



SUBJECT: Responsible Gaming Department Policy and Procedures
POLICY TITLE: Play Periods
APPROVED BY: Luke Overman **REVIEWED:** December 2020
VERSION: 1.7 **ISSUE DATE:** August 2015

Policy Statement

Crown Loyalty Program Members (**Members**) who have confirmed continuous ratings for a 18-hour period without appropriate breaks will not be permitted to remain on the gaming floor and will be directed to take a 24-hour break.

Members with significant continuous ratings without appropriate breaks under 18 hours will be reminded to take regular breaks.

Management may exercise its discretion in relation to break times based on the unique circumstances of the Member.

Procedures

1. Reports are generated and reviewed by the Responsible Gaming Advisor (**RGA**) group.
2. The RGA will check ratings of 12 hours or greater.
3. Gaming staff or a RGA will interact or observe as appropriate with customers at the 12, 15, and 17-hour mark to encourage Members to take a break from play.
4. If a Member is displaying any observable signs during the conversation or observation, staff will request the Member to take a break and offer all Responsible Gaming Centre (**RGC**) services.

5. If a Member has continuous ratings for 18 hours or more without a substantial break, the RGA/Gaming Manager will to attend where possible. Surveillance will be contacted for coverage before approaching the Member.
6. The Member will be spoken to discreetly, and where possible, in the presence of the appropriate gaming staff. In VIP areas, a Gaming Manager should be present and every effort will be made to involve a host. The RGA/Gaming Manager will direct the customer to take a 24-hour break.
7. The Play Periods policy will be explained in detail outlining Member welfare as a priority.
8. Members who return prior to the conclusion of their agreed break will be asked to leave the gaming floor.
9. Gaming staff will be advised as a courtesy.

Recording information

1. Interaction to be documented in SEER with 'PP' as the nature of service.
2. Log will contain details of location, source of information, enforced break or reminder and ownership/tier where applicable.
3. When enforcing a 18-hour break the following template is to be used when placing a message in SYCO:

Customer has been requested to take a break from the gaming floor after a welfare check by RGA. Not to return before (time) on (date).

*If customer returns before this time, or you have any questions, please contact the RGA on *88271.*

(RGA initials)

Ext 5766

4. Details of the incident will be recorded in a register held at the Responsible Gaming Centre.

Use of customer information

Employees in the Responsible Gaming Department will use customer information only to facilitate ongoing support for that customer or for a purpose otherwise outlined in policies regarding disclosure.