and gambling practices that conform to all Government legislation.
- Promoting responsible gambling practices that conform to local community standards and expectations, by establishing a pleasant and safe gambling environment.
- Implementing a policy that ensures all legislative requirements related to winnings payments are implemented.
- Implementing a policy that encourages patrons to develop responsible gambling practices.

- Encouraging patrons to take responsibility for their gambling through an effective self-exclusion procedure upon request.
- Developing and maintaining effective links between the Club and community organizations that provide support and advice for problem gamblers and their families.
- Ensuring that maximum cash payments of \$2000 are enforced.

The following house rules will be strictly adhered to at all times. These rules will apply to all areas of gaming encompassing gaming machines, KENO and where applicable, the TAB:

- All gaming cheques provided by Club Rivers, will have the "prize winning cheque, cashing rules apply" message stamped on the rear of the cheque.
- If requested, the full amount of any gaming prize will be paid via cheque or EFT.
- Club Rivers will not cash any cheques, nor will we provide cash loans under any circumstances.
- Cash withdrawals from a credit cards are prohibited by all ATMs on the premises
- All individual prizes for promotions that are gaming related will not be cash prizes, and will not exceed the value of \$1000.00
- All gaming machines will be shut down for the mandatory period
- All employees will hold a current RCG certification and are trained in the responsible conduct of gaming. This is to ensure they understand their duty of care towards our patrons and their responsibilities to ensure we remain compliant under the gaming machines act. The clubs RCG register is available for inspection at all times.
- Free or discounted liquor, or gaming credits will not be provided to any patron under any circumstance.
- External gaming related advertising is prohibited
- Several working clocks, set to within 10 minutes of the correct time are located in all gaming areas
- The availability of Player Activity Statements will be advertised on the clubs prize redemption terminal (Rewards Centre) and at the cashier's desk. These statements will be provided at the member's request.
- Club Rivers self regulates all internal gaming signage by carrying out periodical inspections and licence checks, these records can be presented to an inspector should the need arise