



Crown  
Melbourne  
Limited

# **Table Games**

## **Generic**

# **Standard Operating Procedures**

Version 42.0



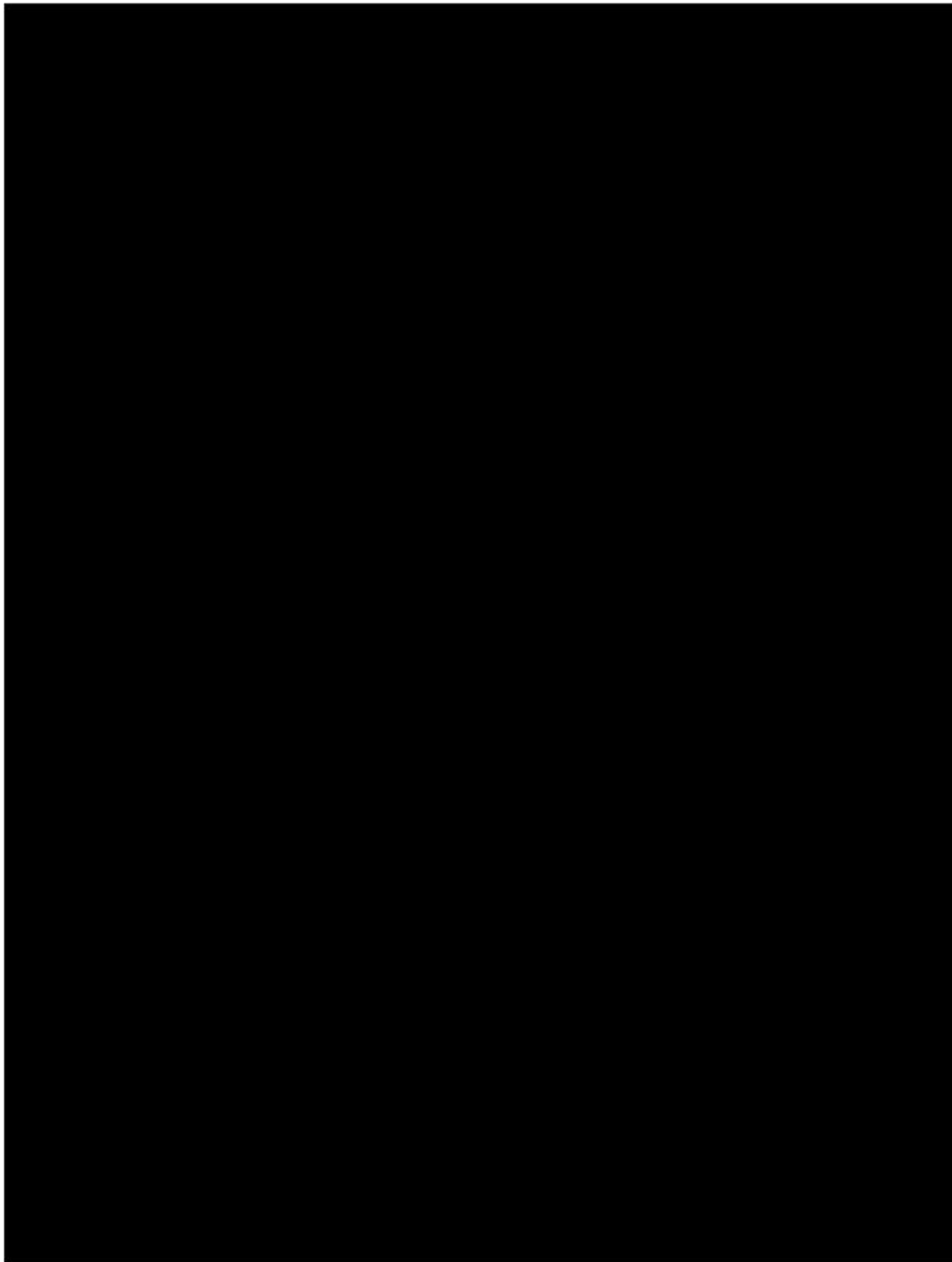

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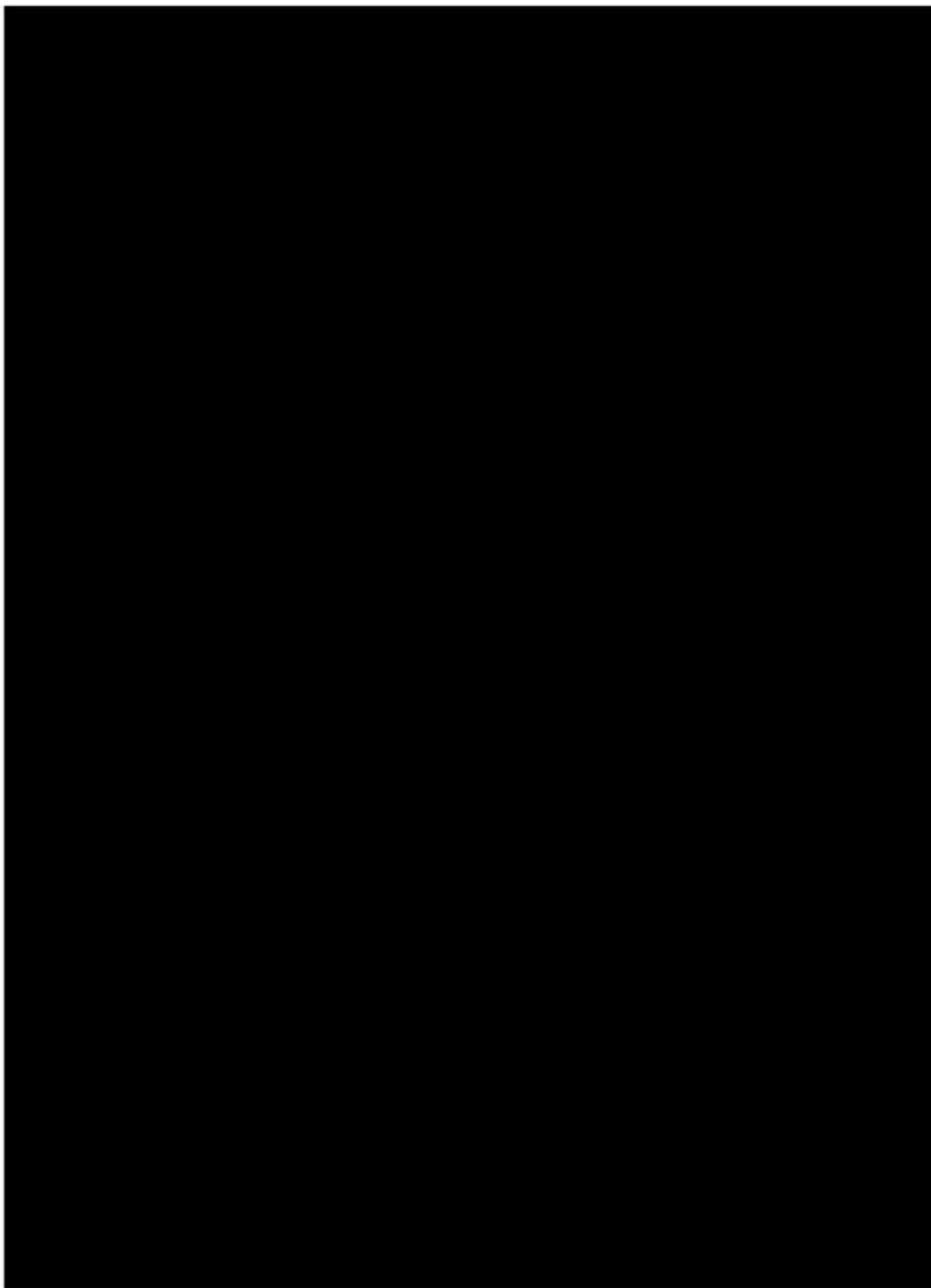
## 1. OPENING PROCEDURES





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**Generic Standard Operating Procedures**

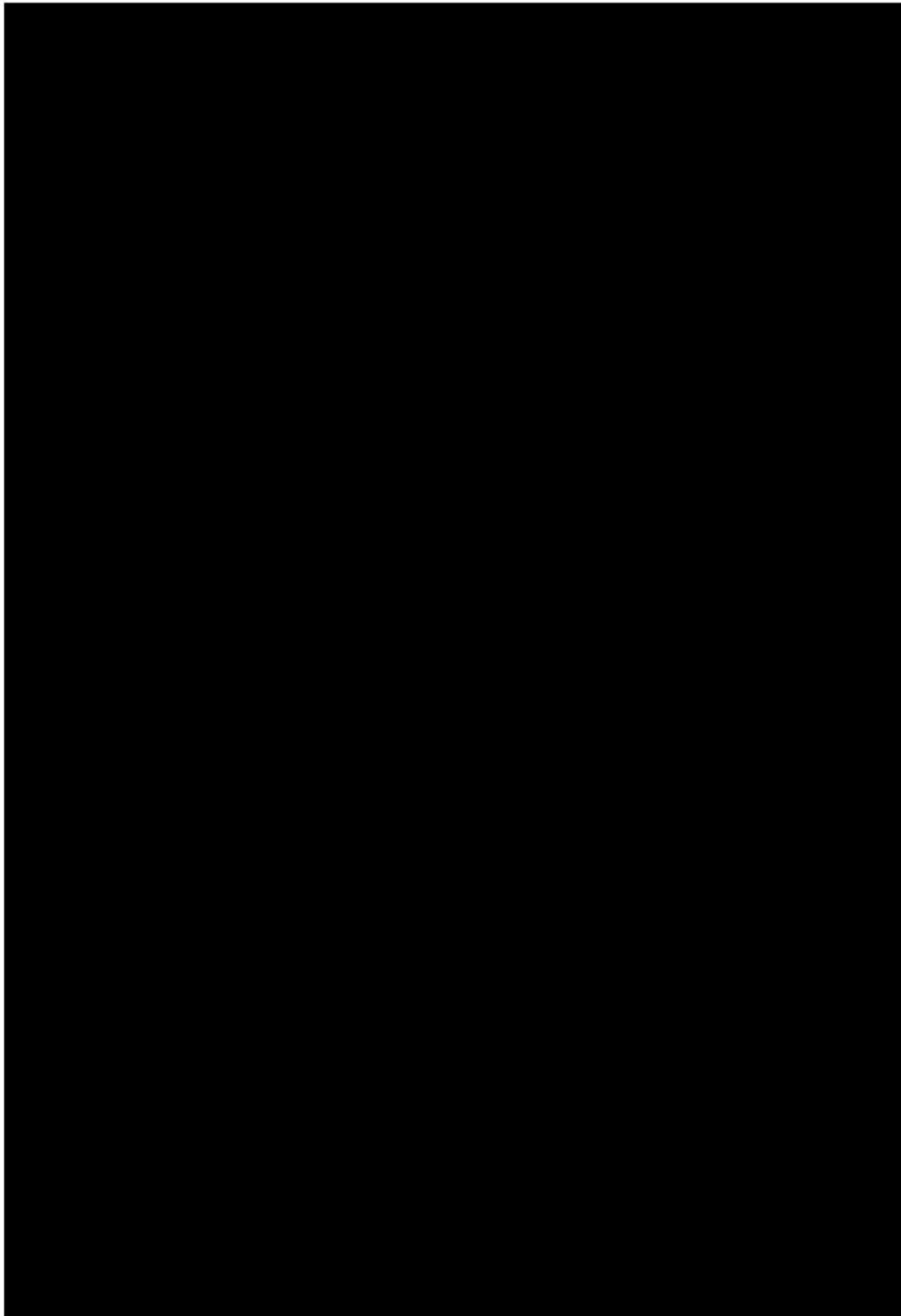
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**Table Games**  
**Generic Standard Operating Procedures**

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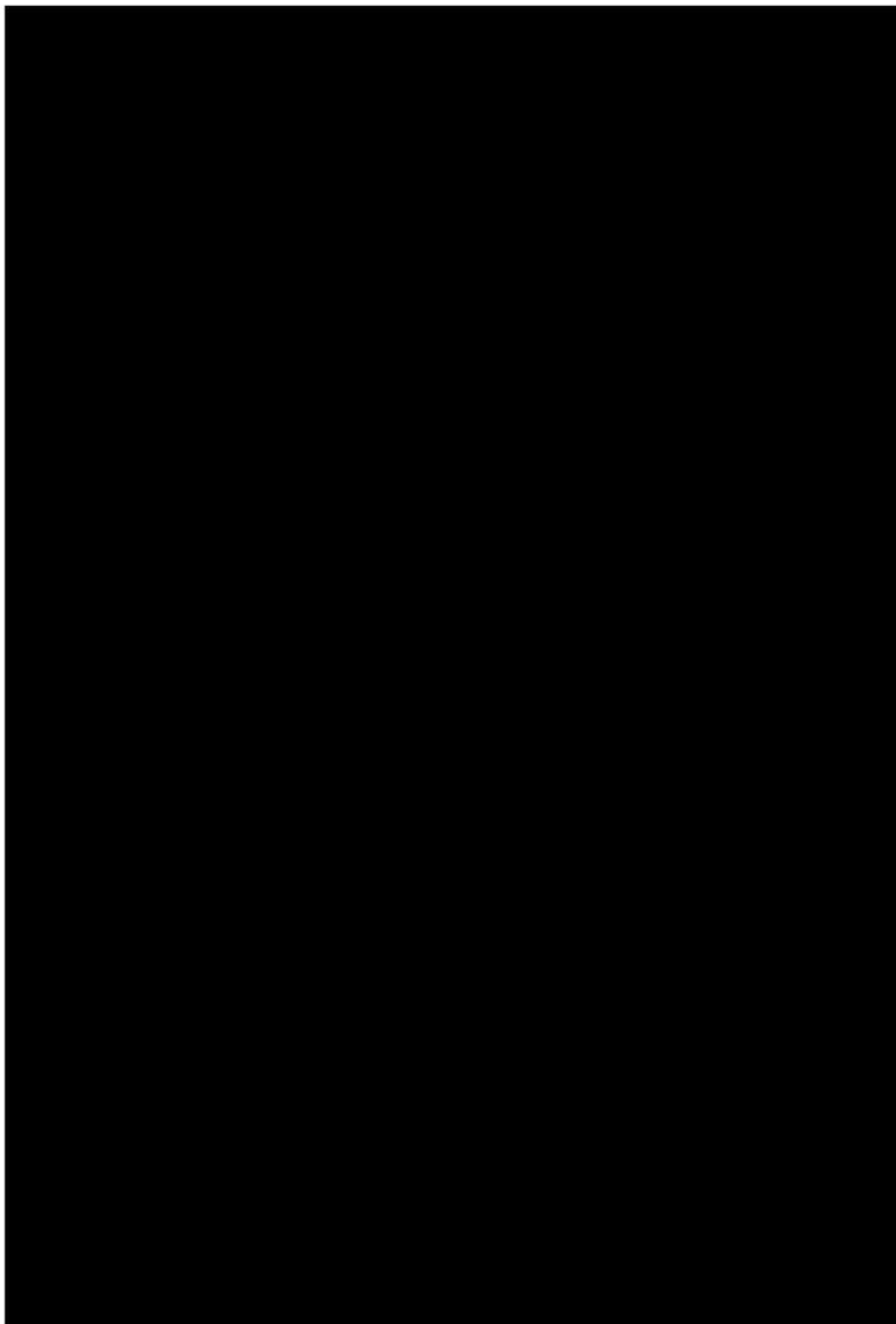
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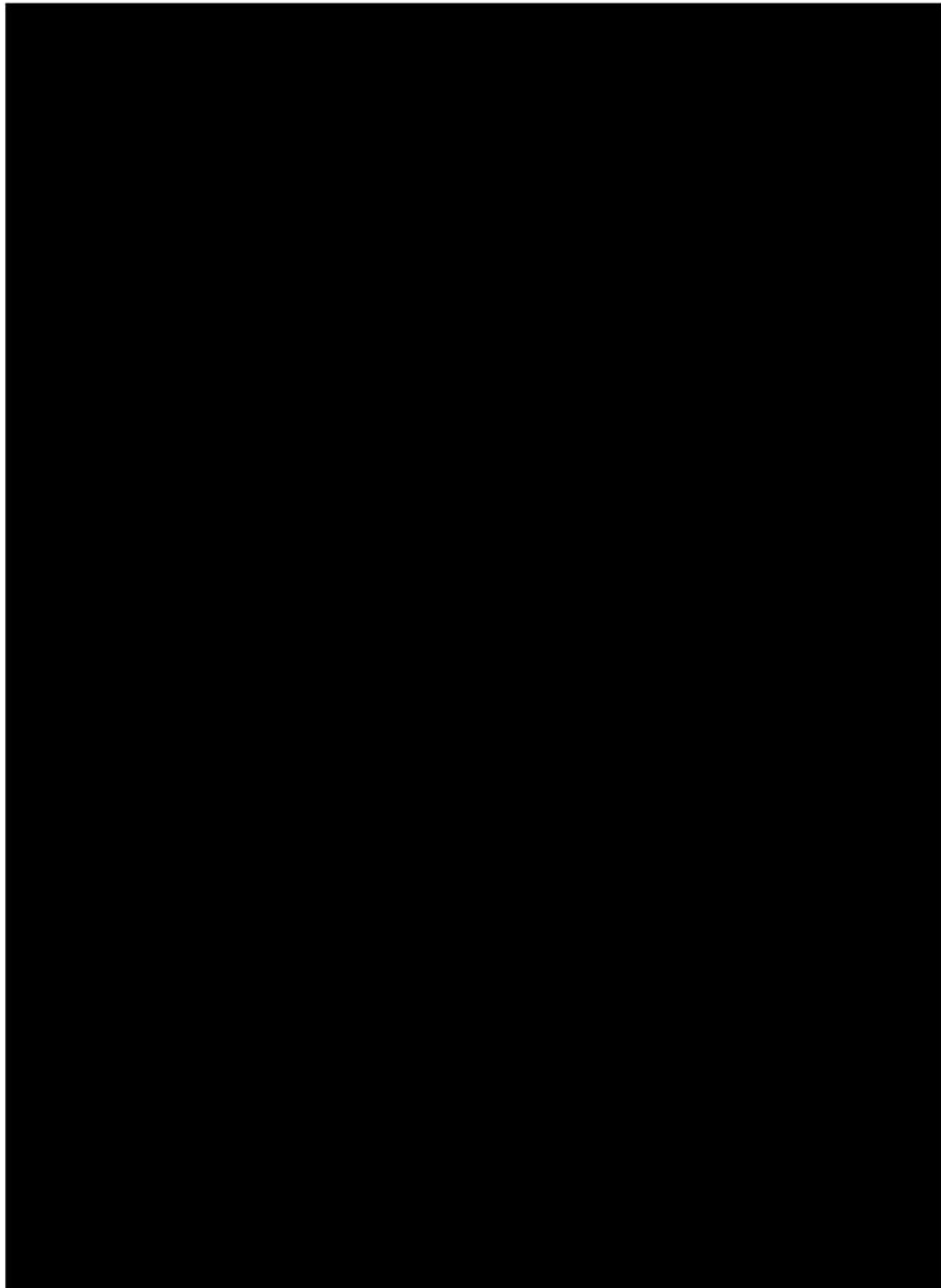
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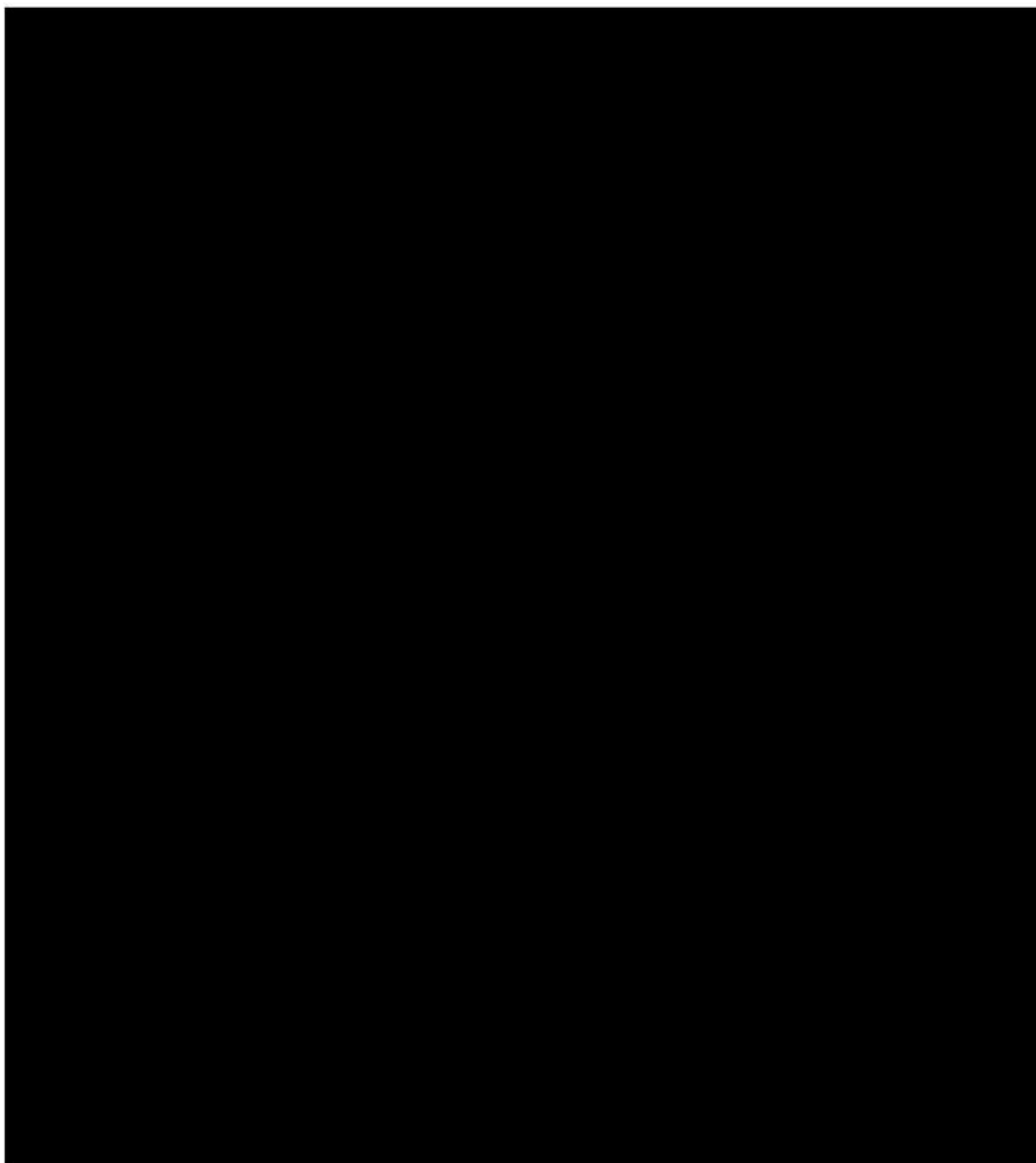


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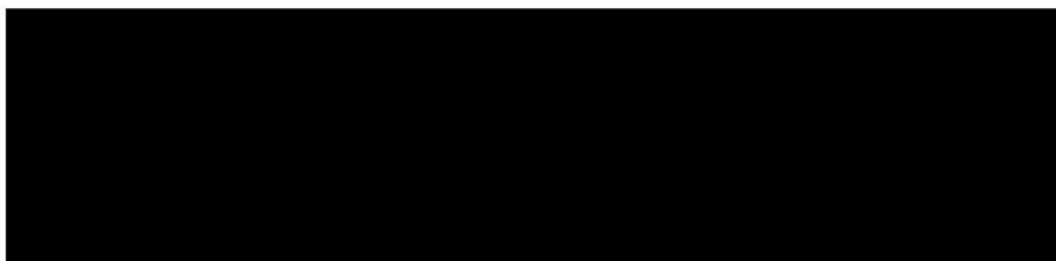
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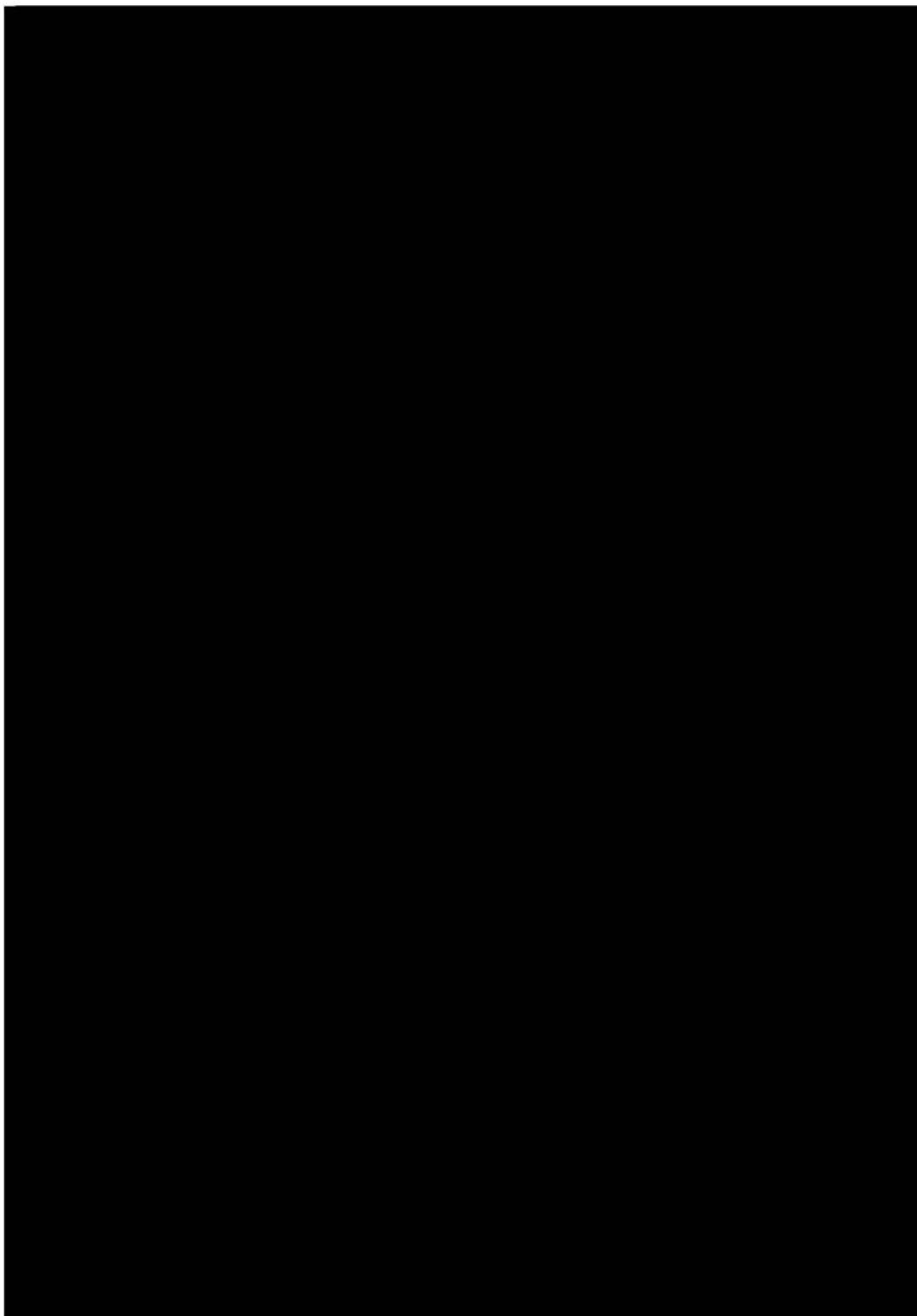


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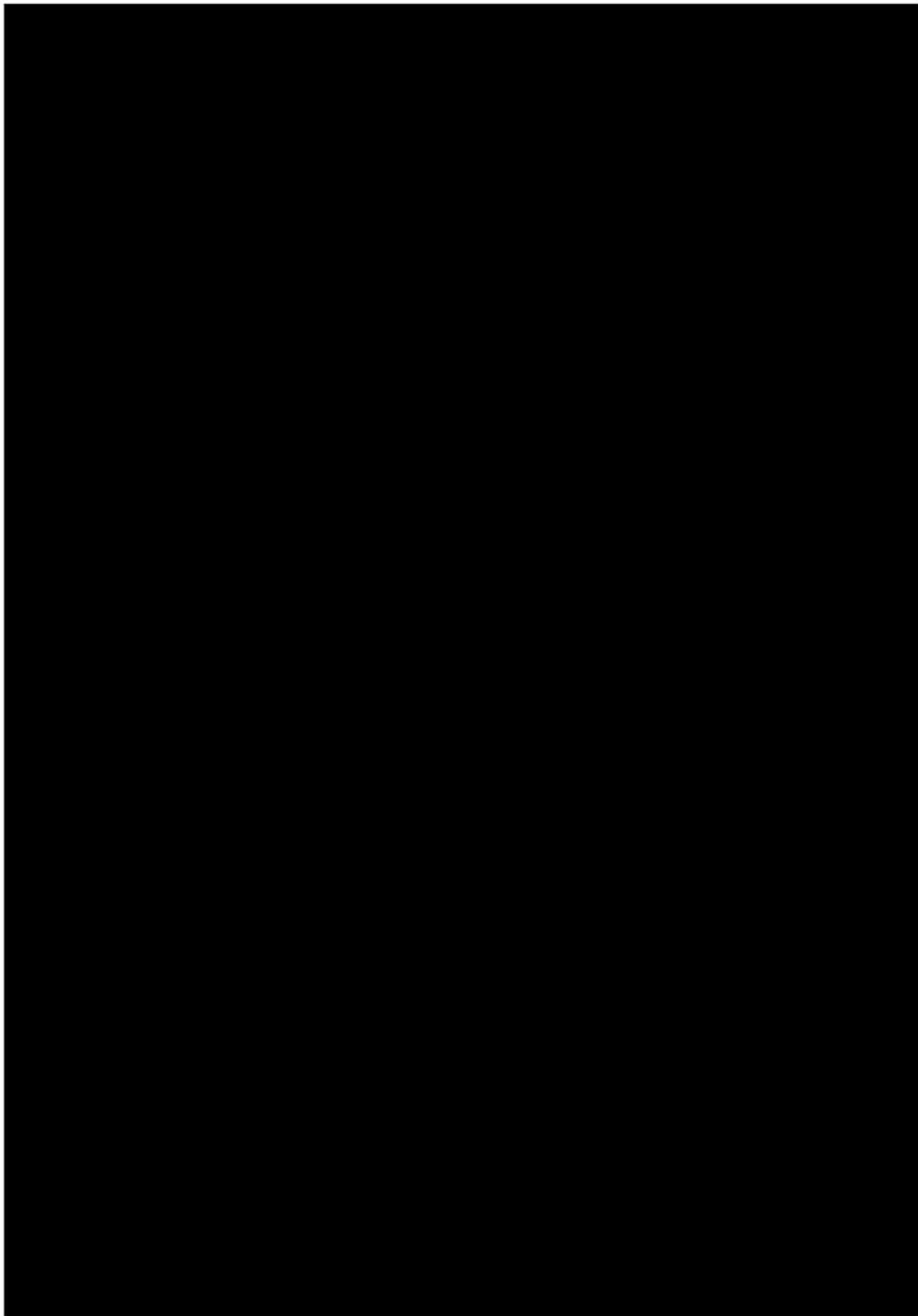
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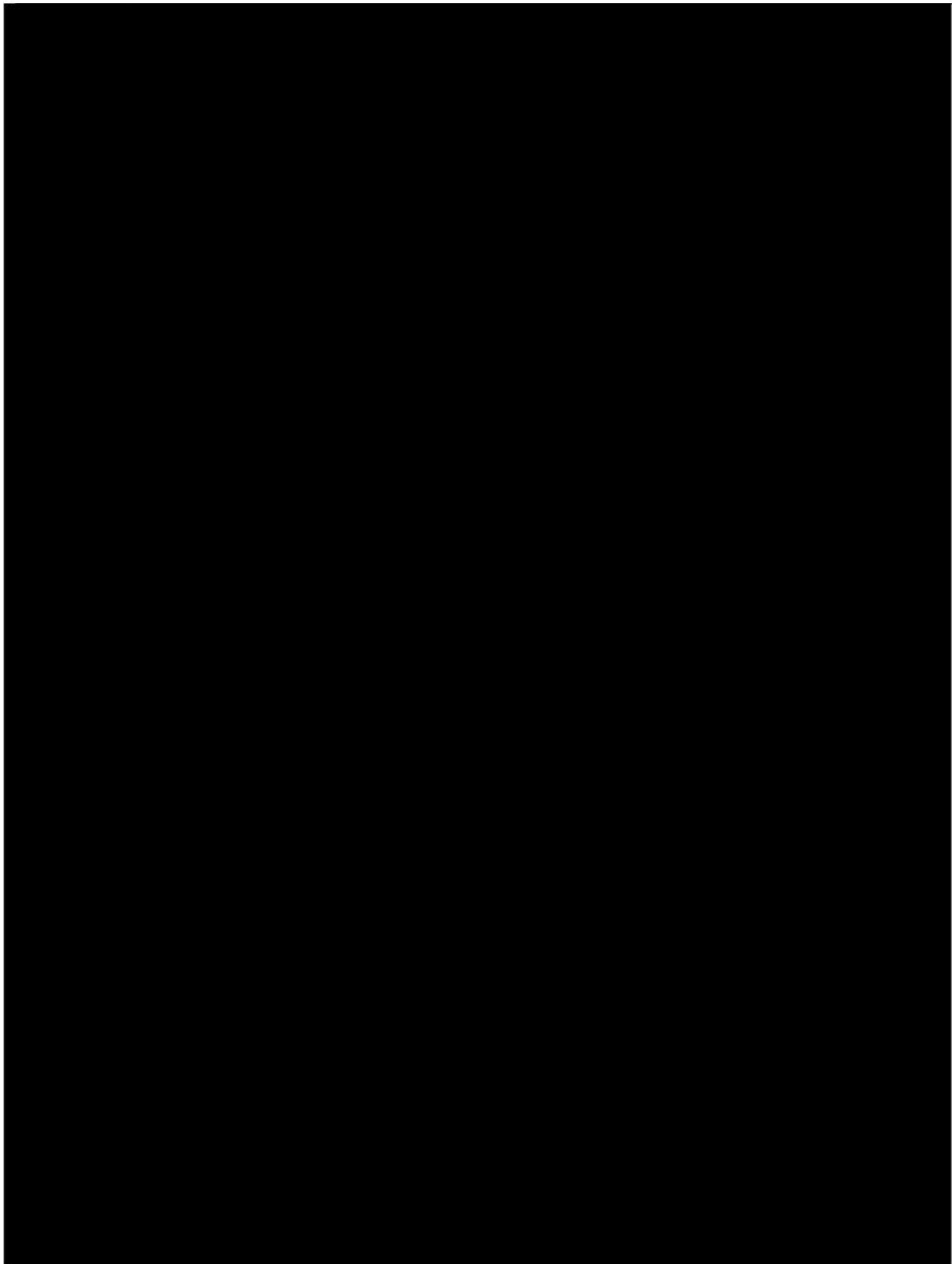
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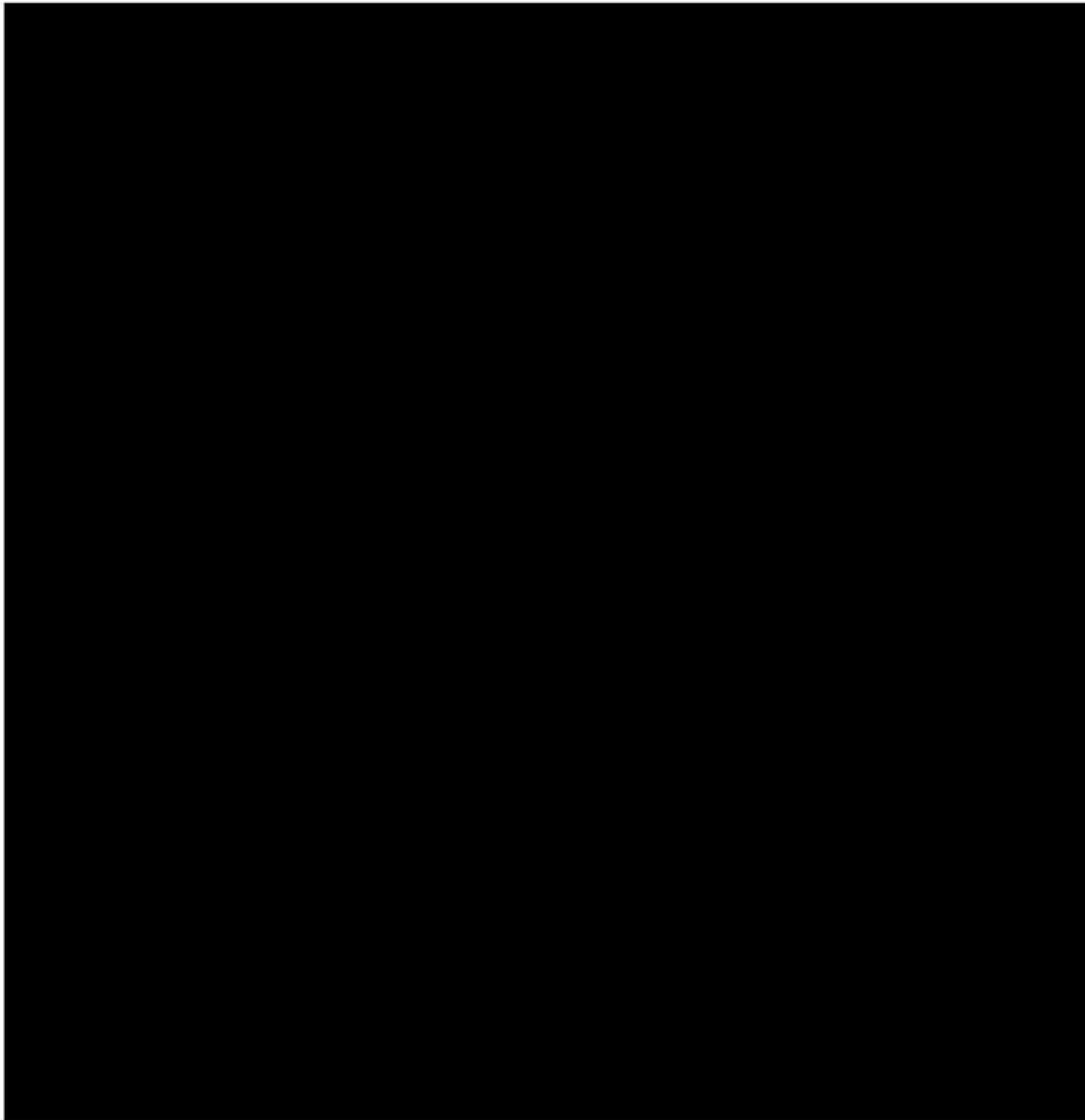


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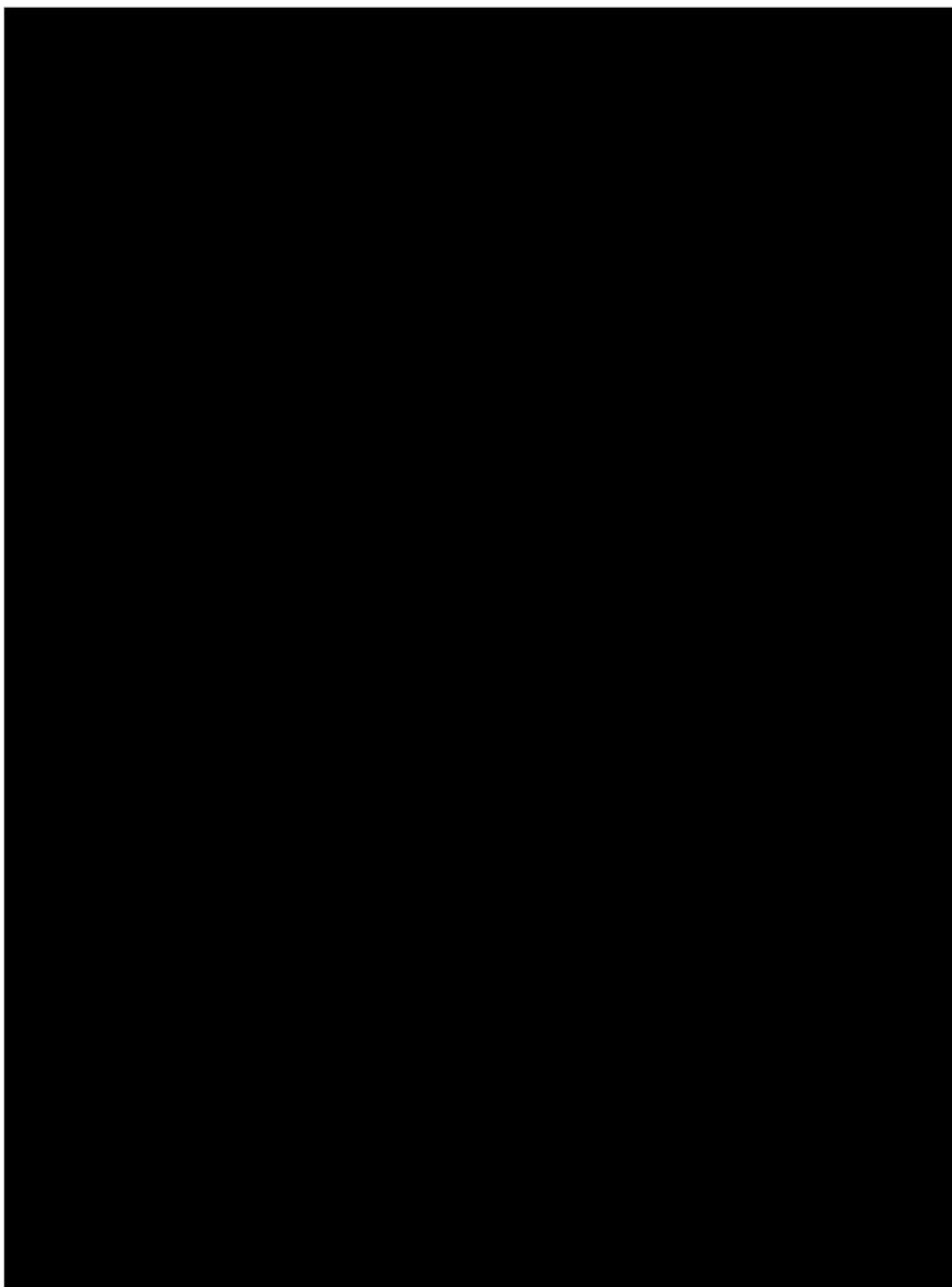
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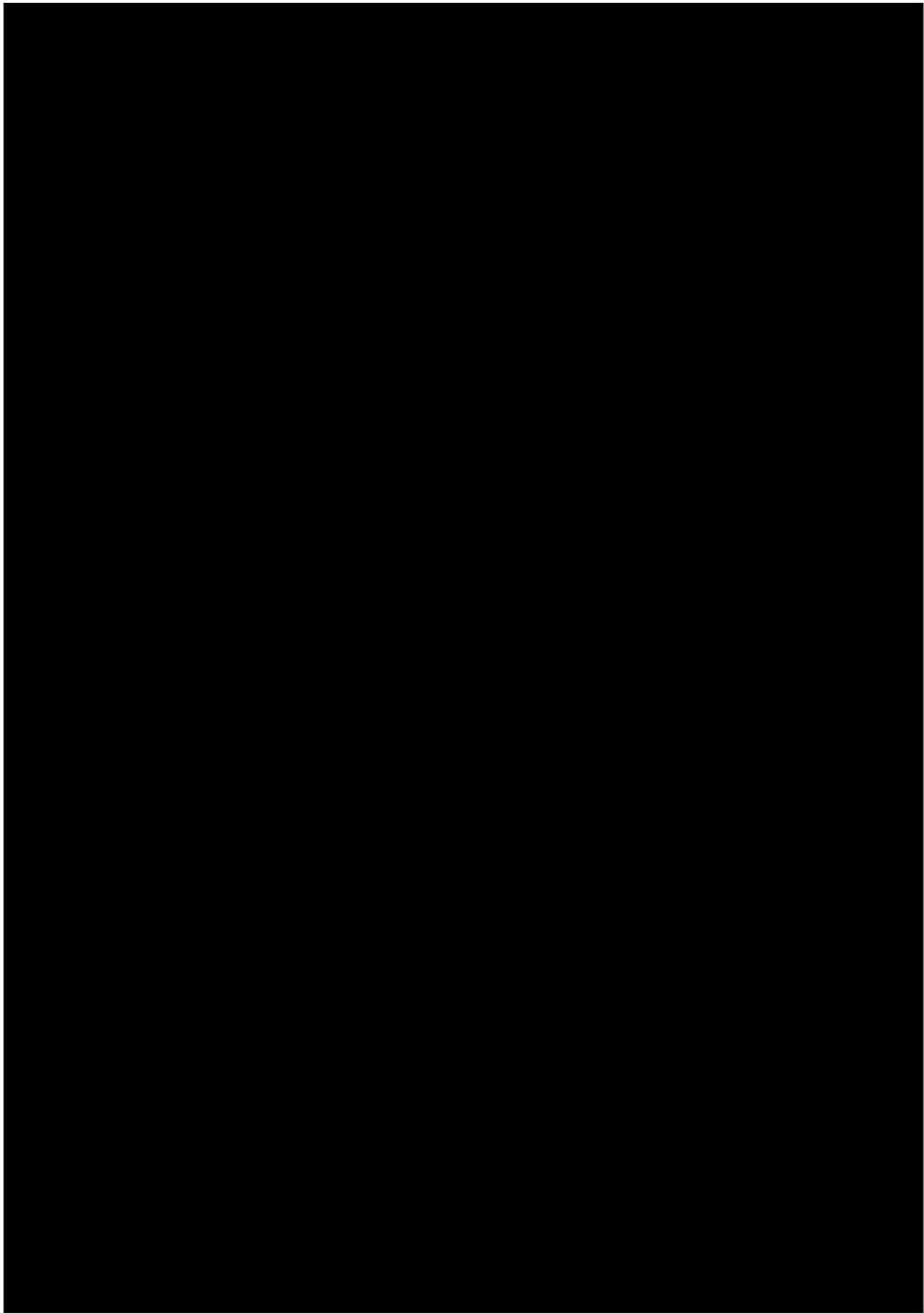
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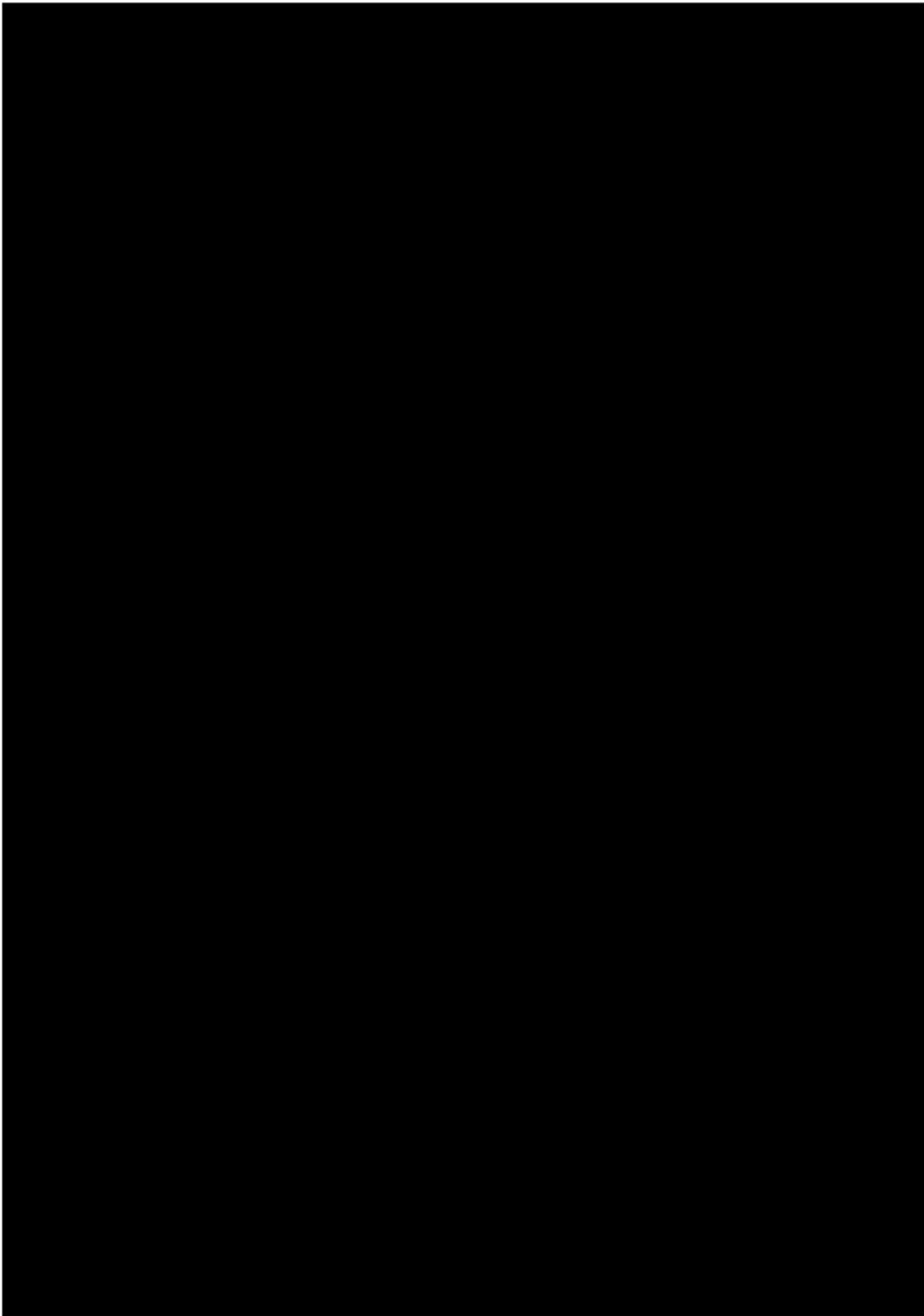
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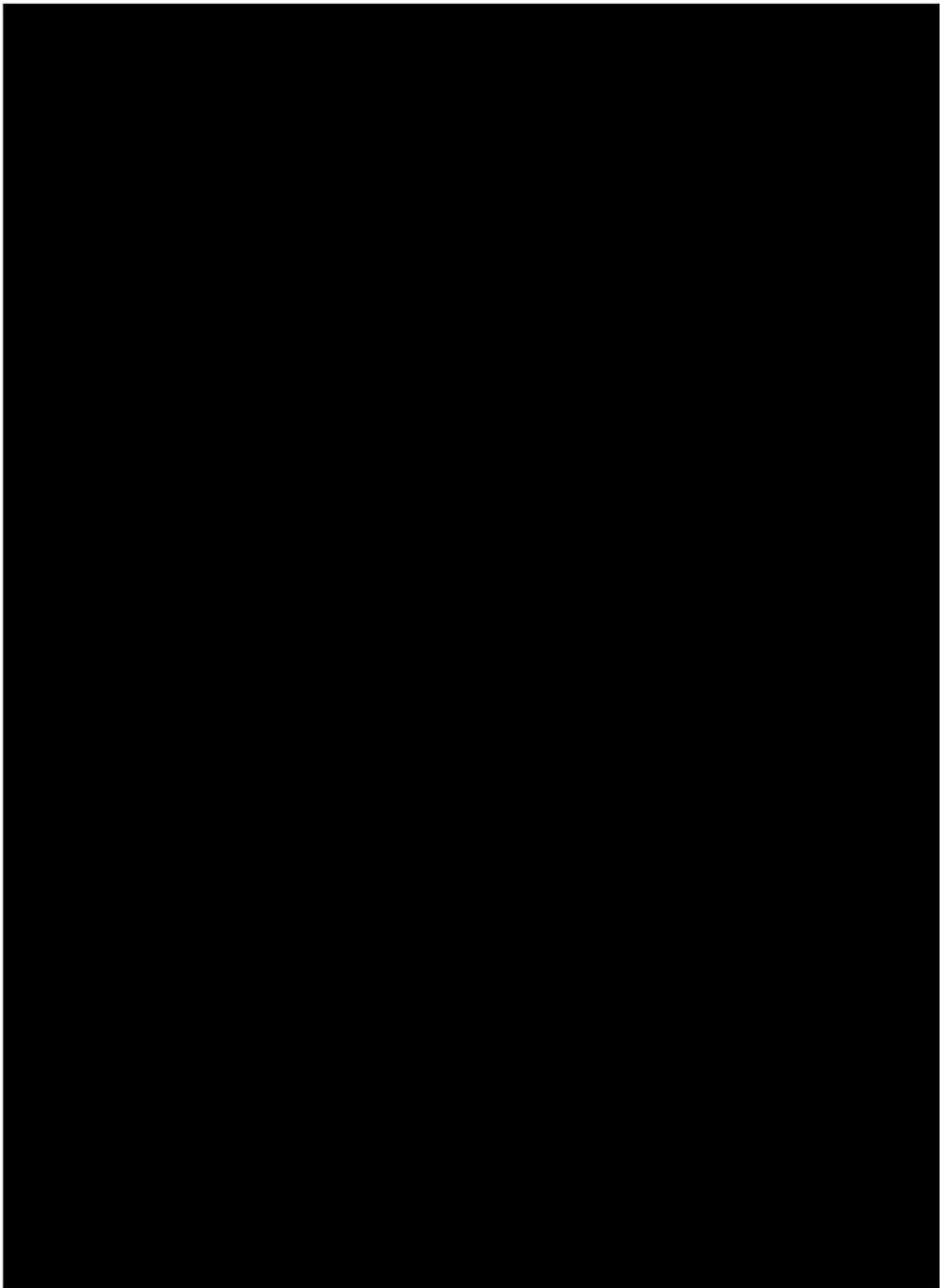






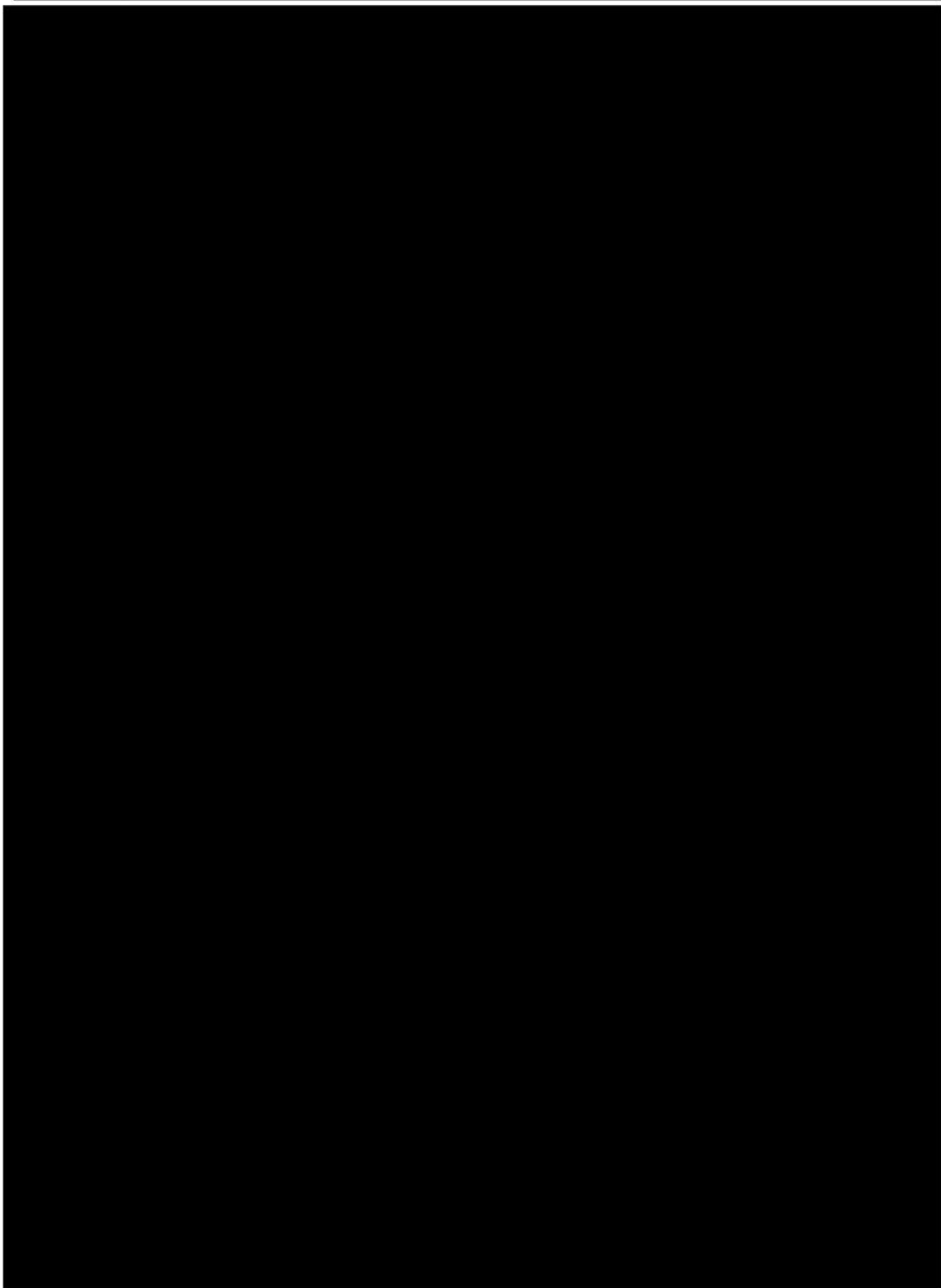
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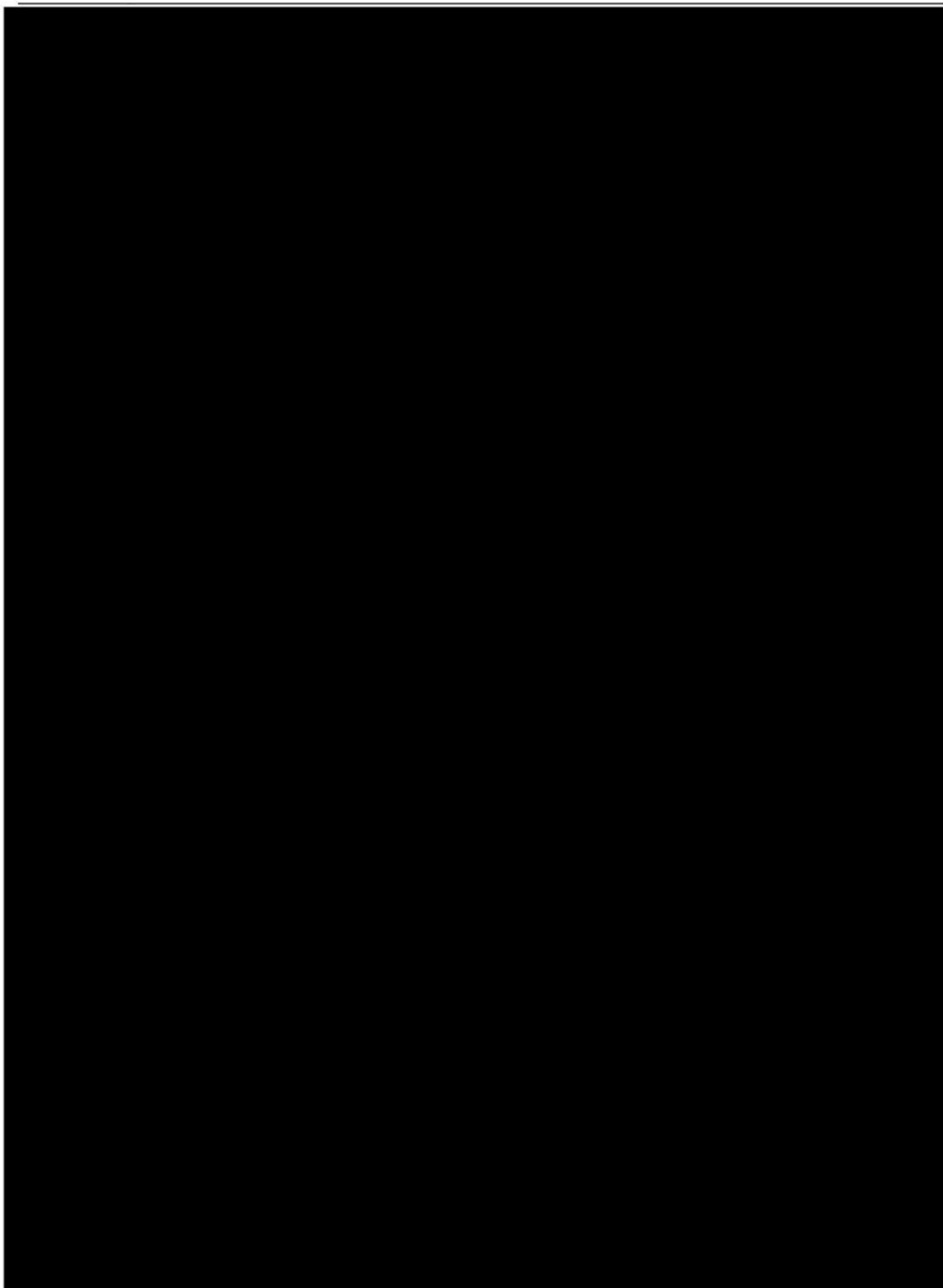


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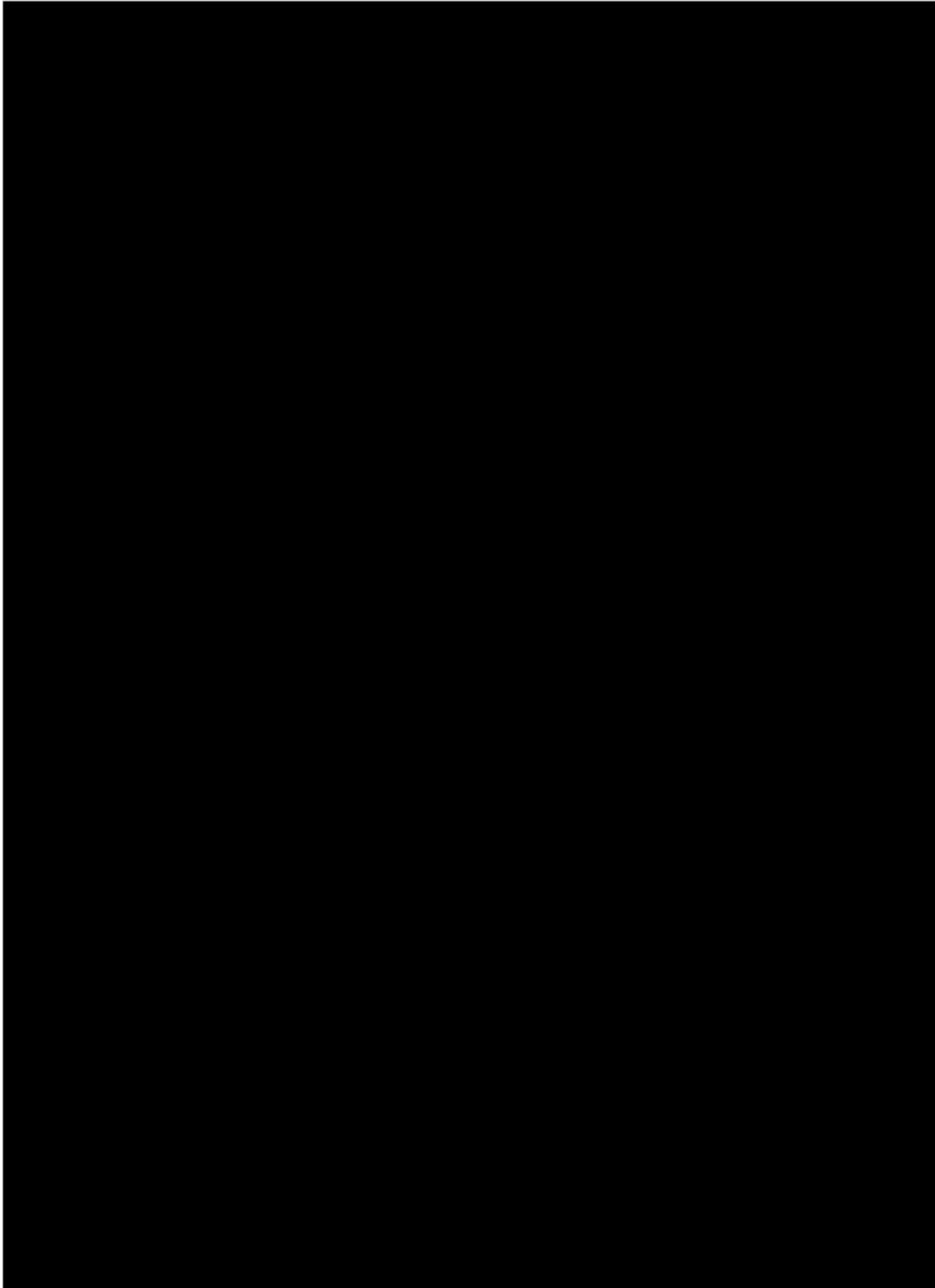
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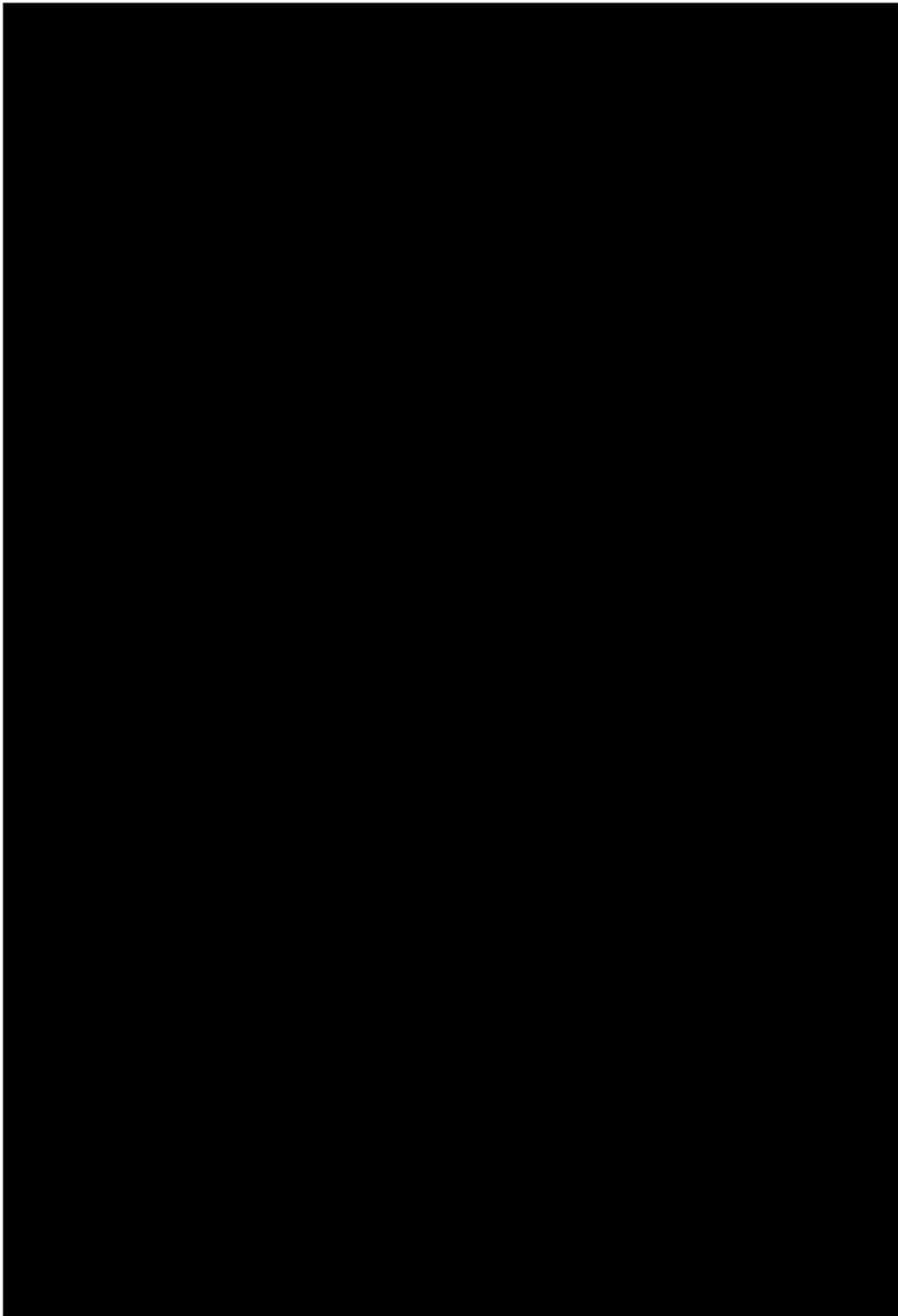
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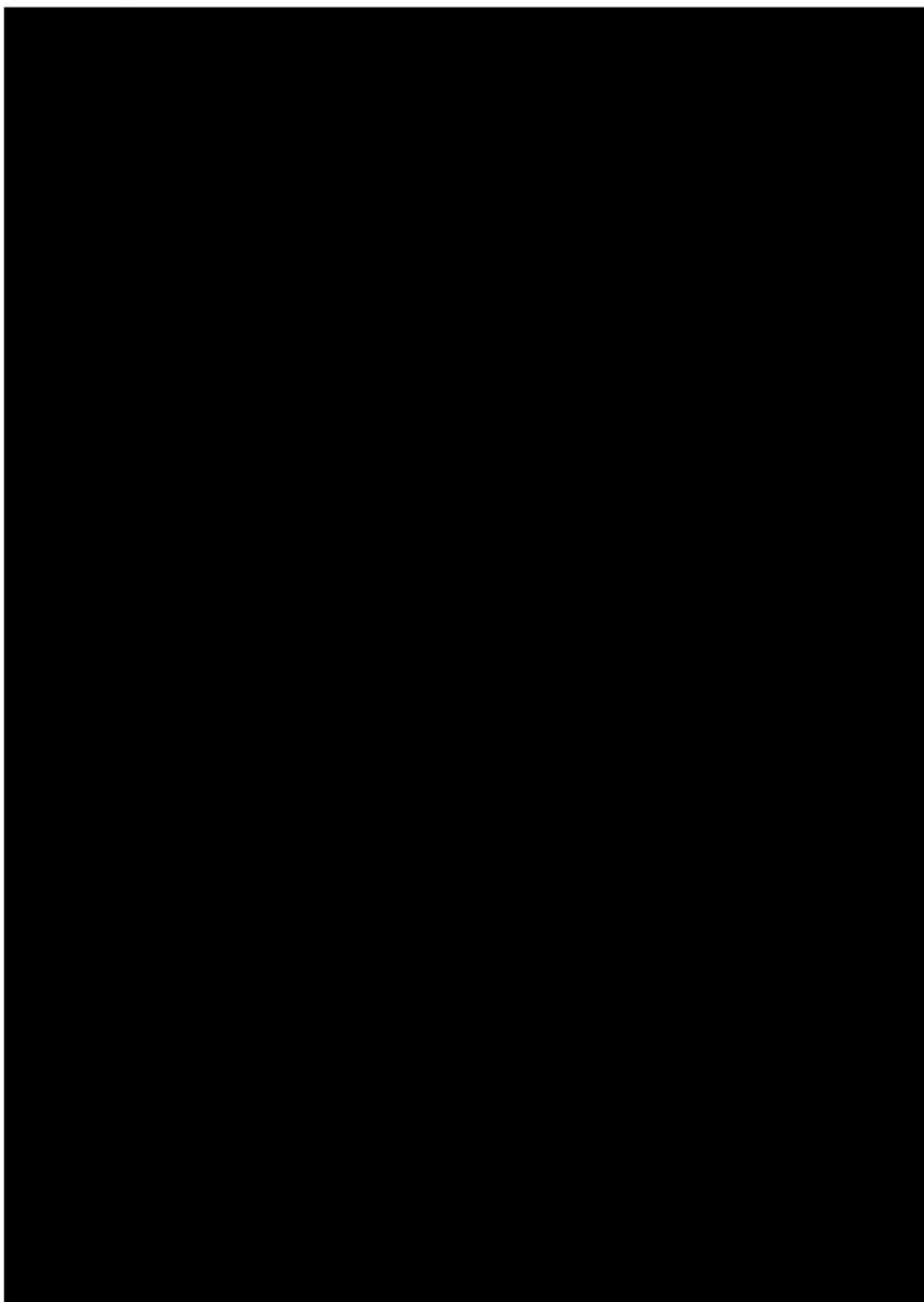
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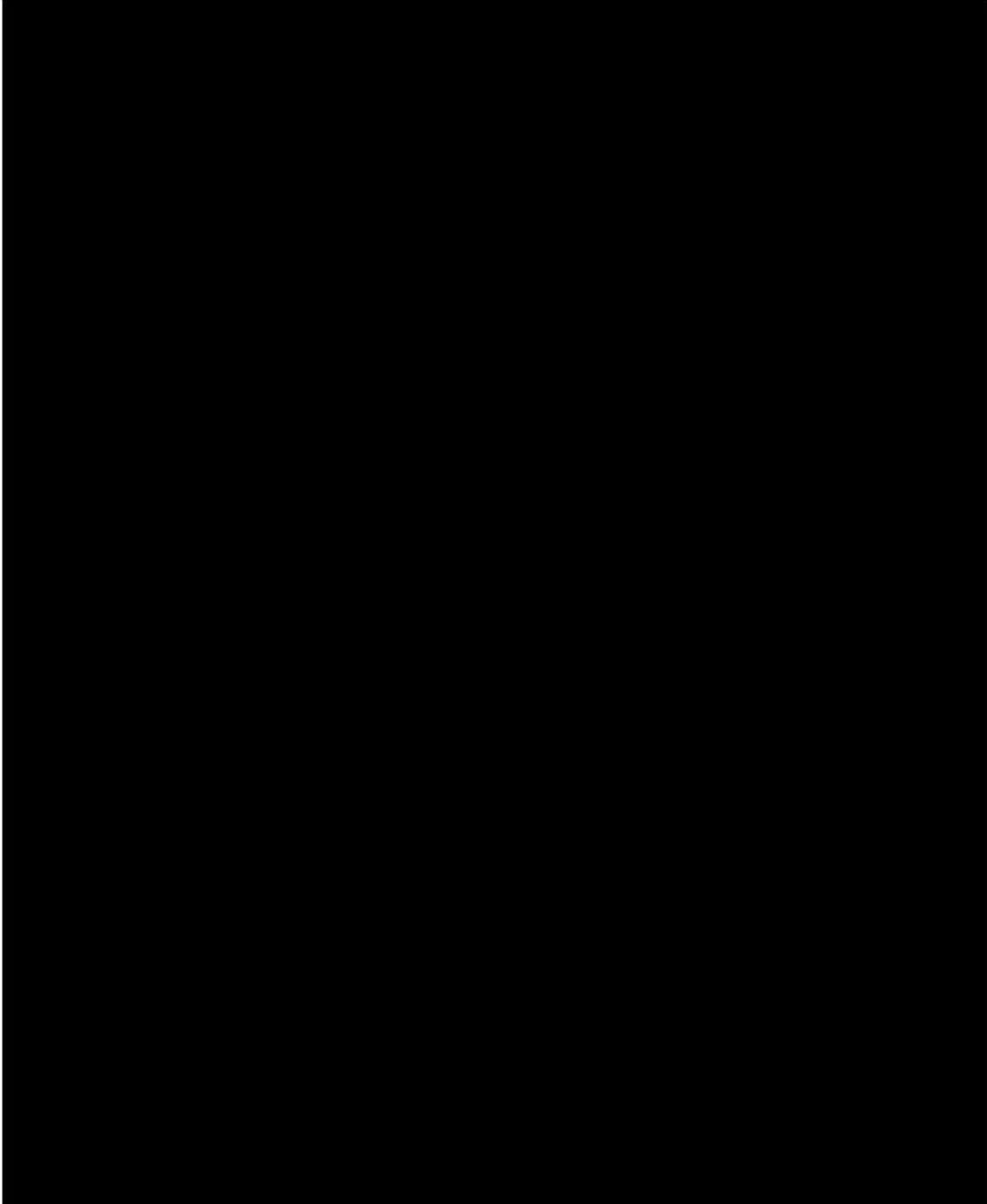
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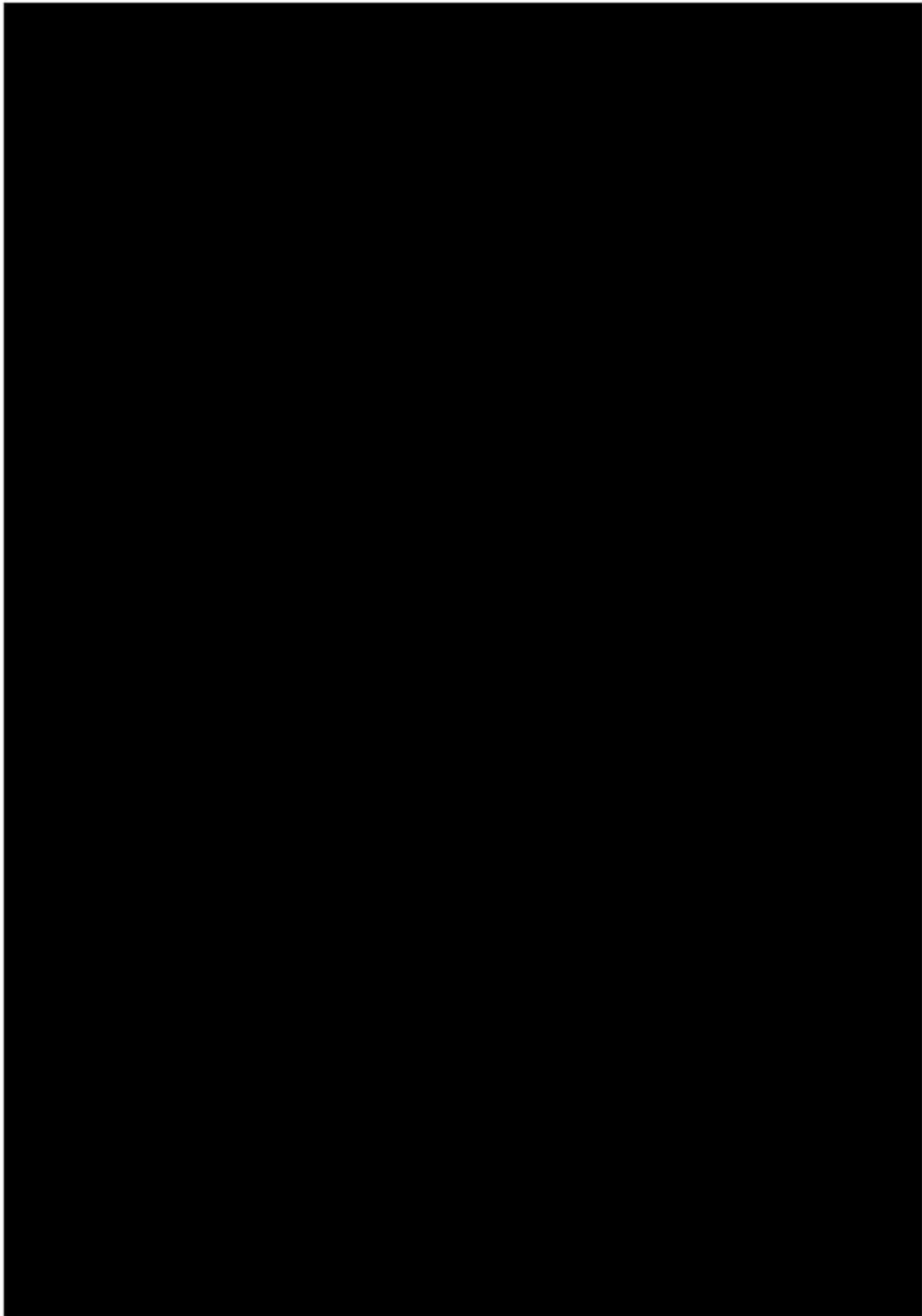
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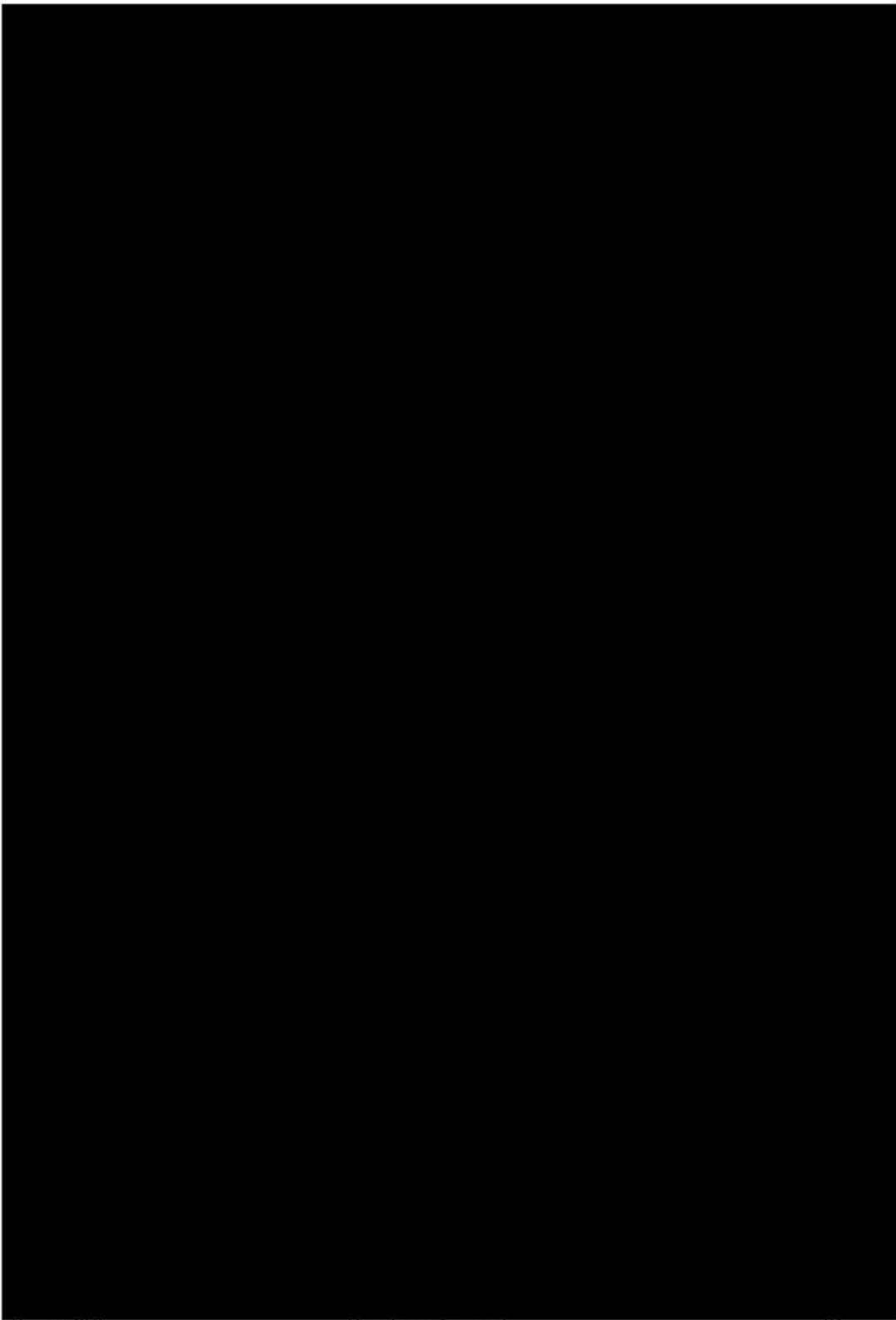






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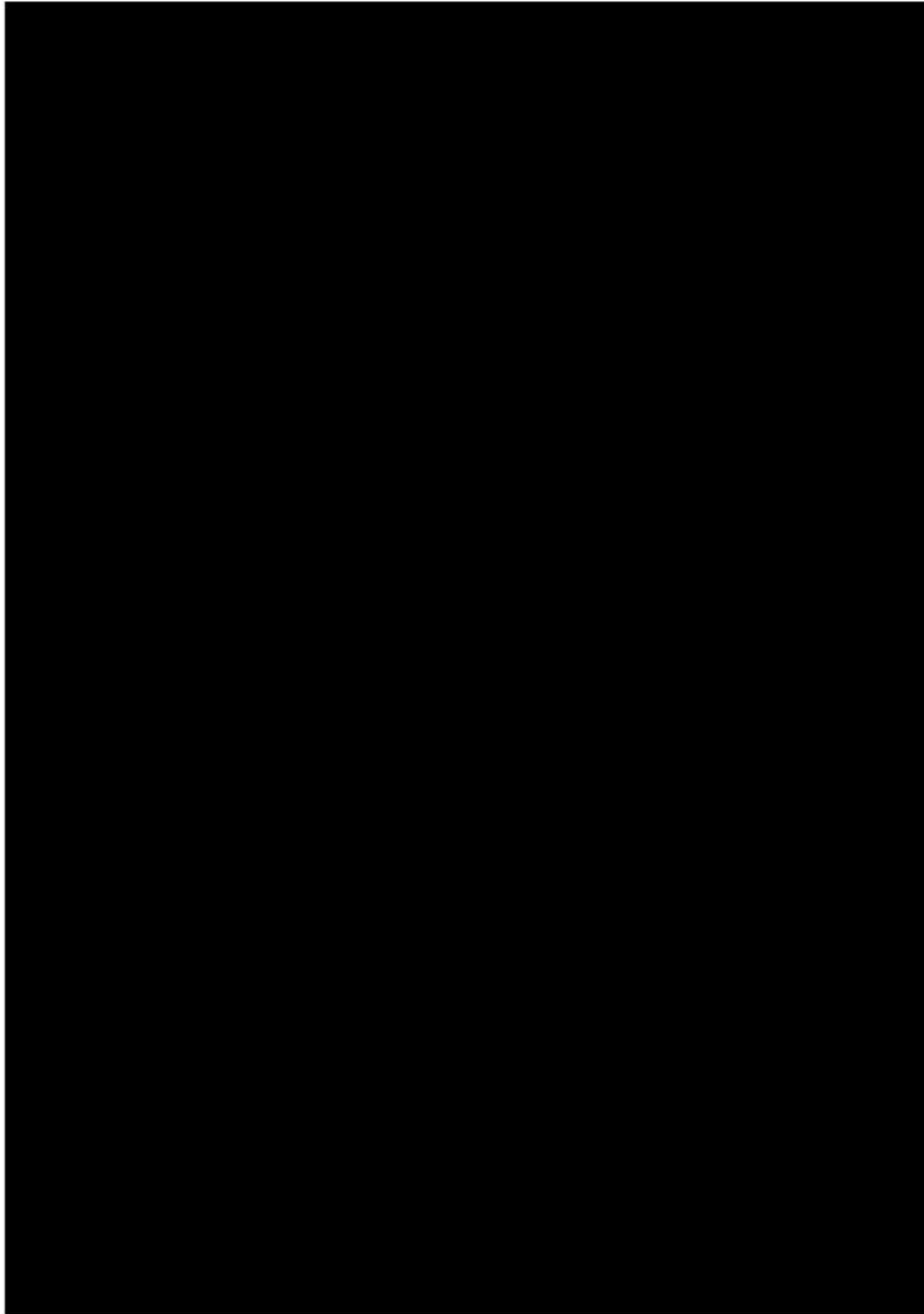
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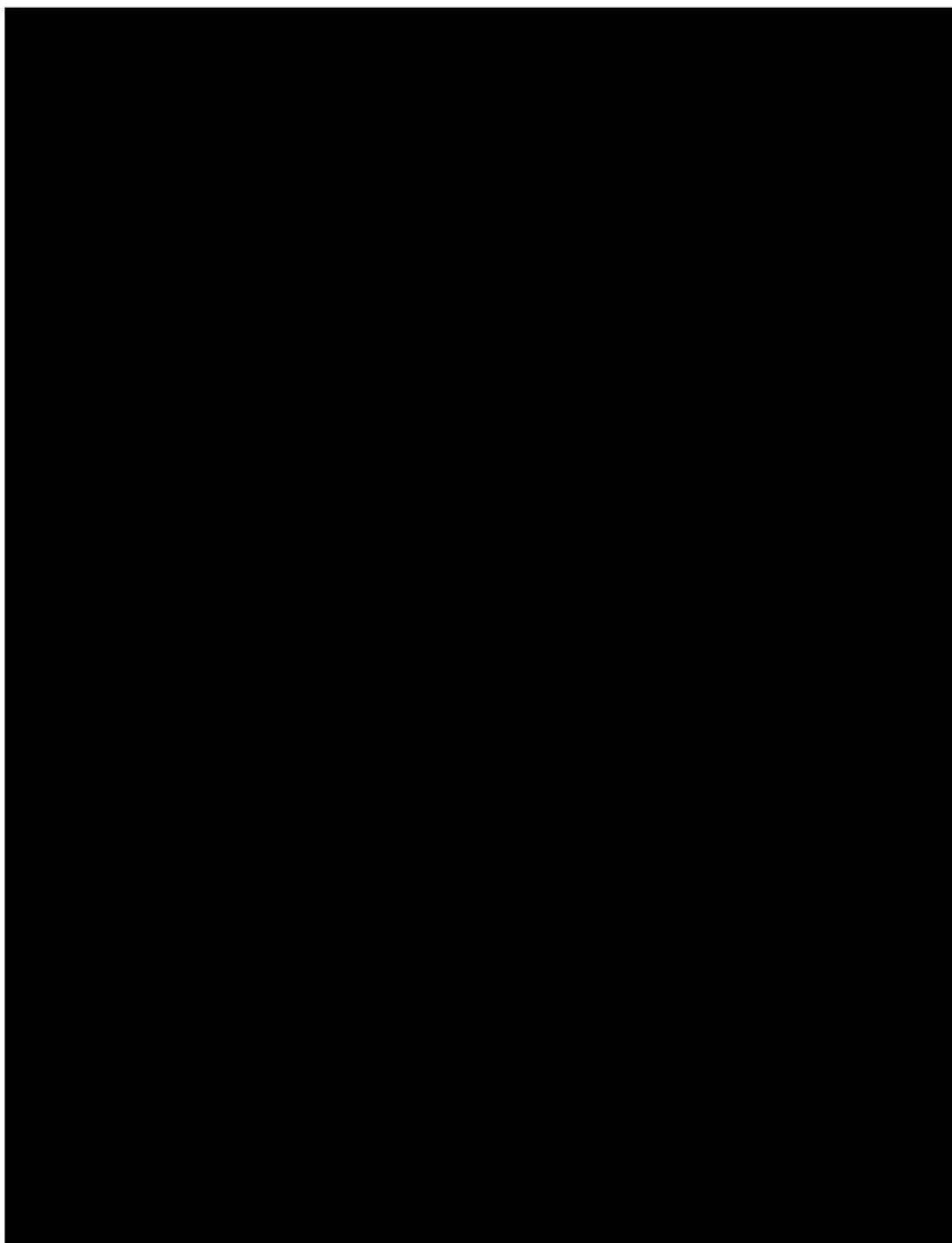
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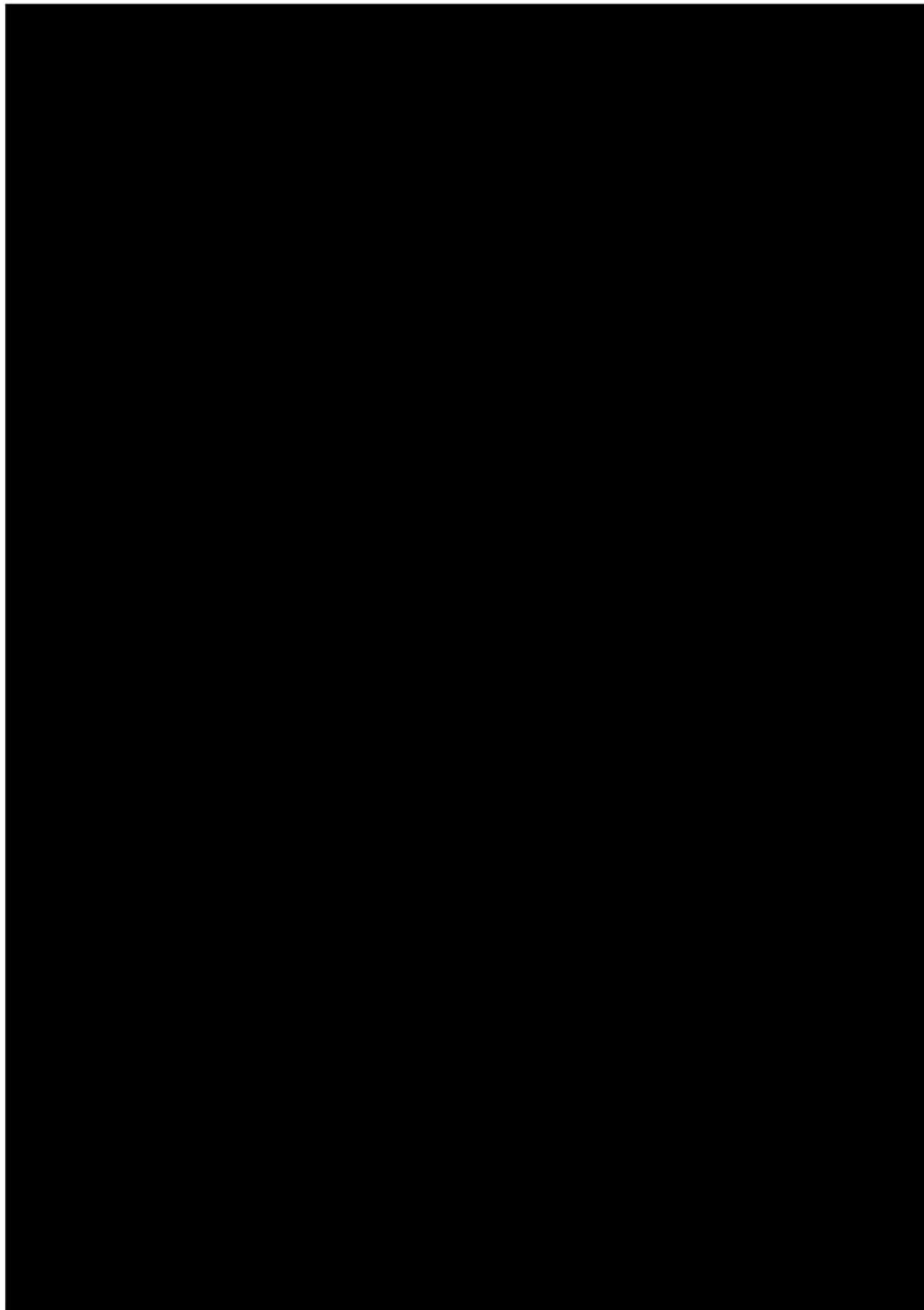
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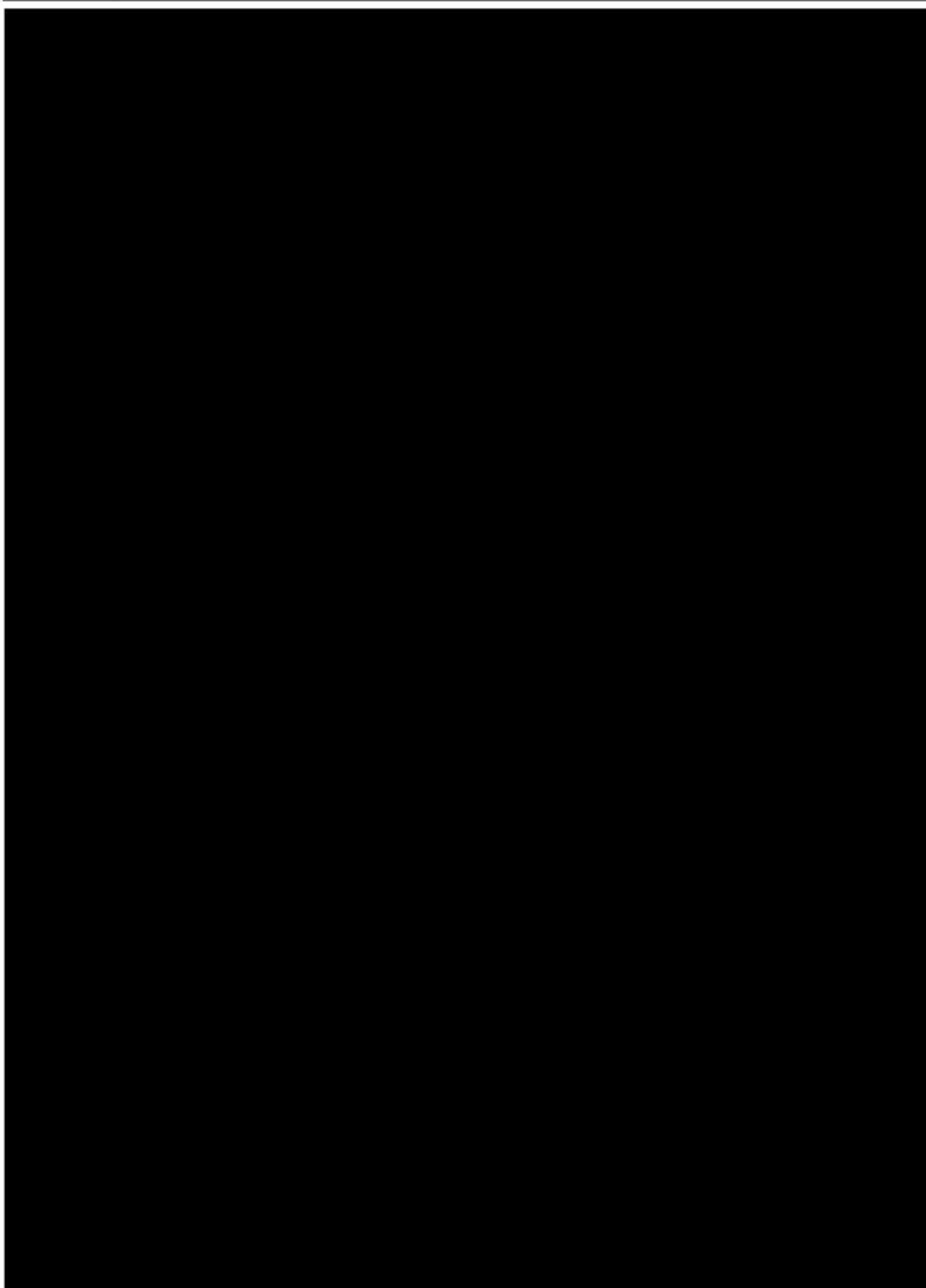
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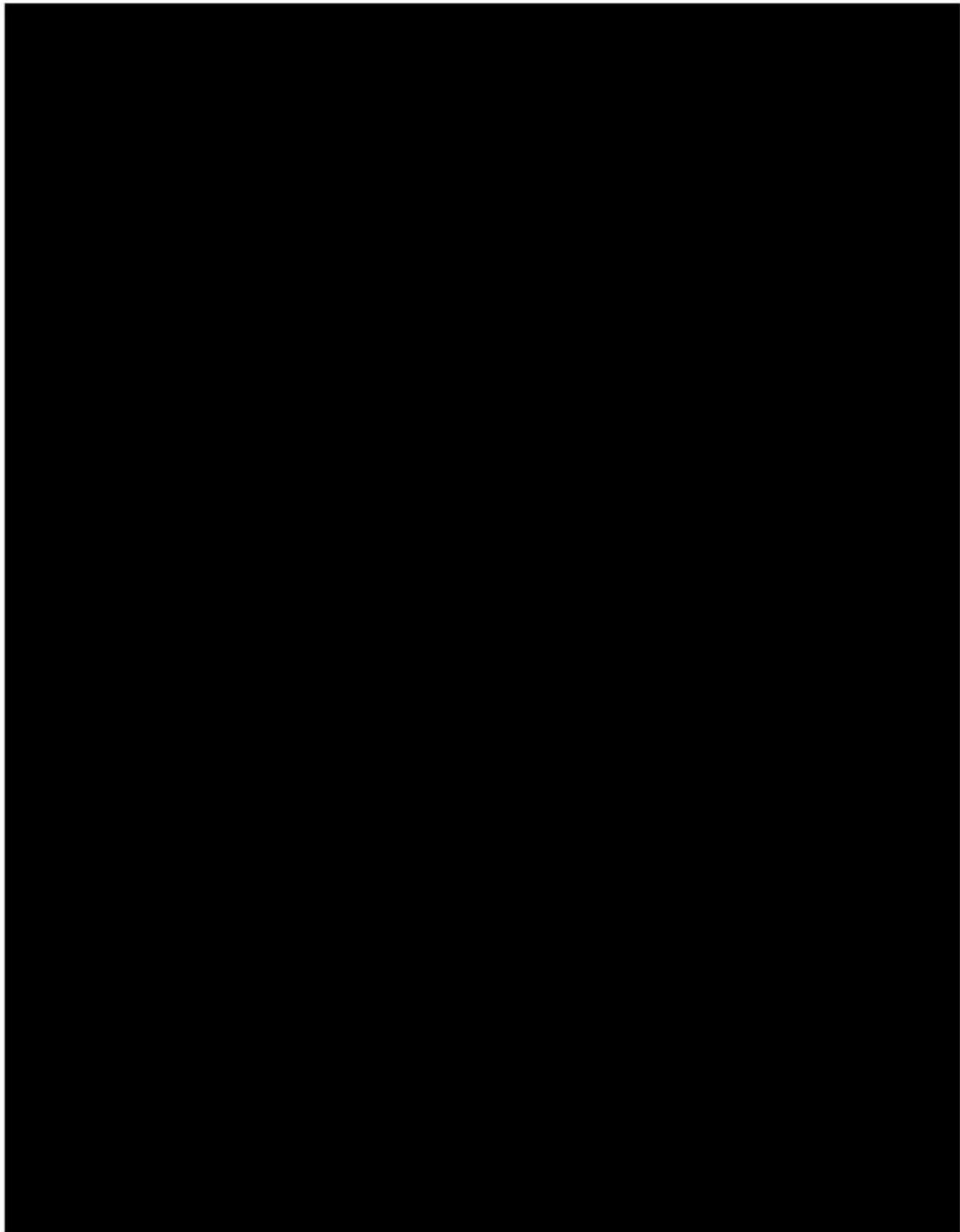
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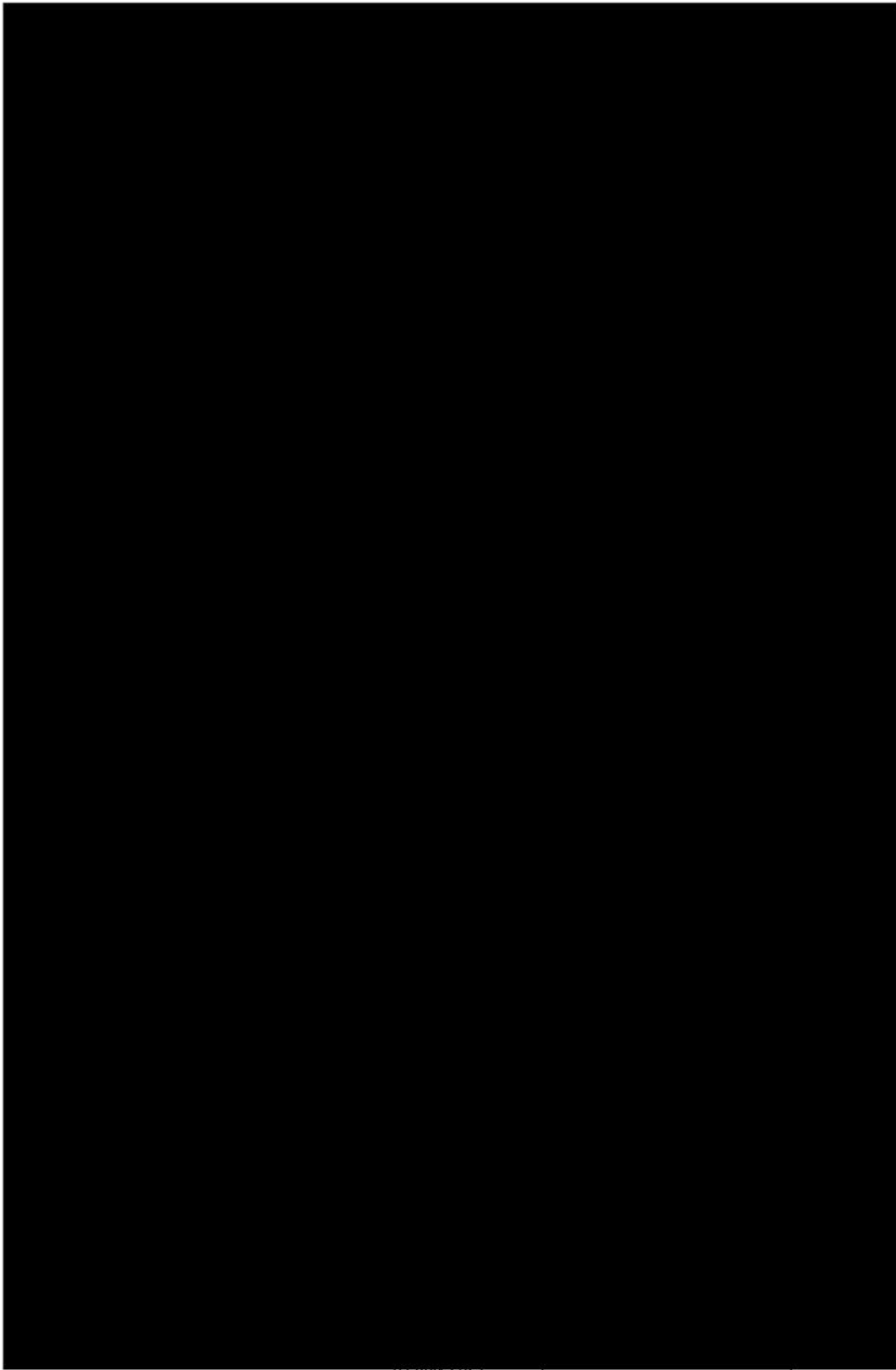
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01 July 2021



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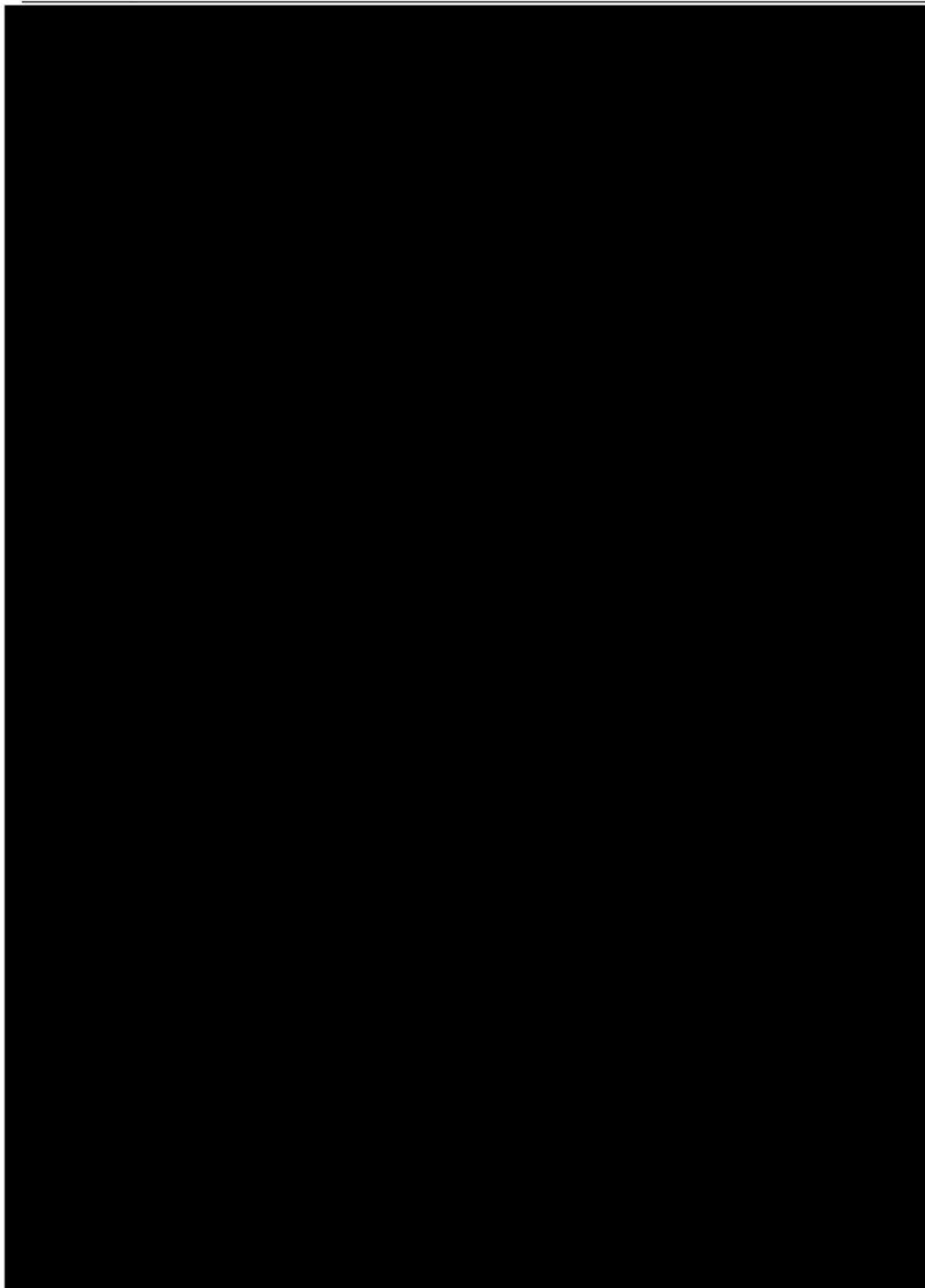






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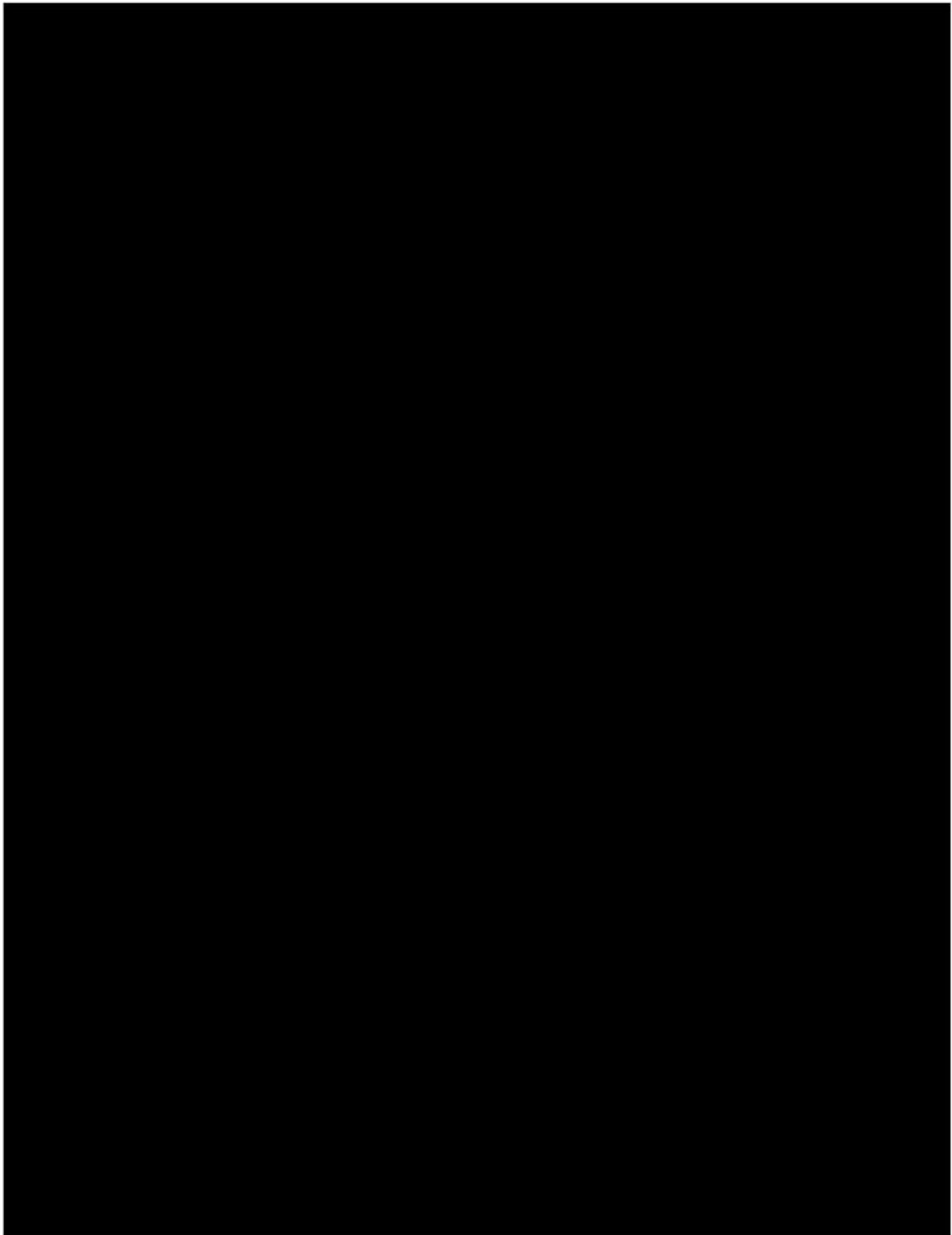
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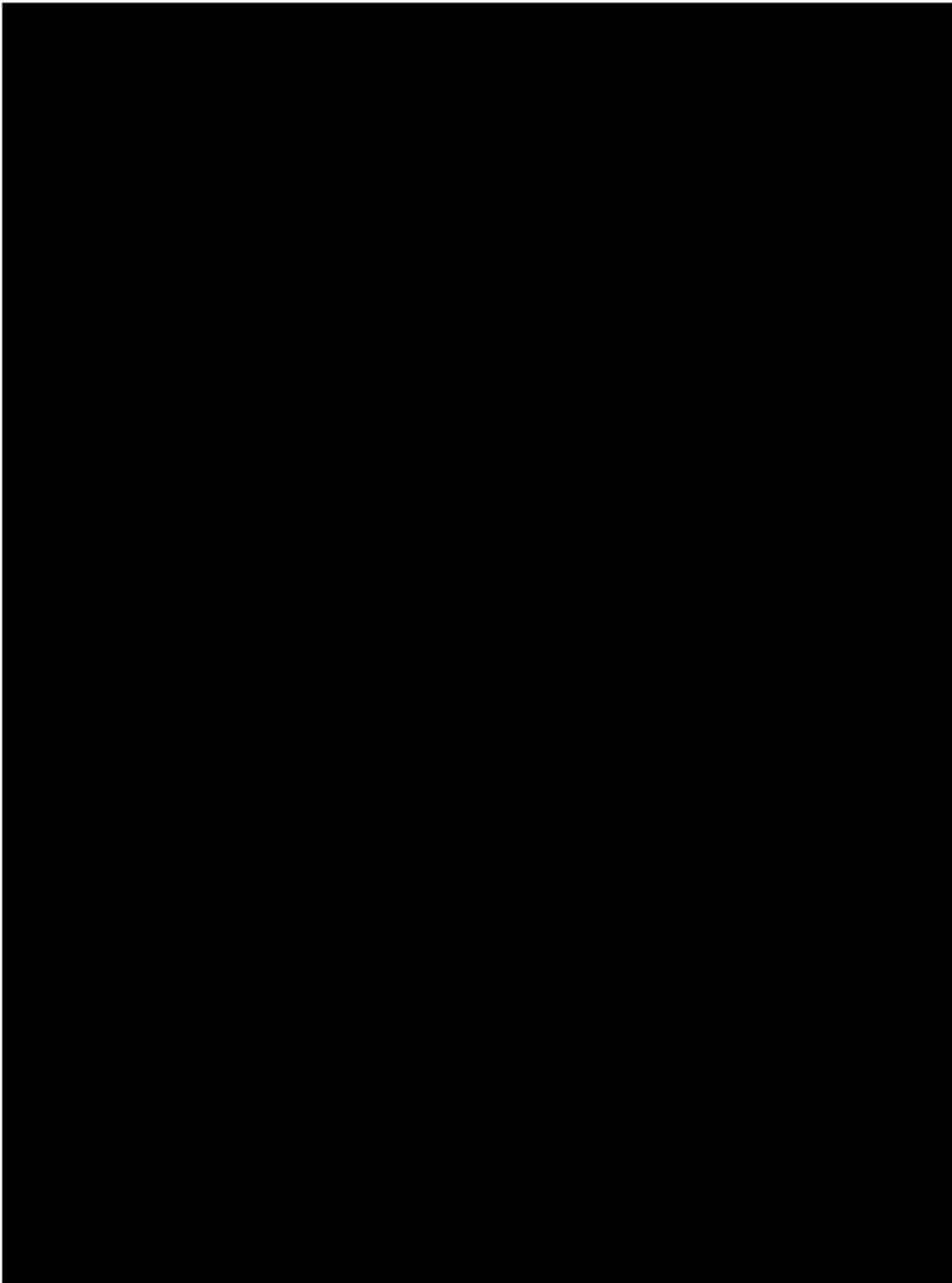
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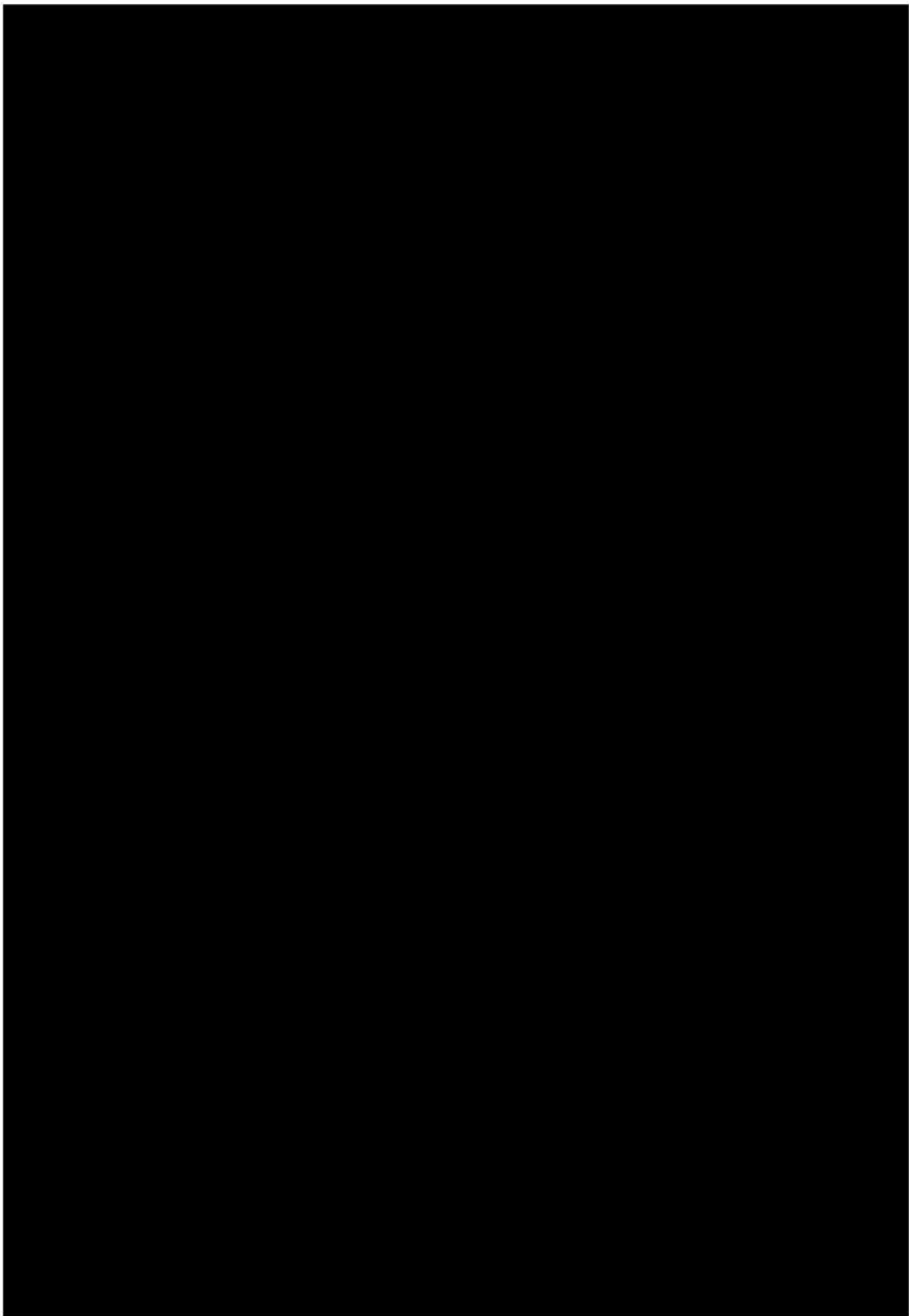
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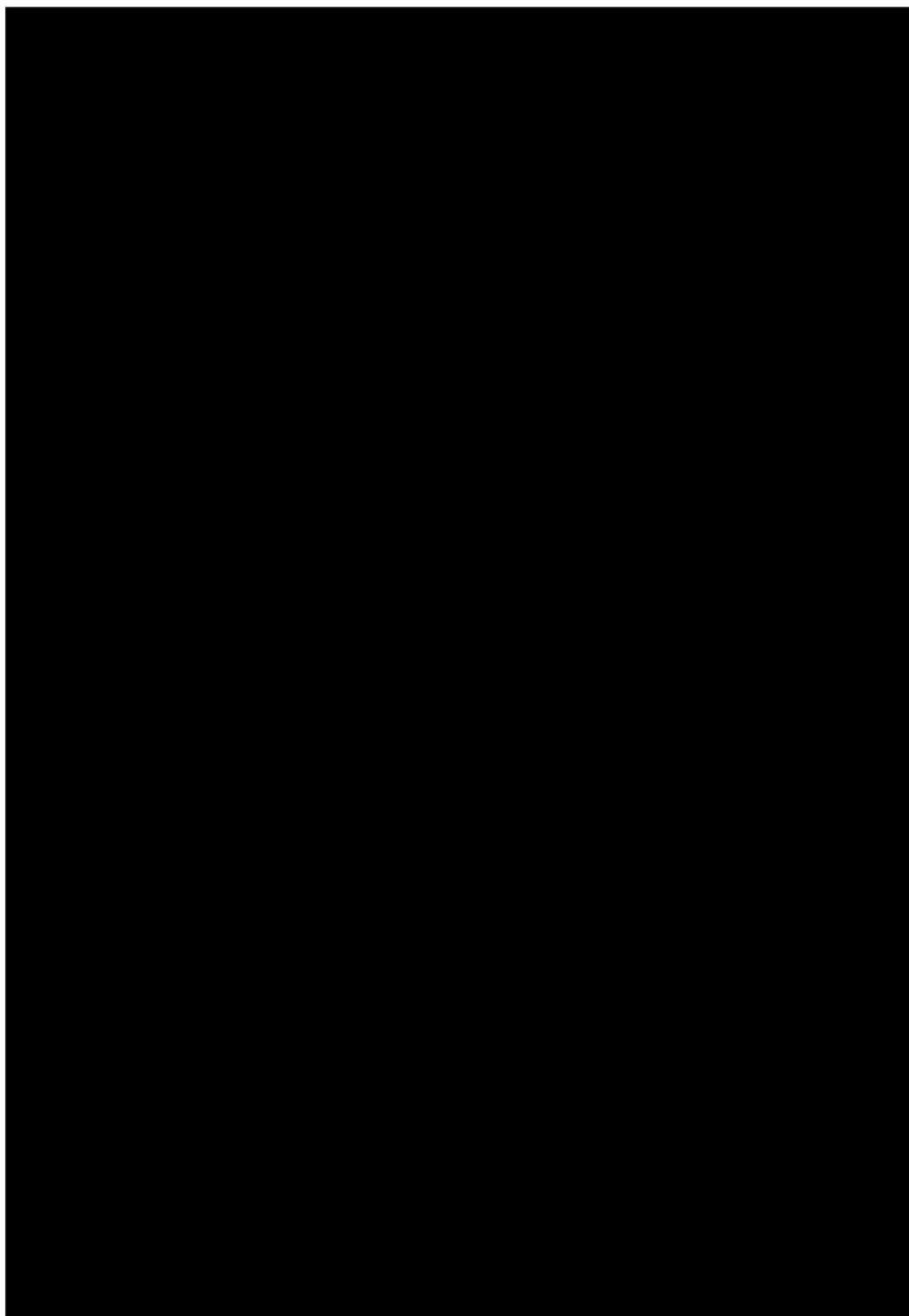
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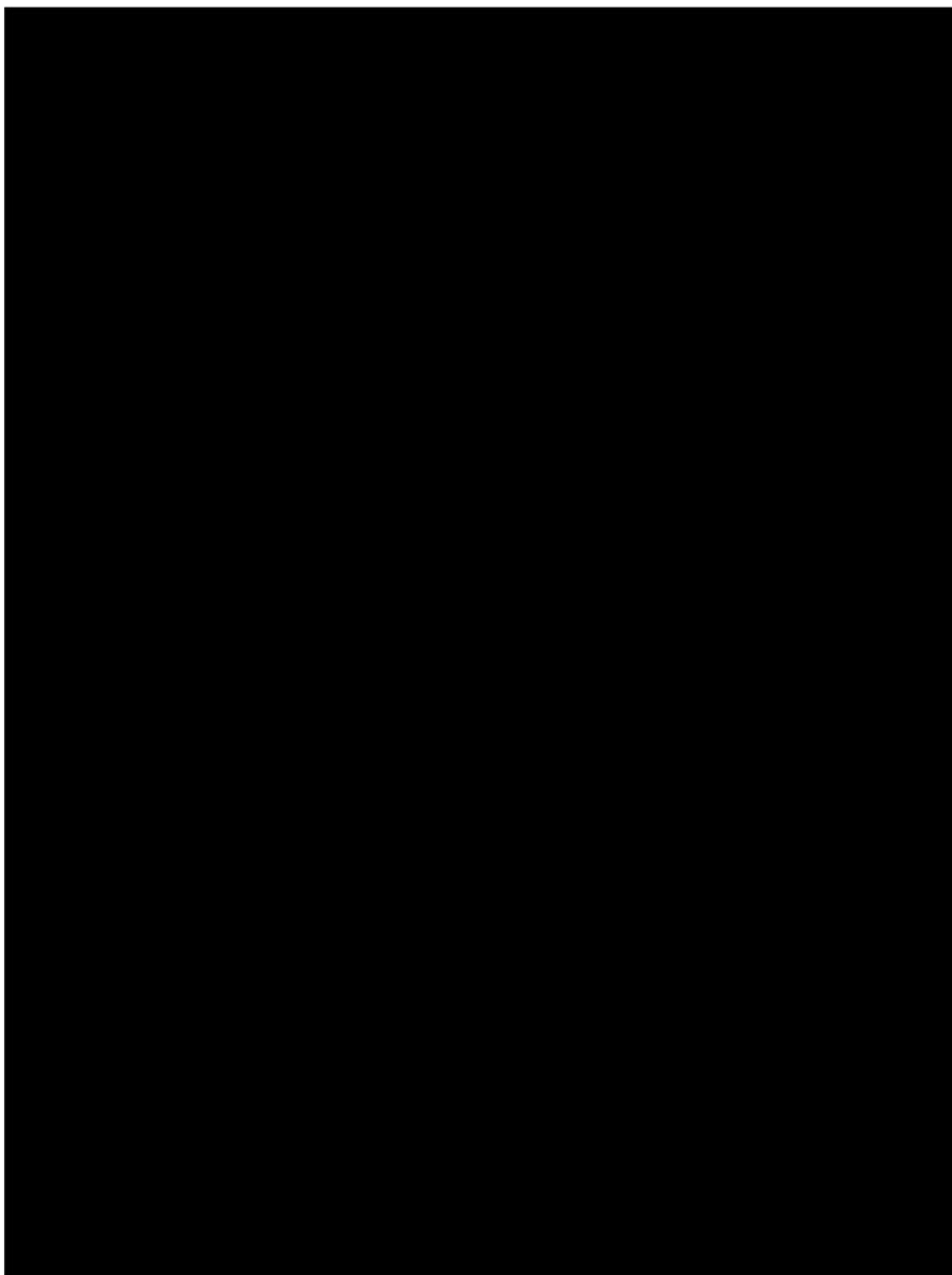
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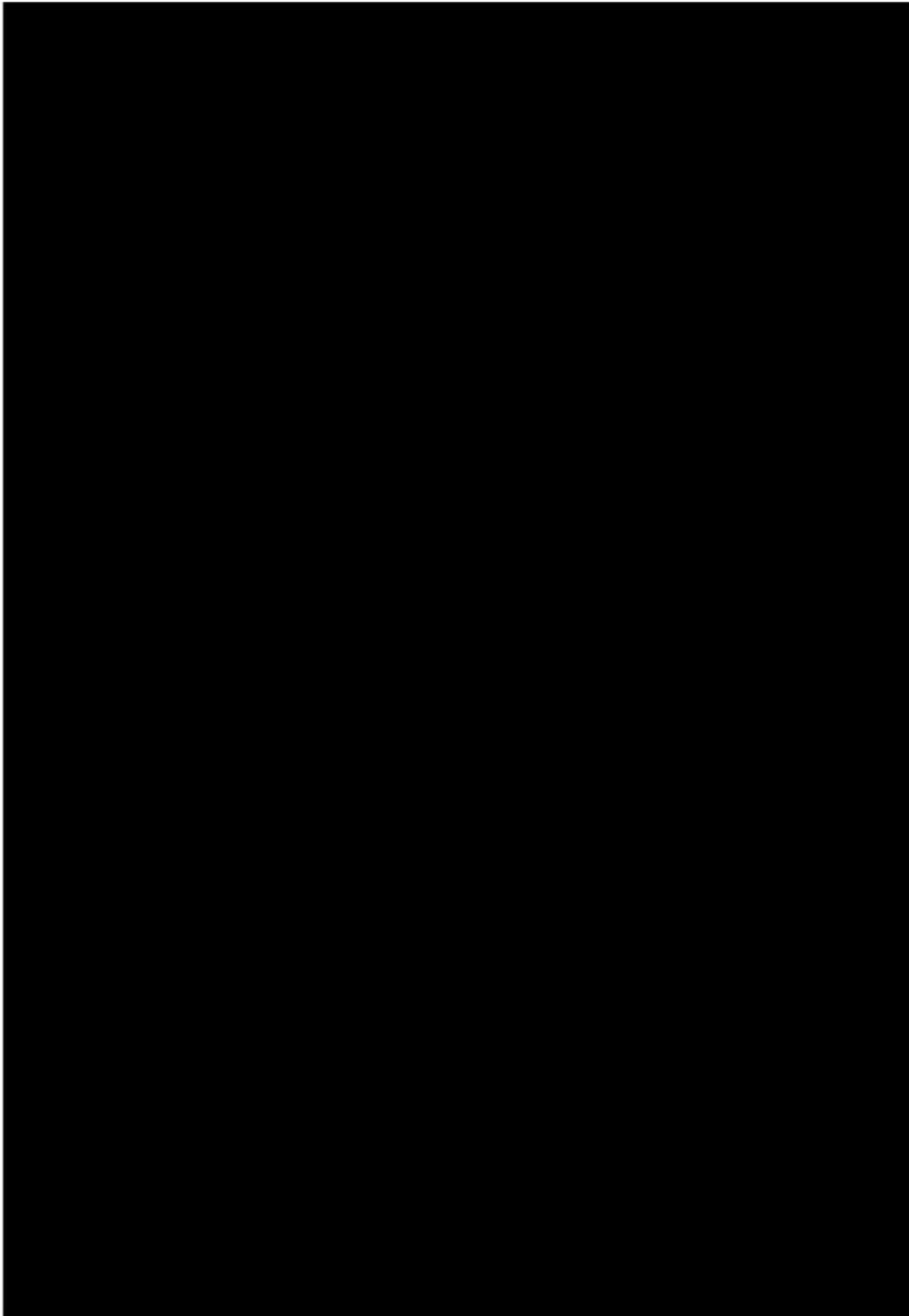
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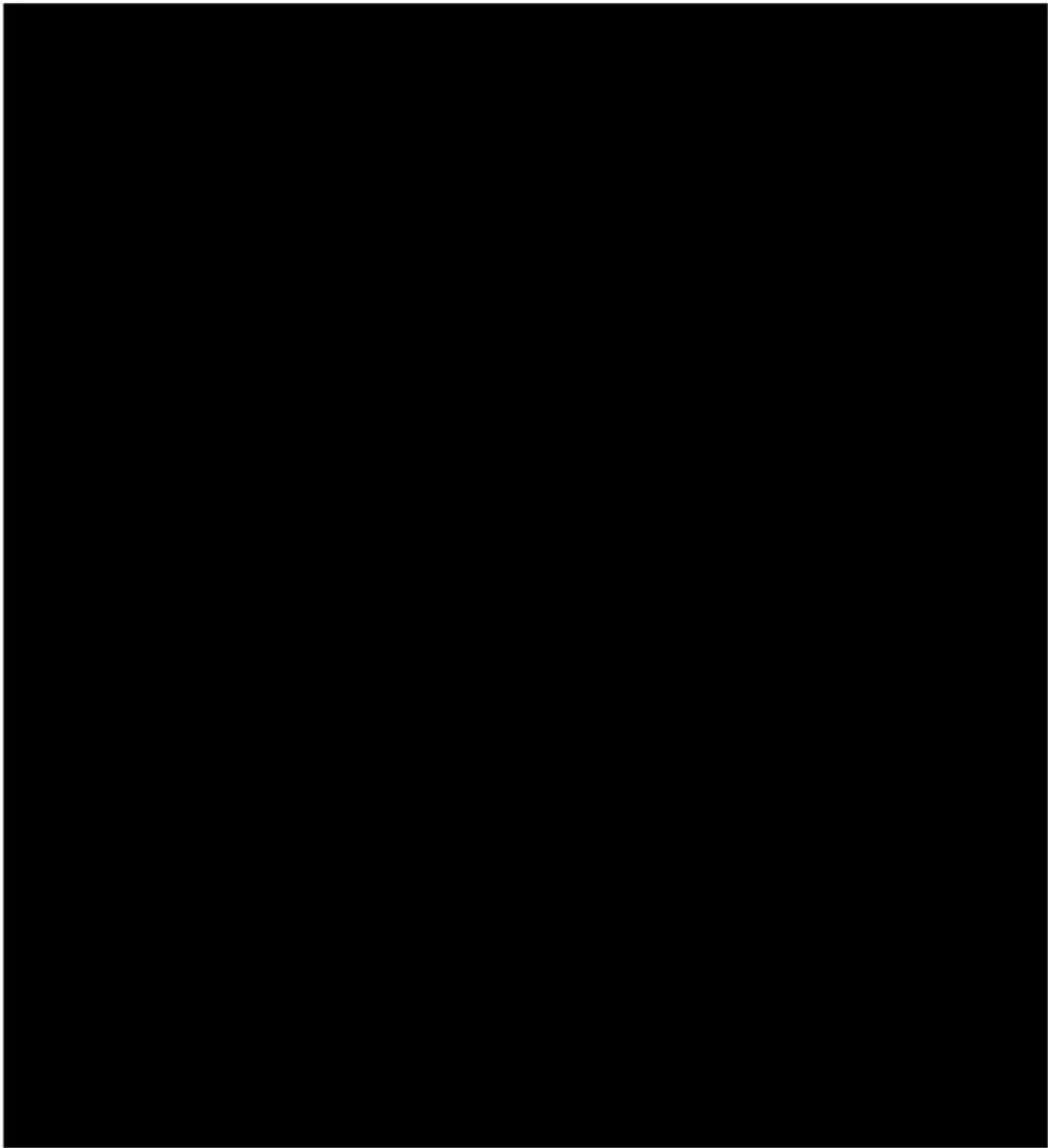




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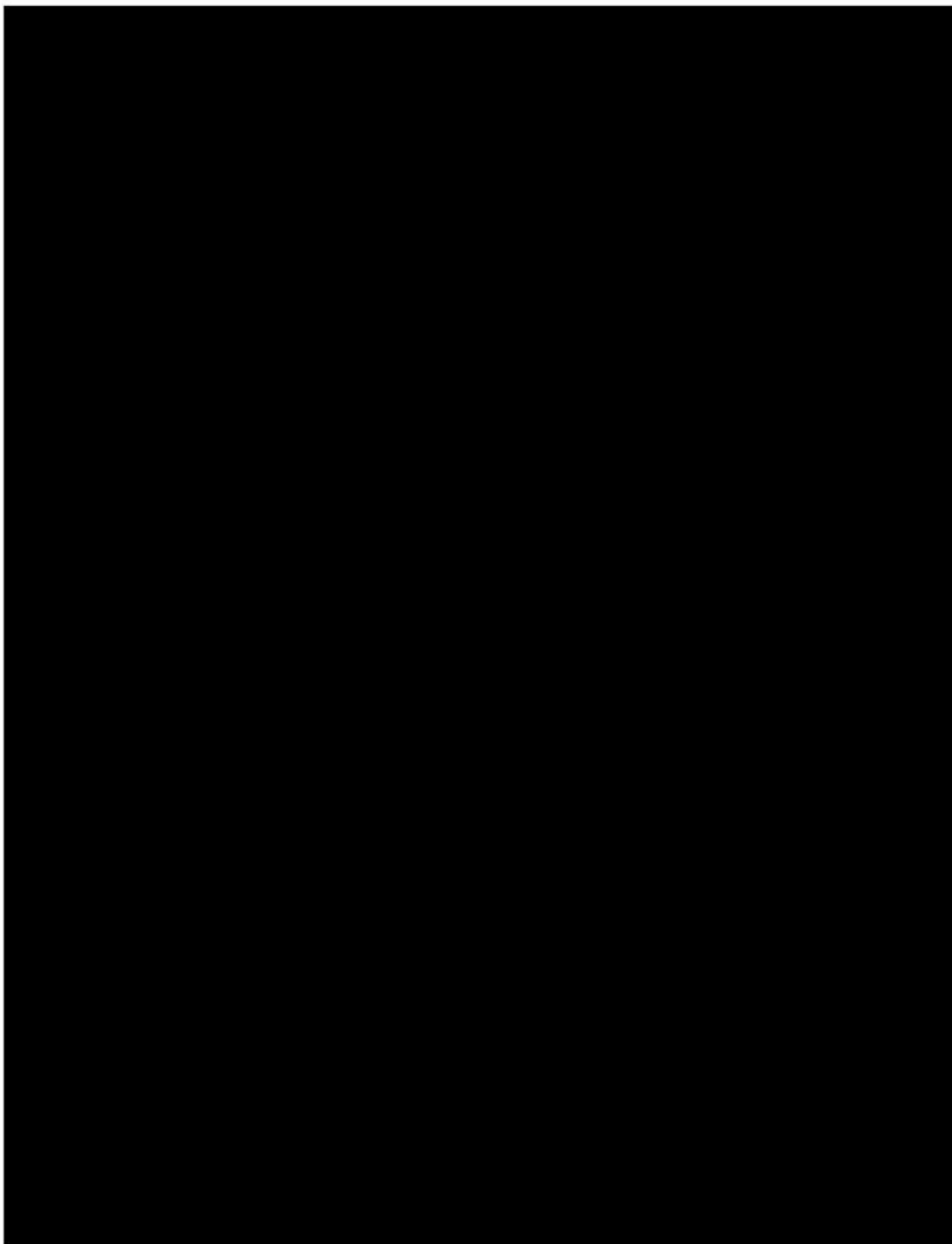






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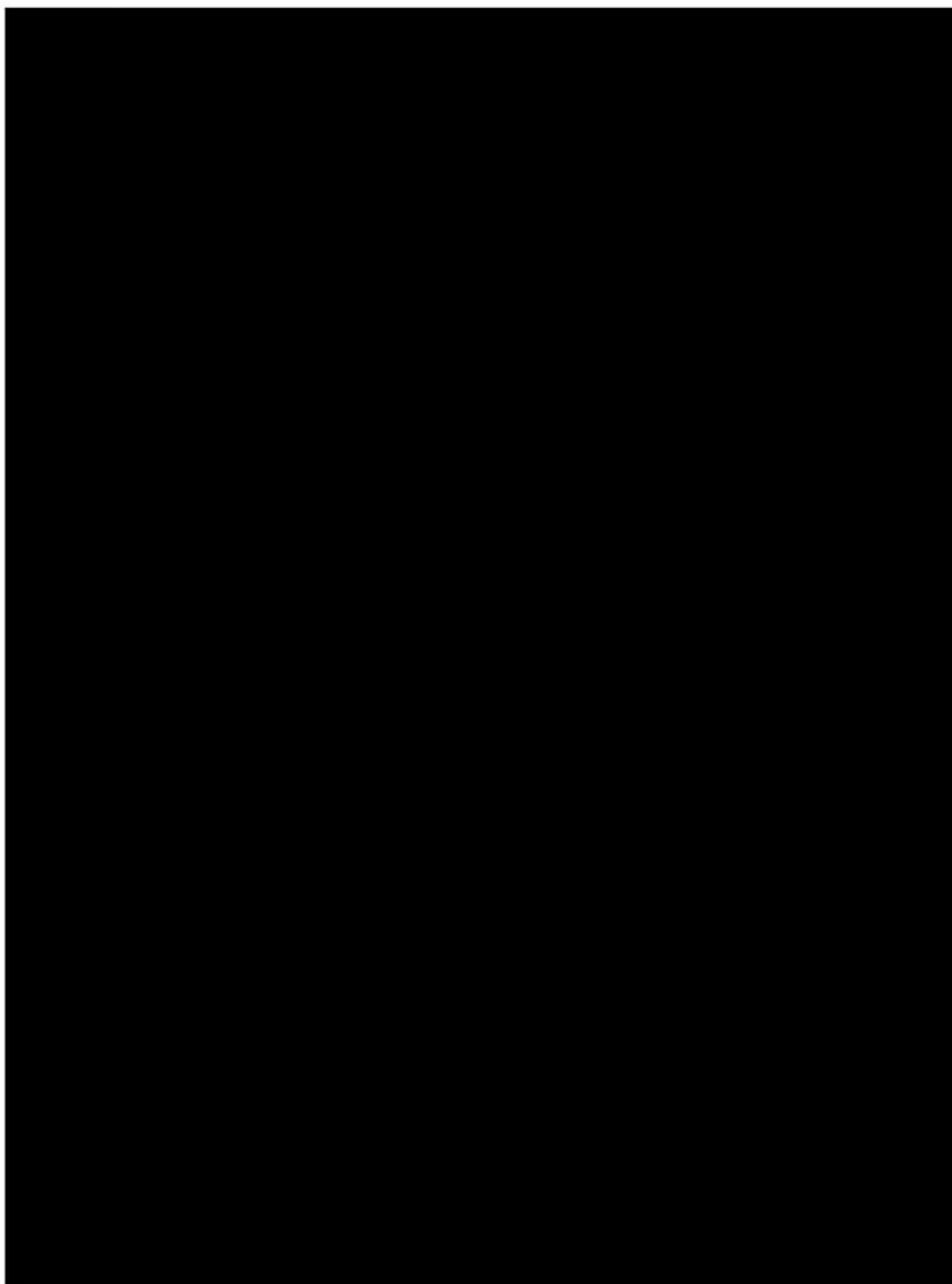
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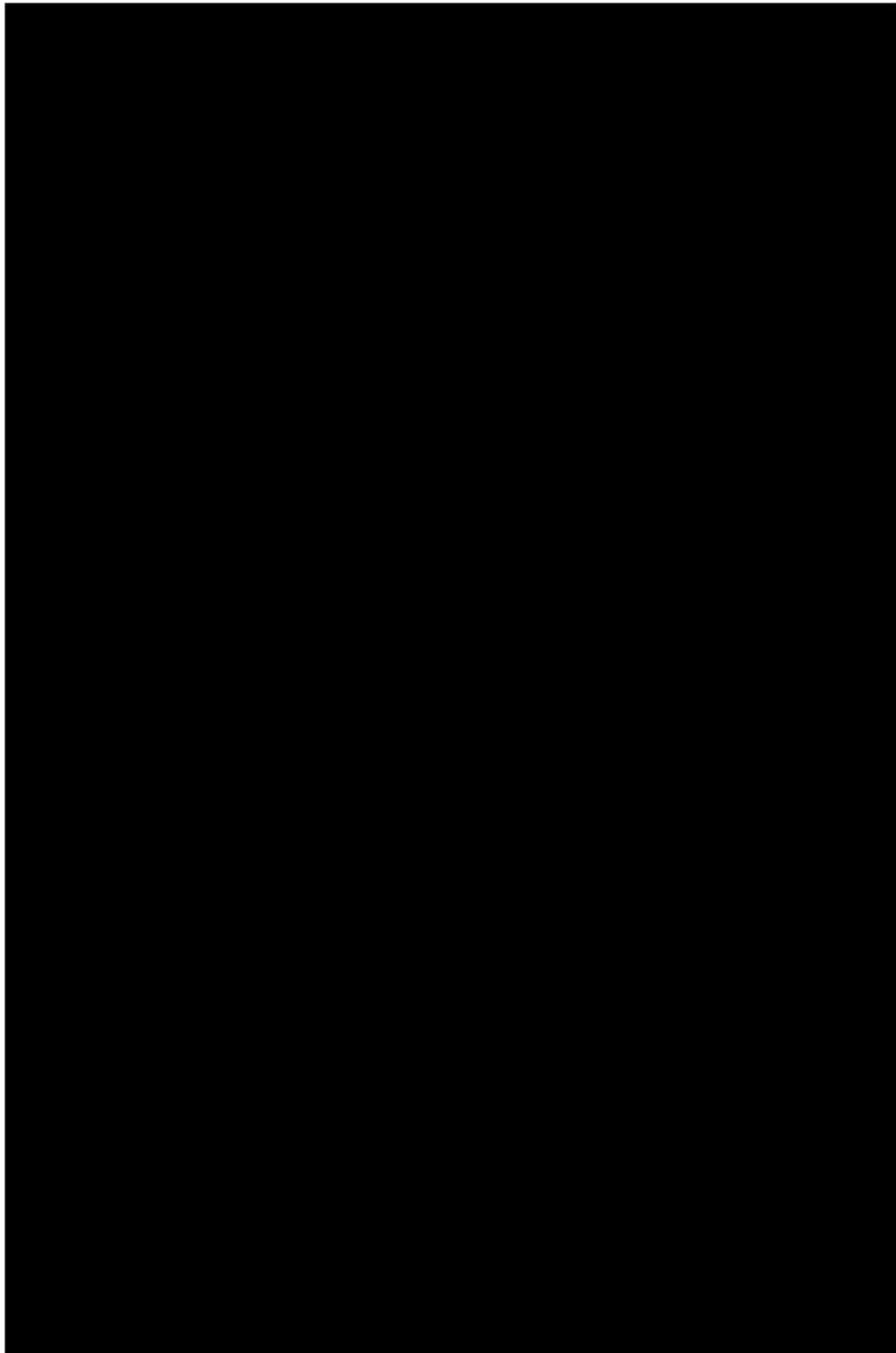
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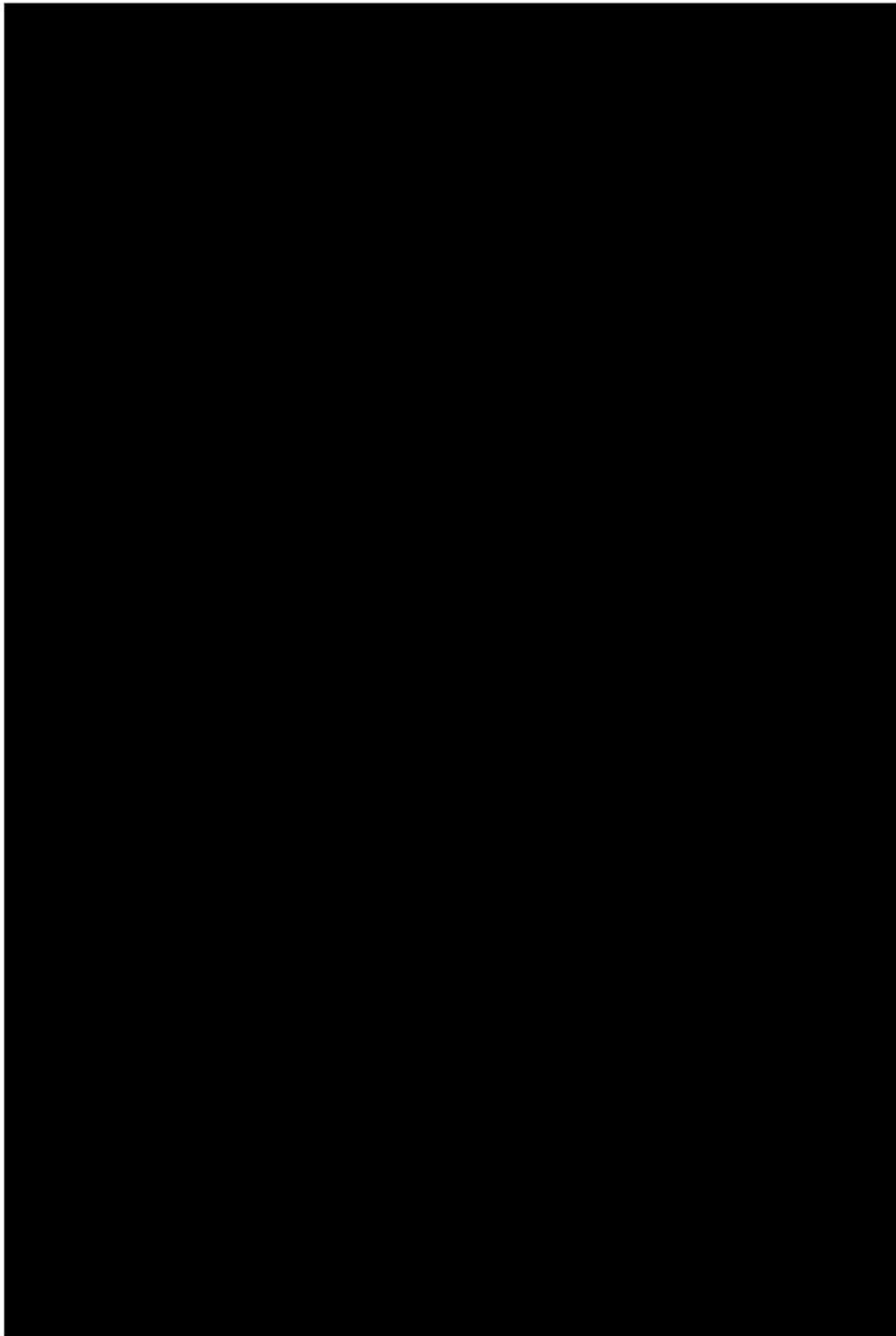
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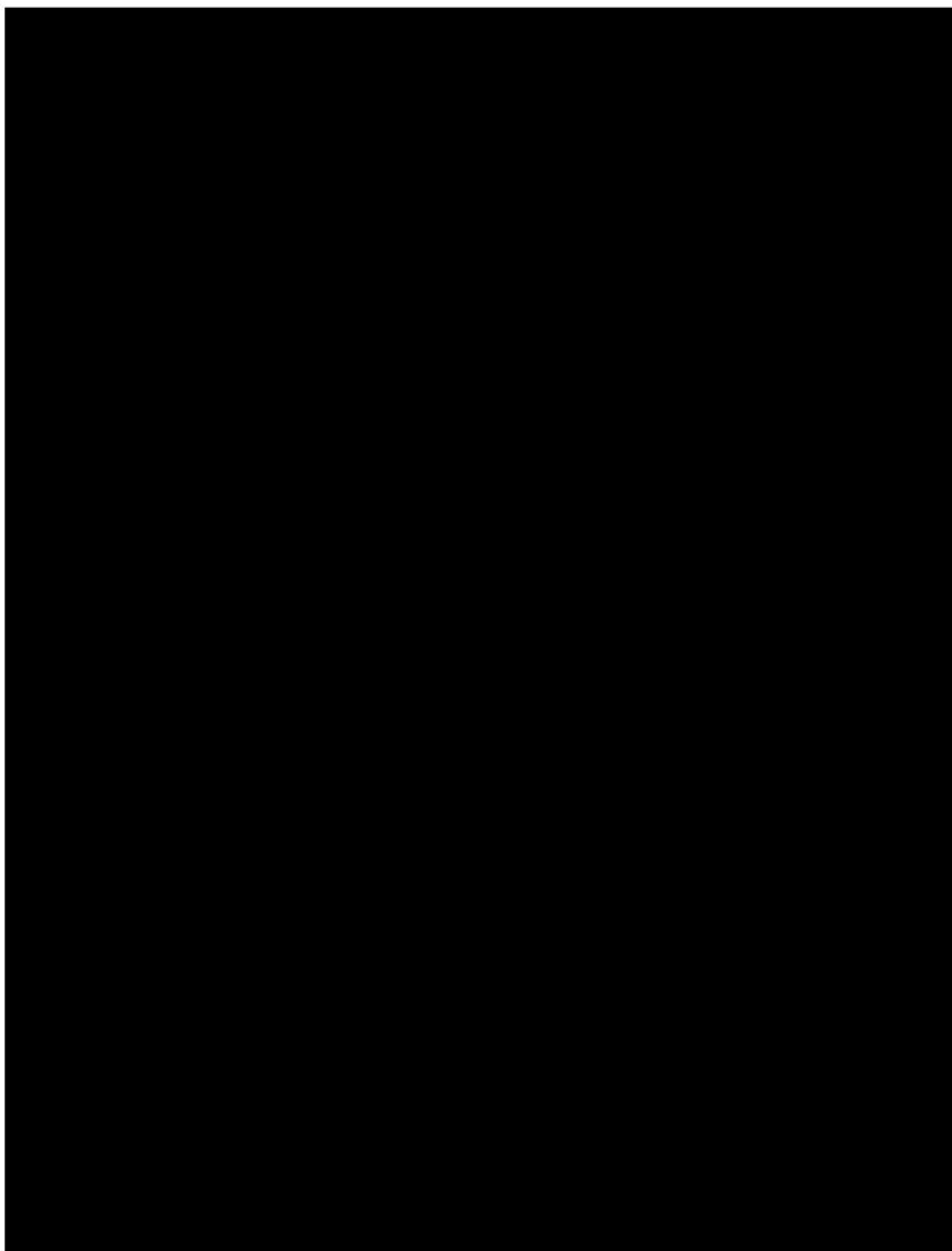
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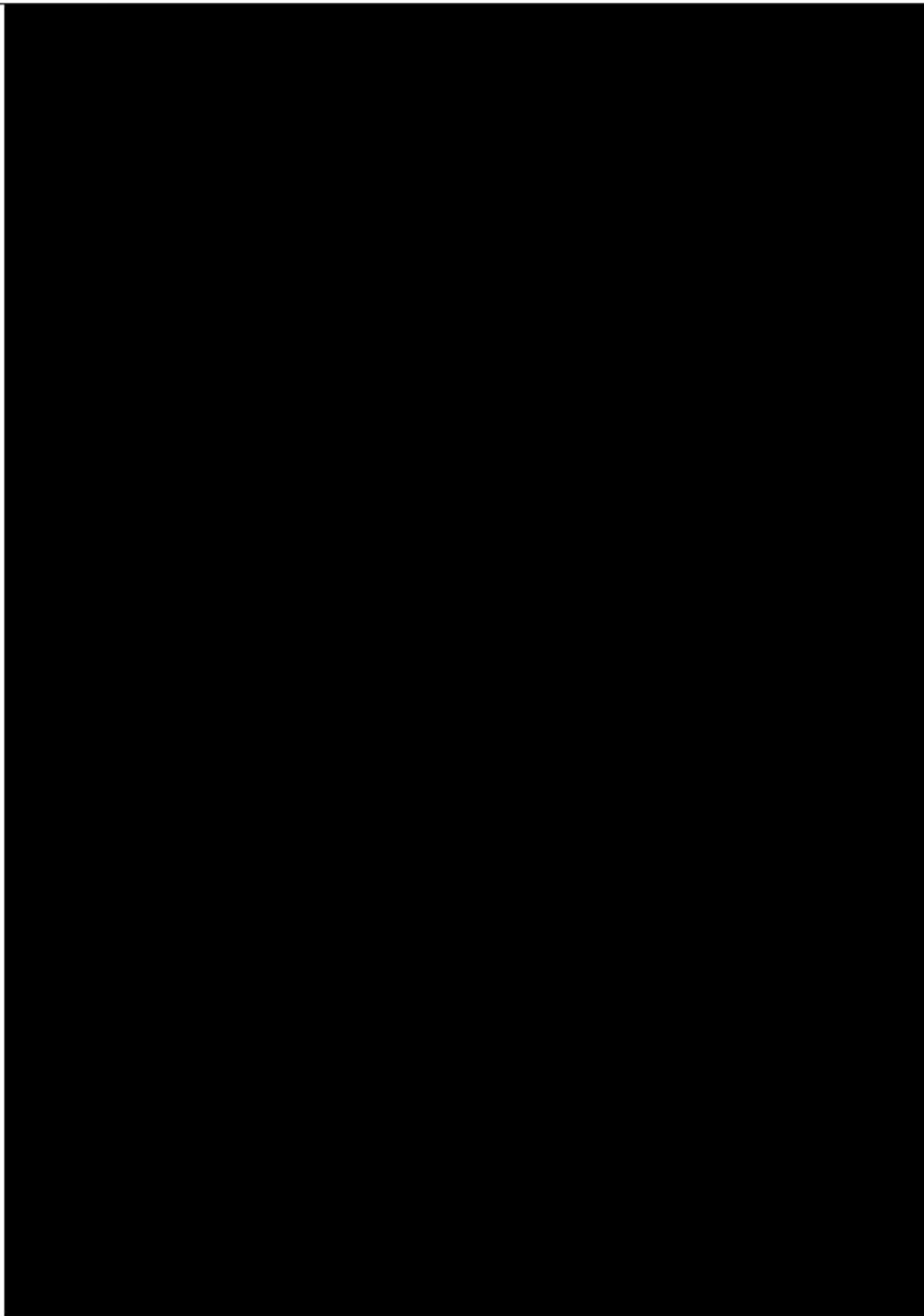
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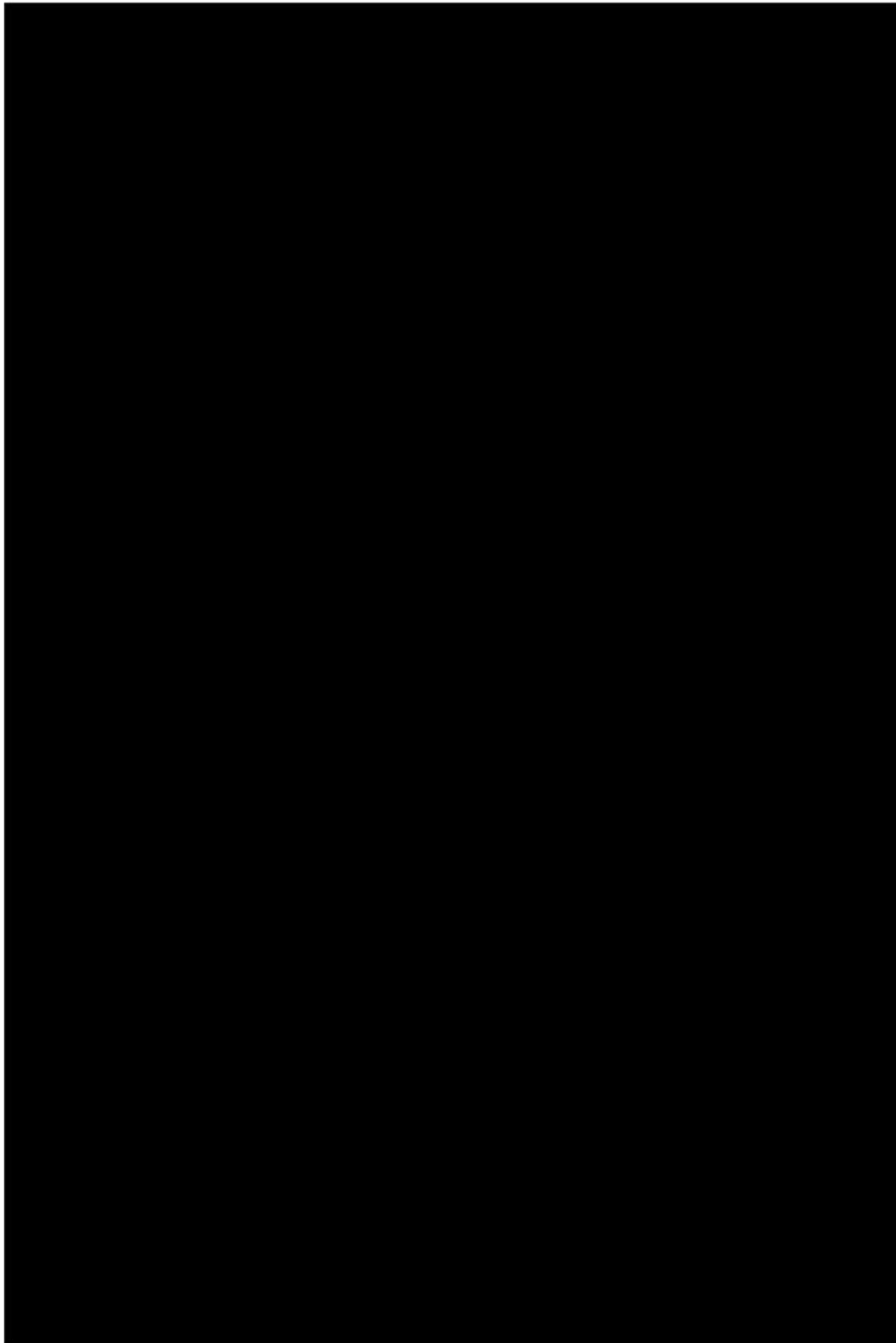
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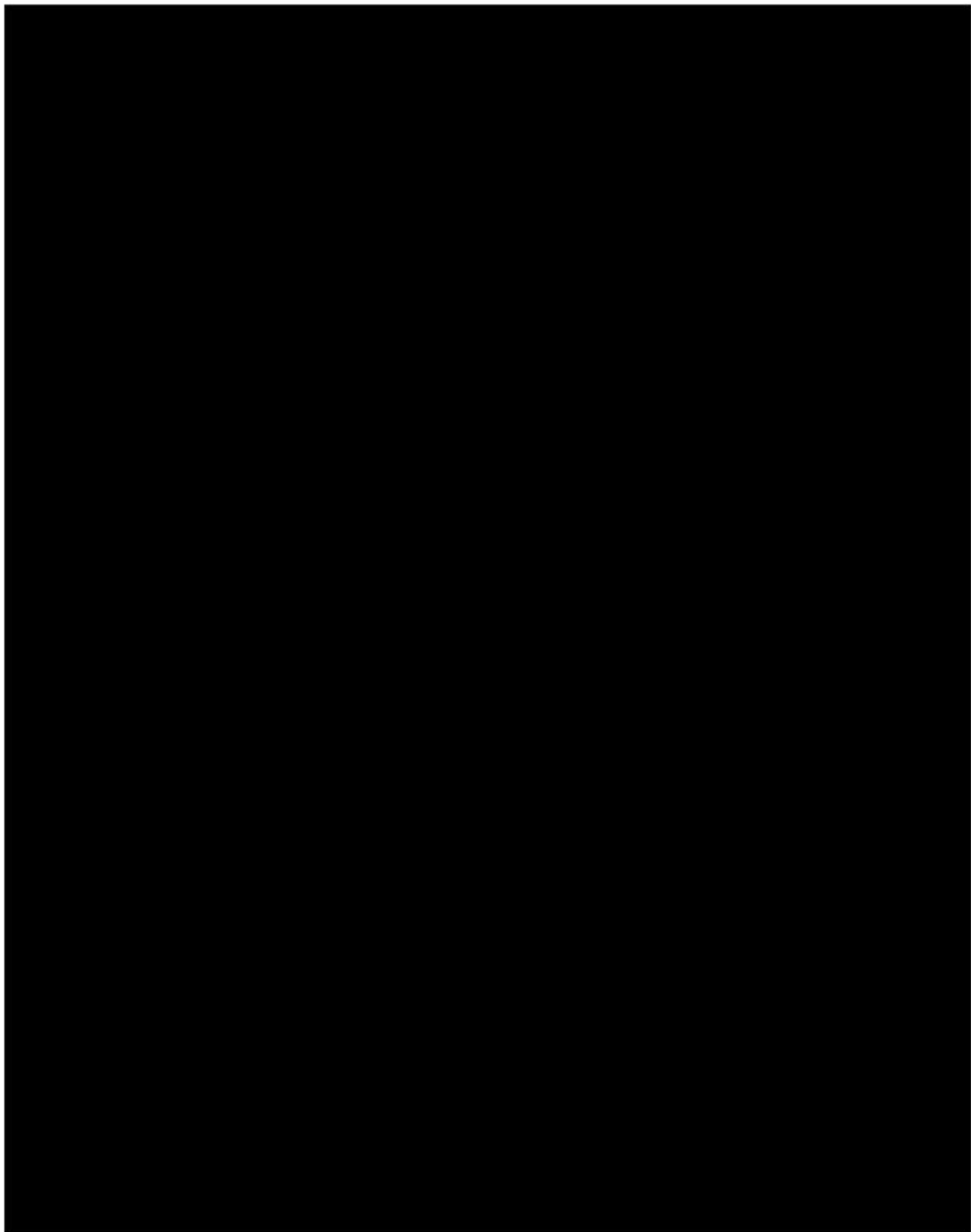
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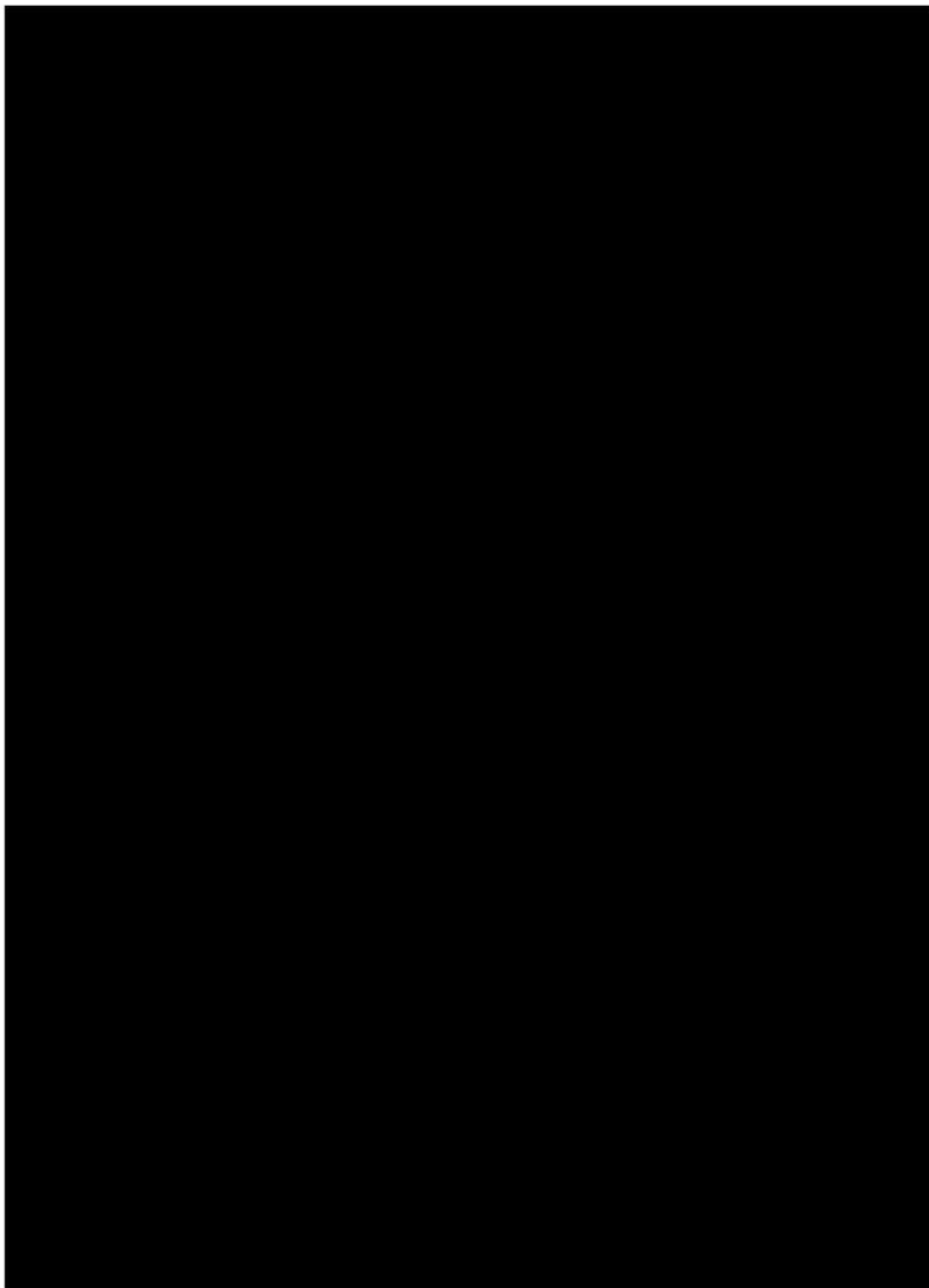






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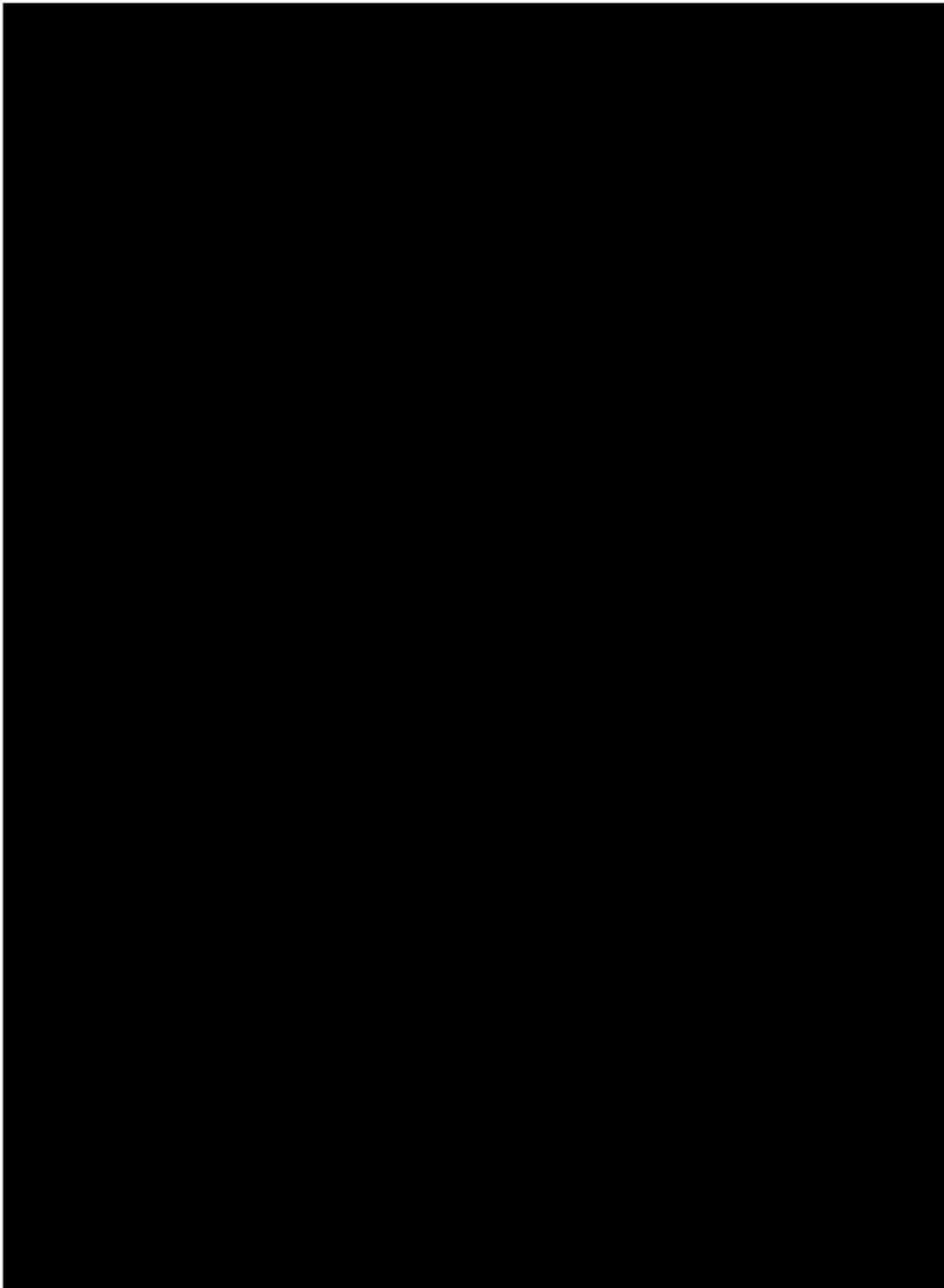
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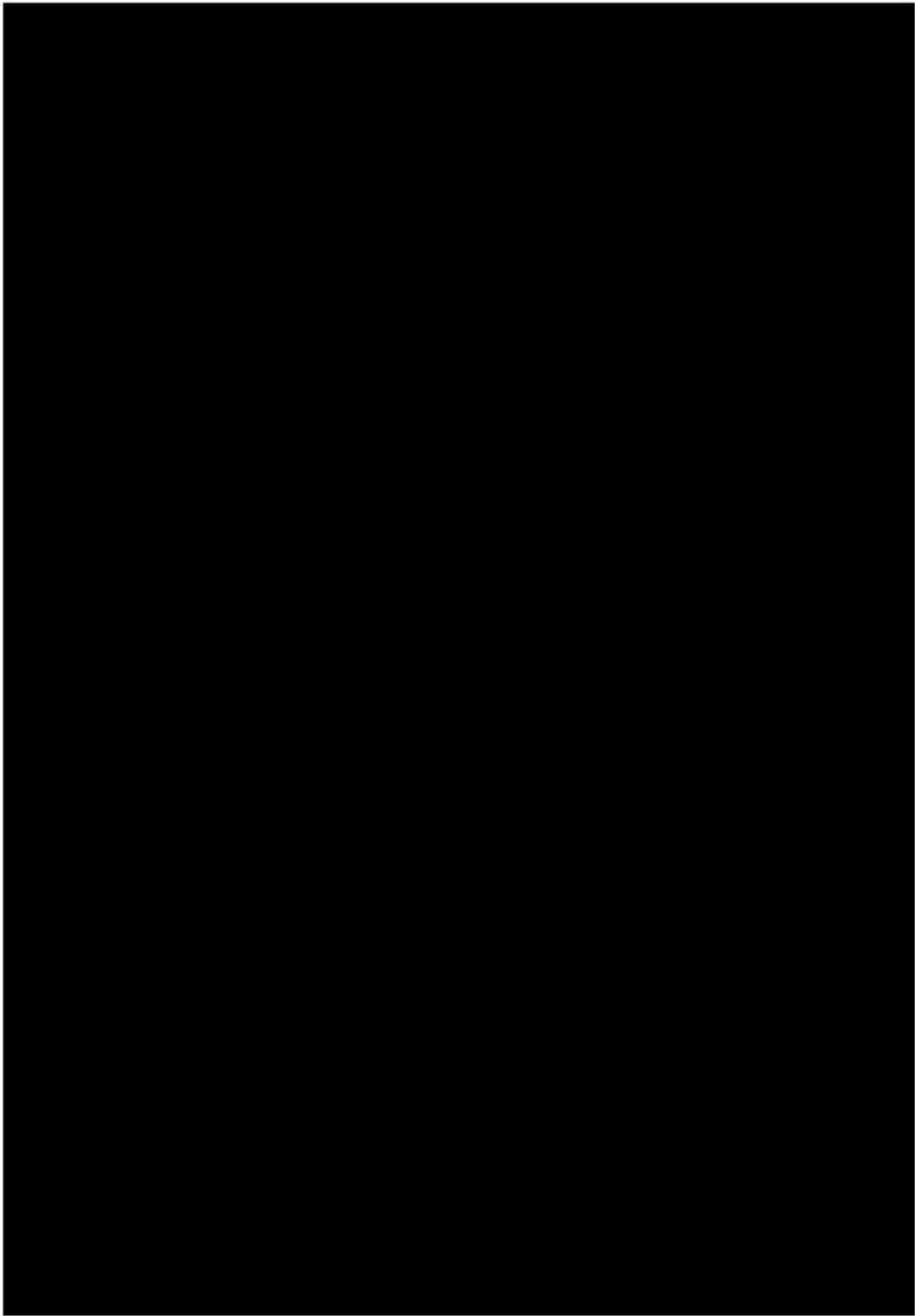
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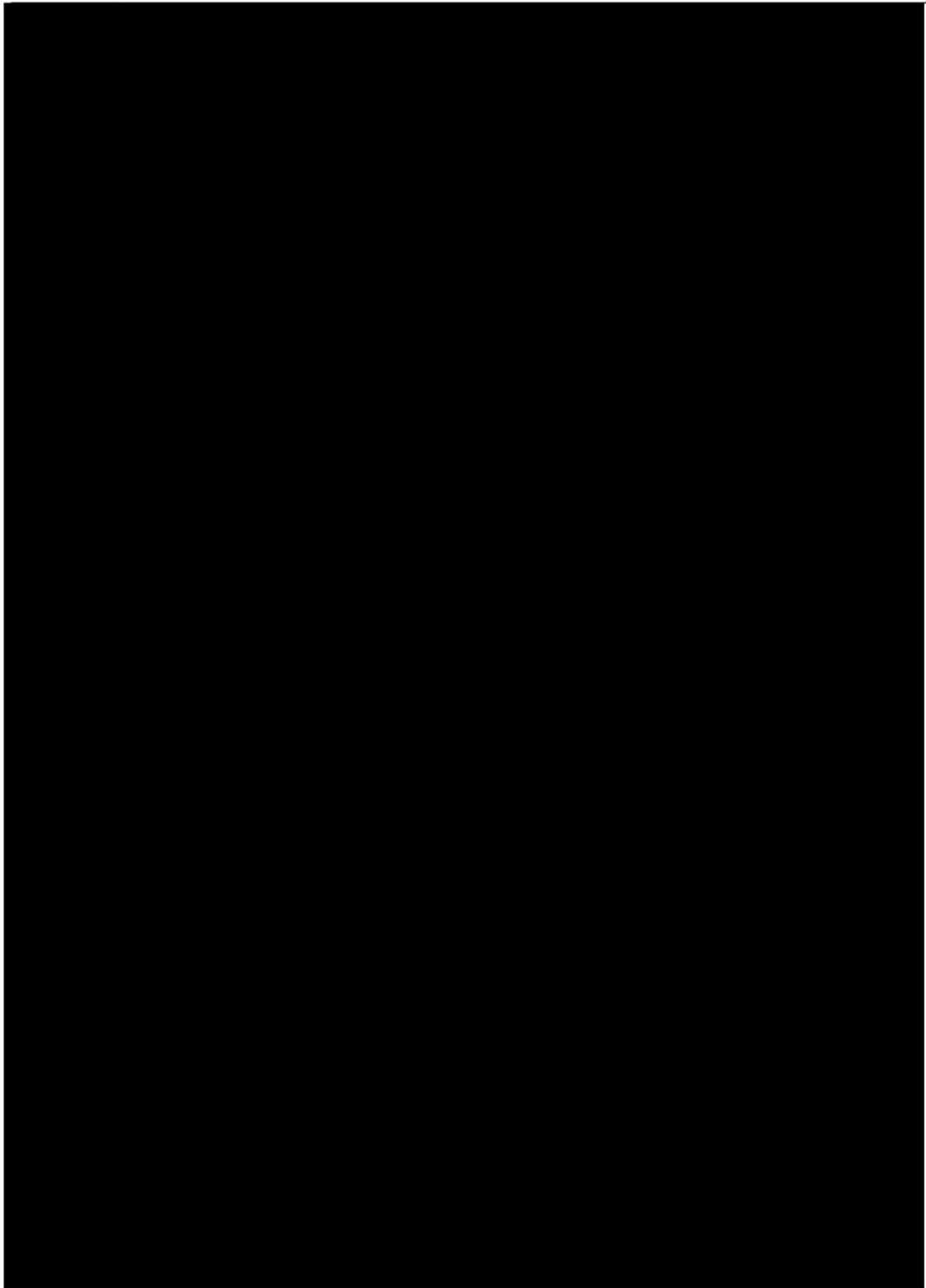
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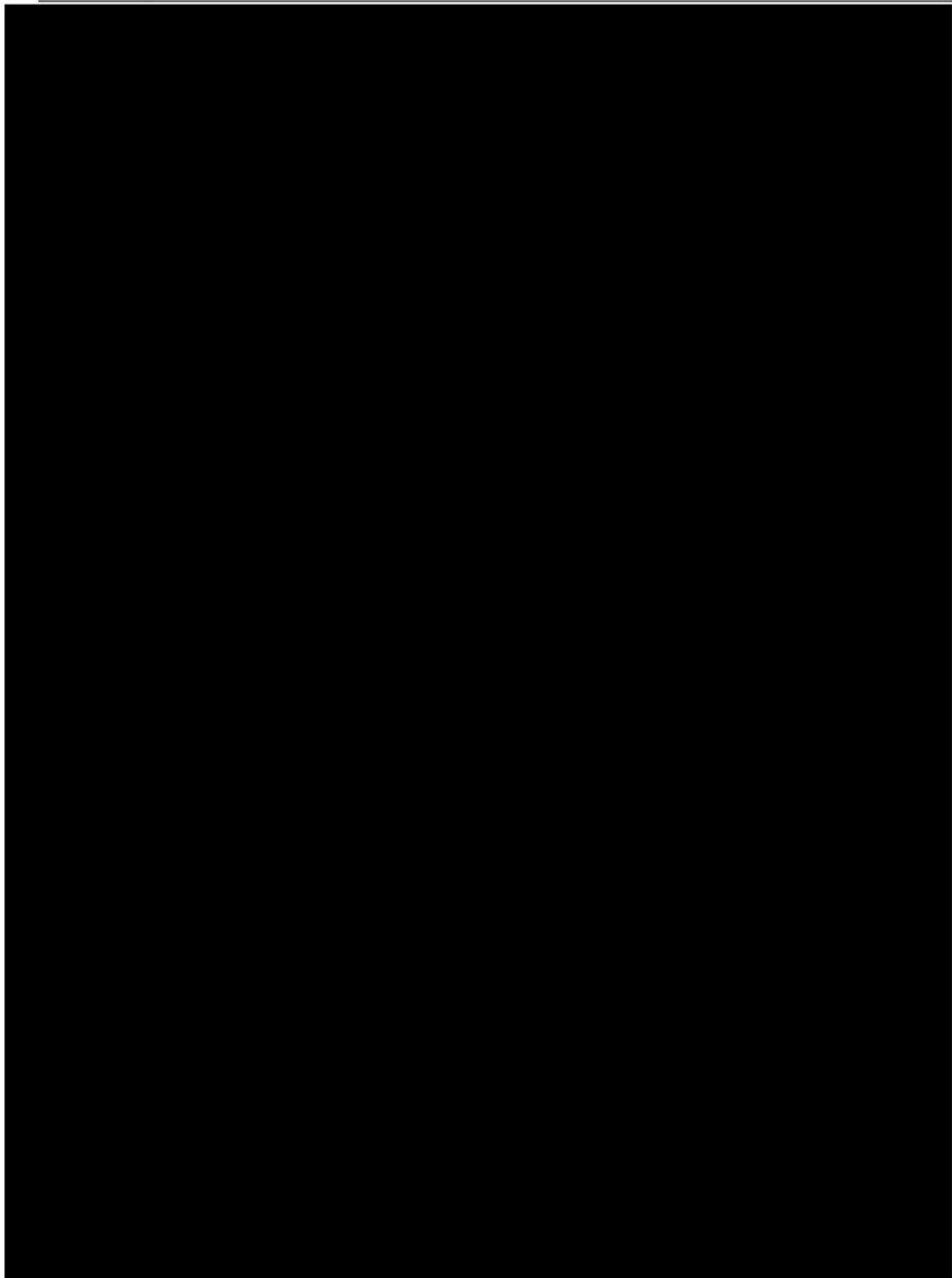


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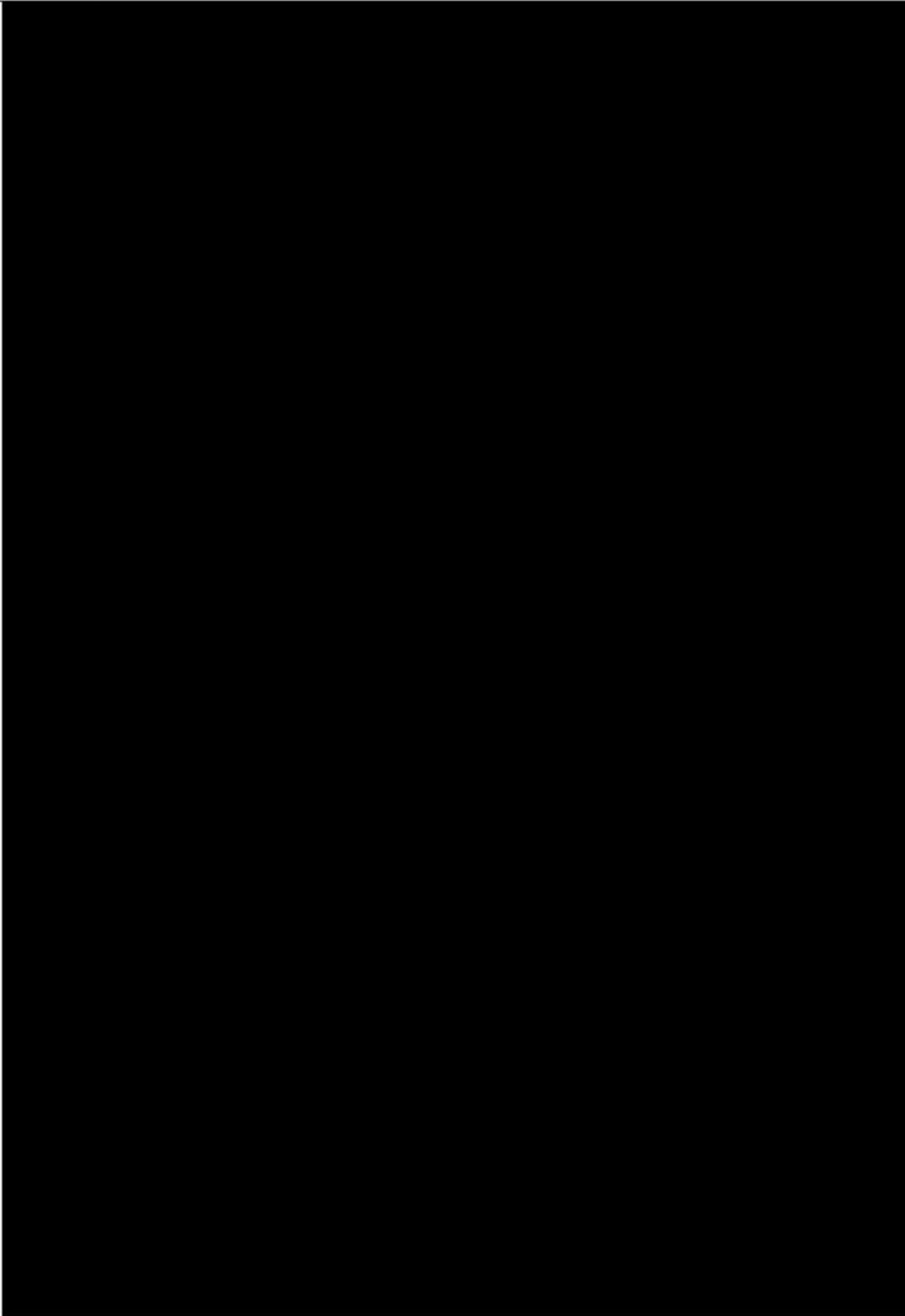


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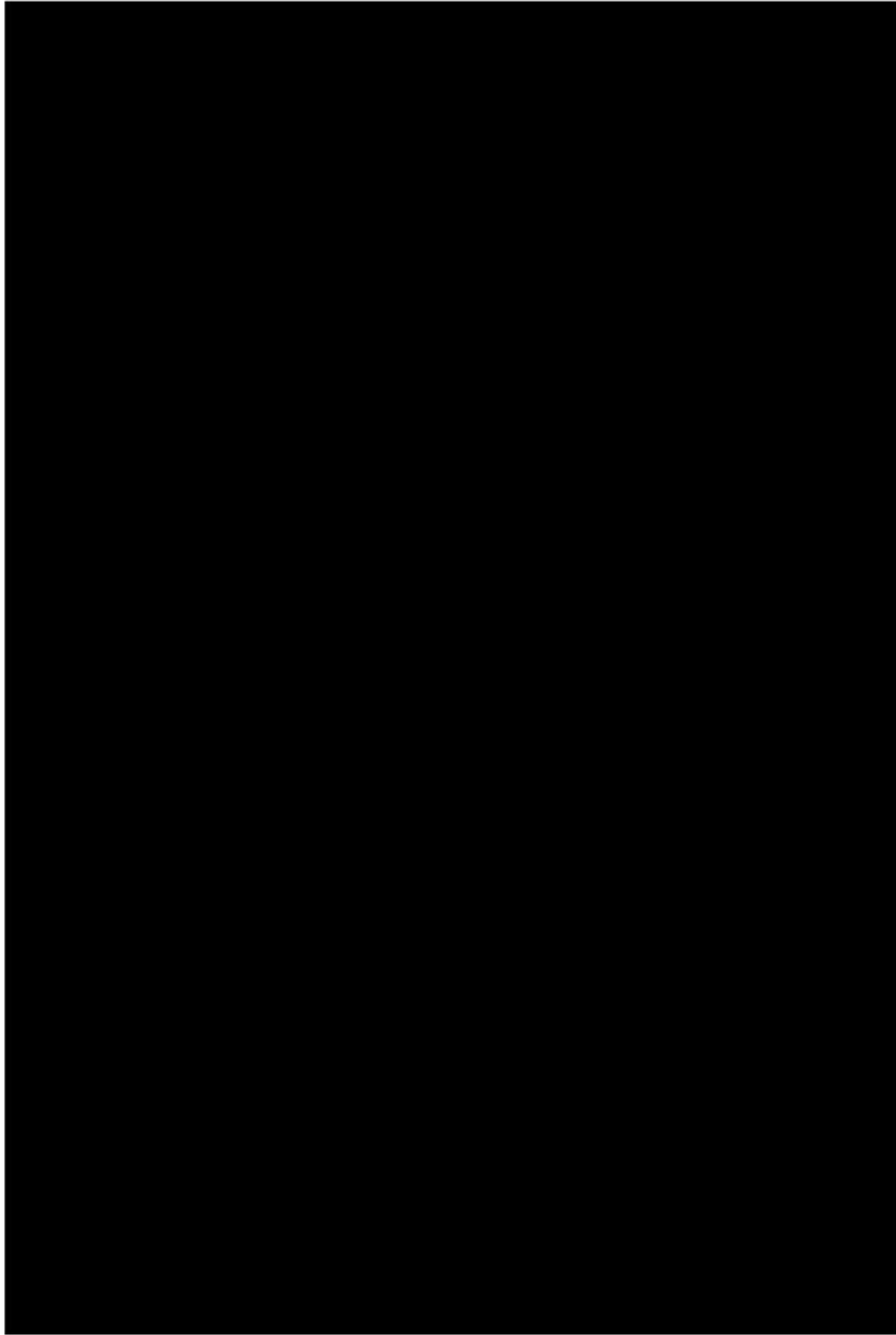
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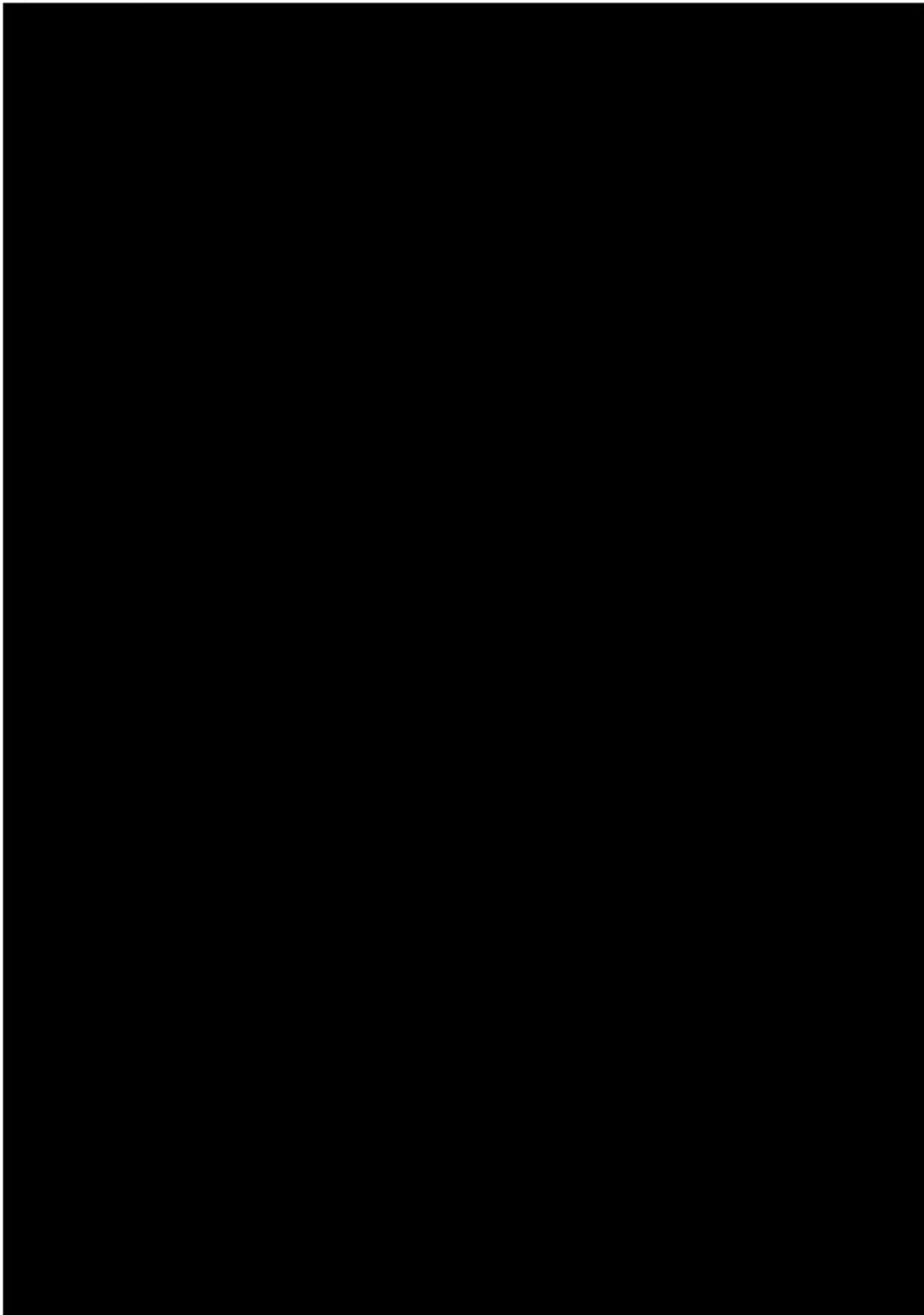
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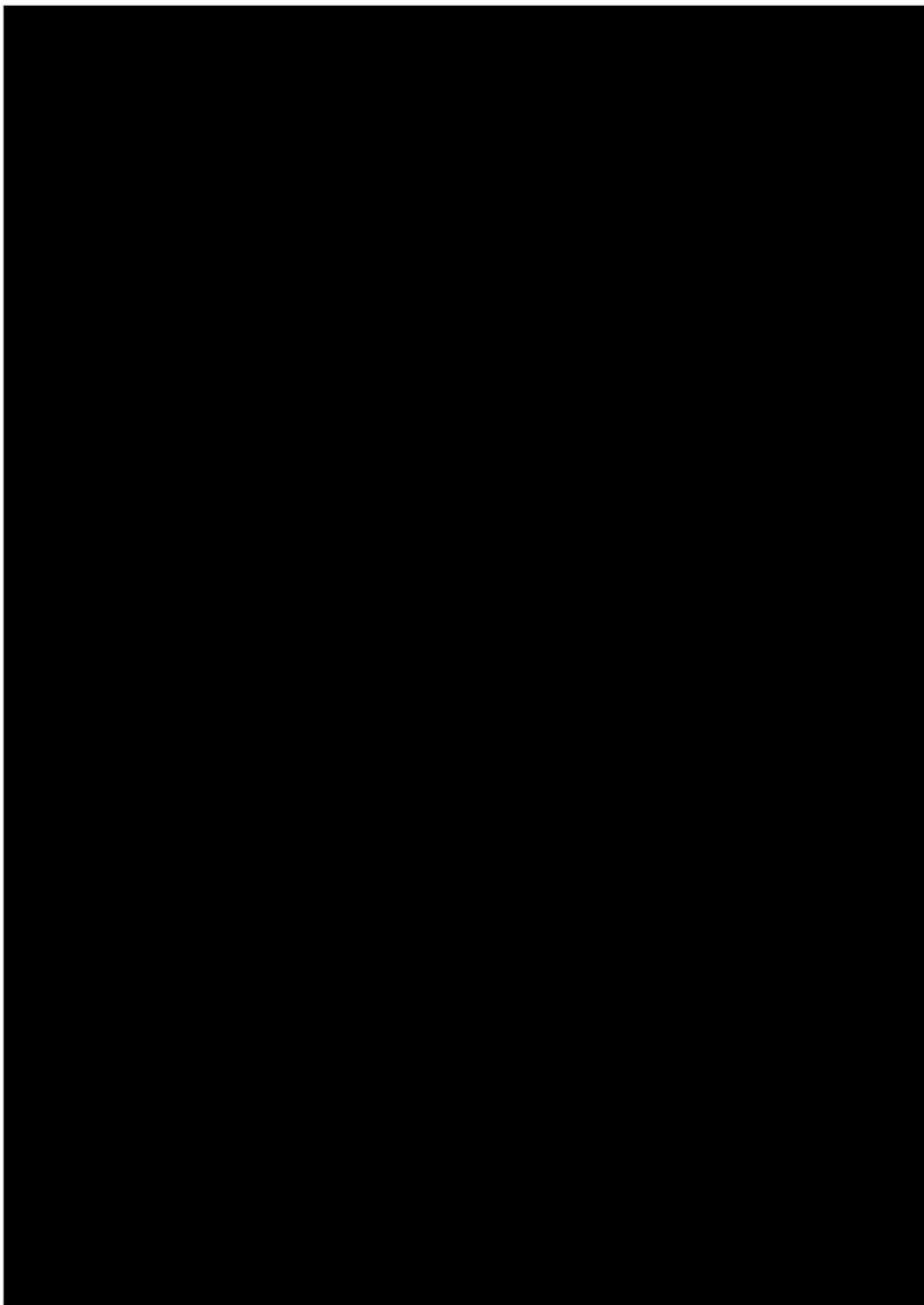


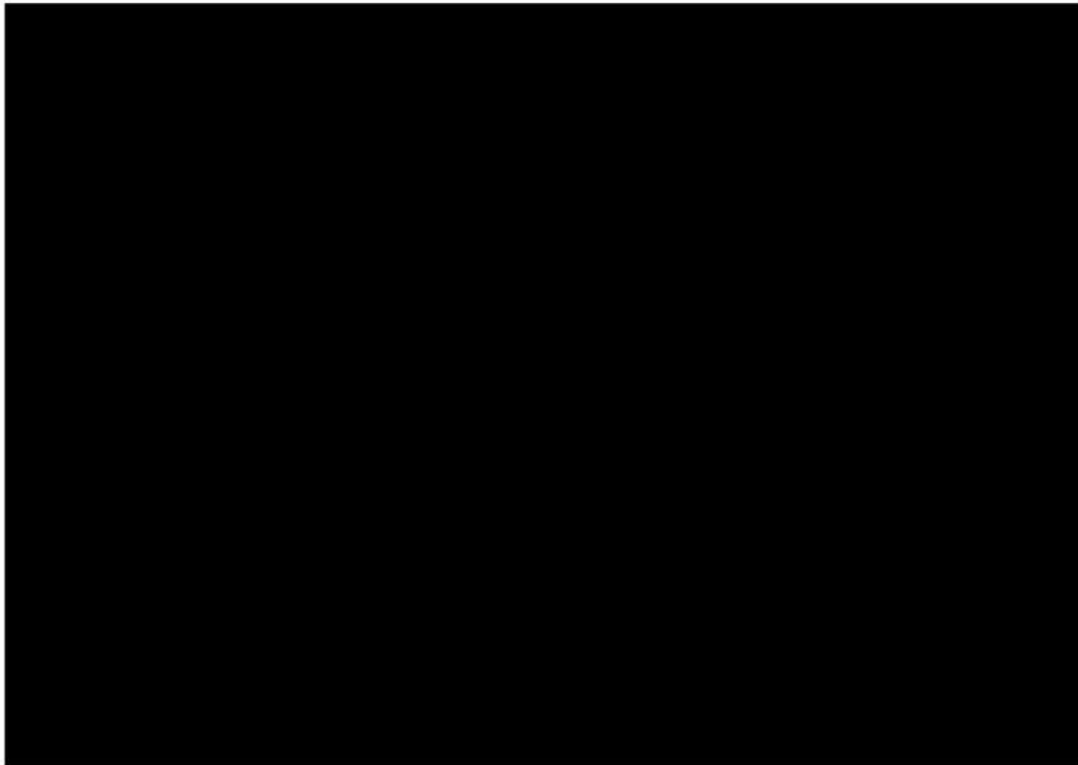




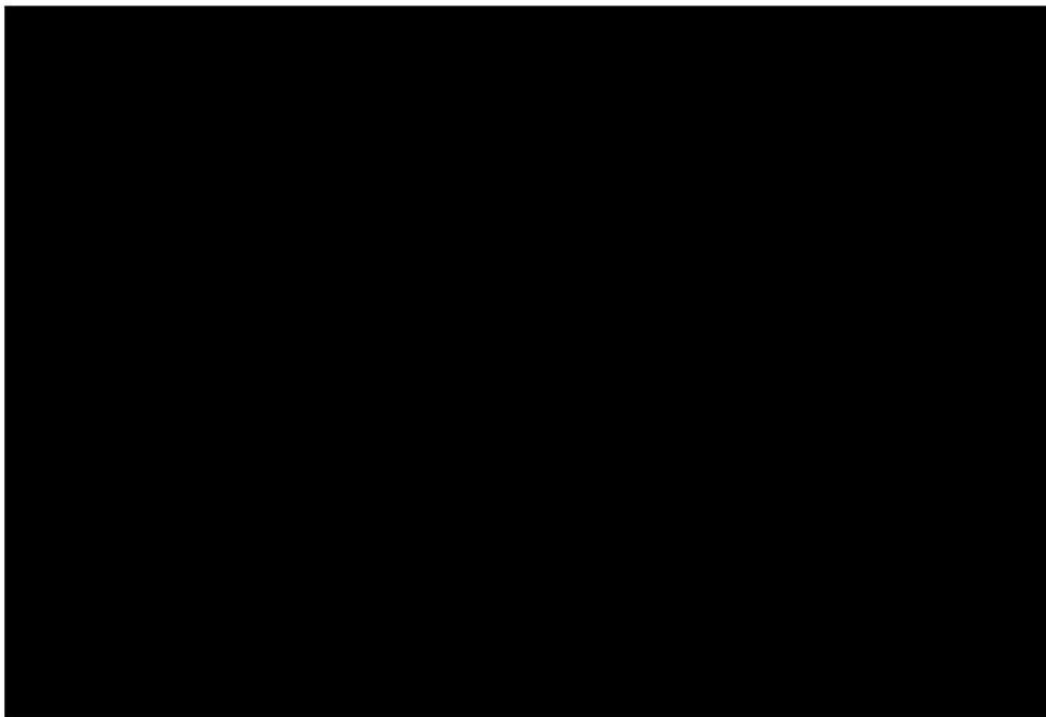
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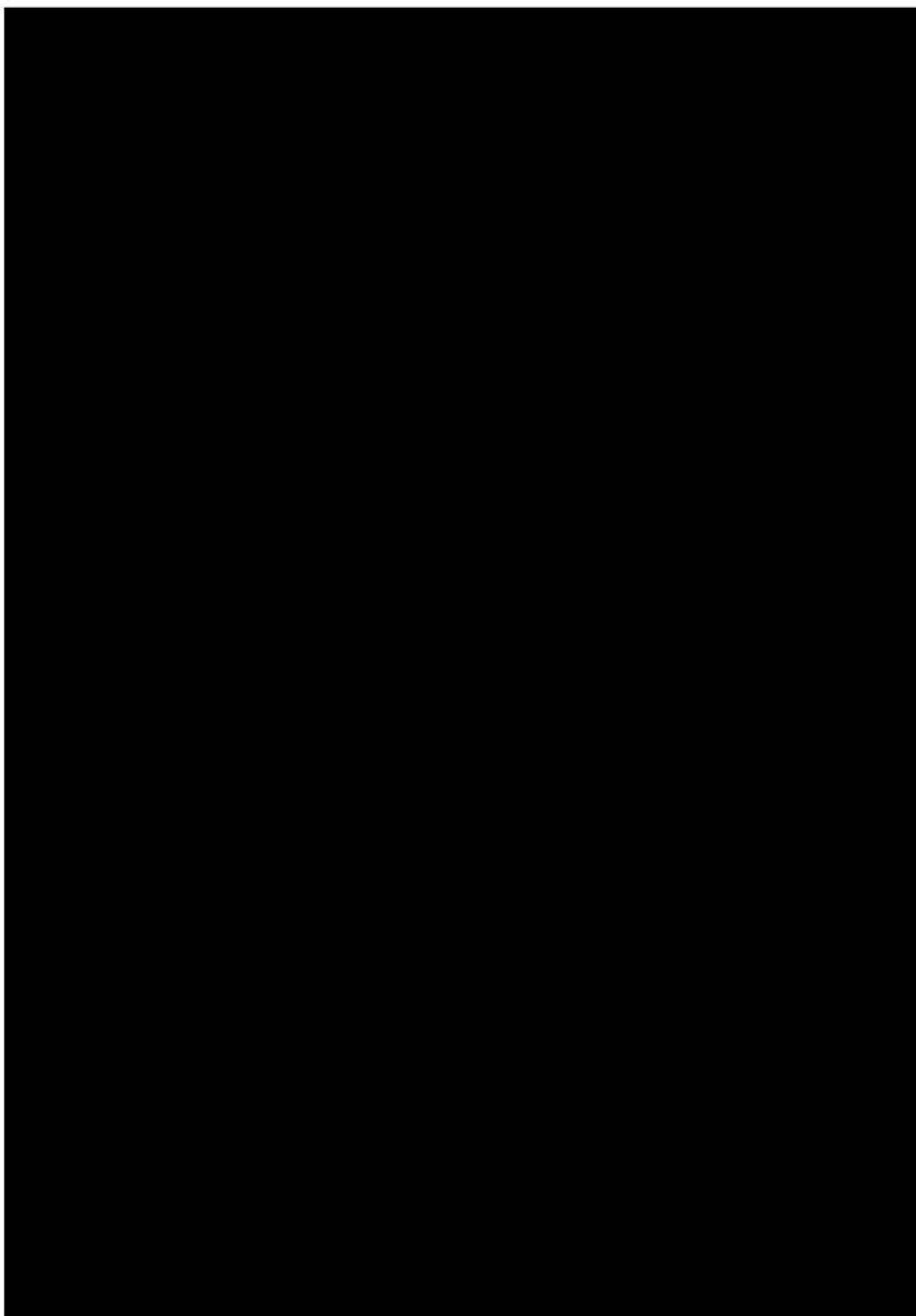
**7. ISSUE OF CHIP PURCHASE VOUCHERS ('CPV')**





**Table Games**  
**Generic Standard Operating Procedures**

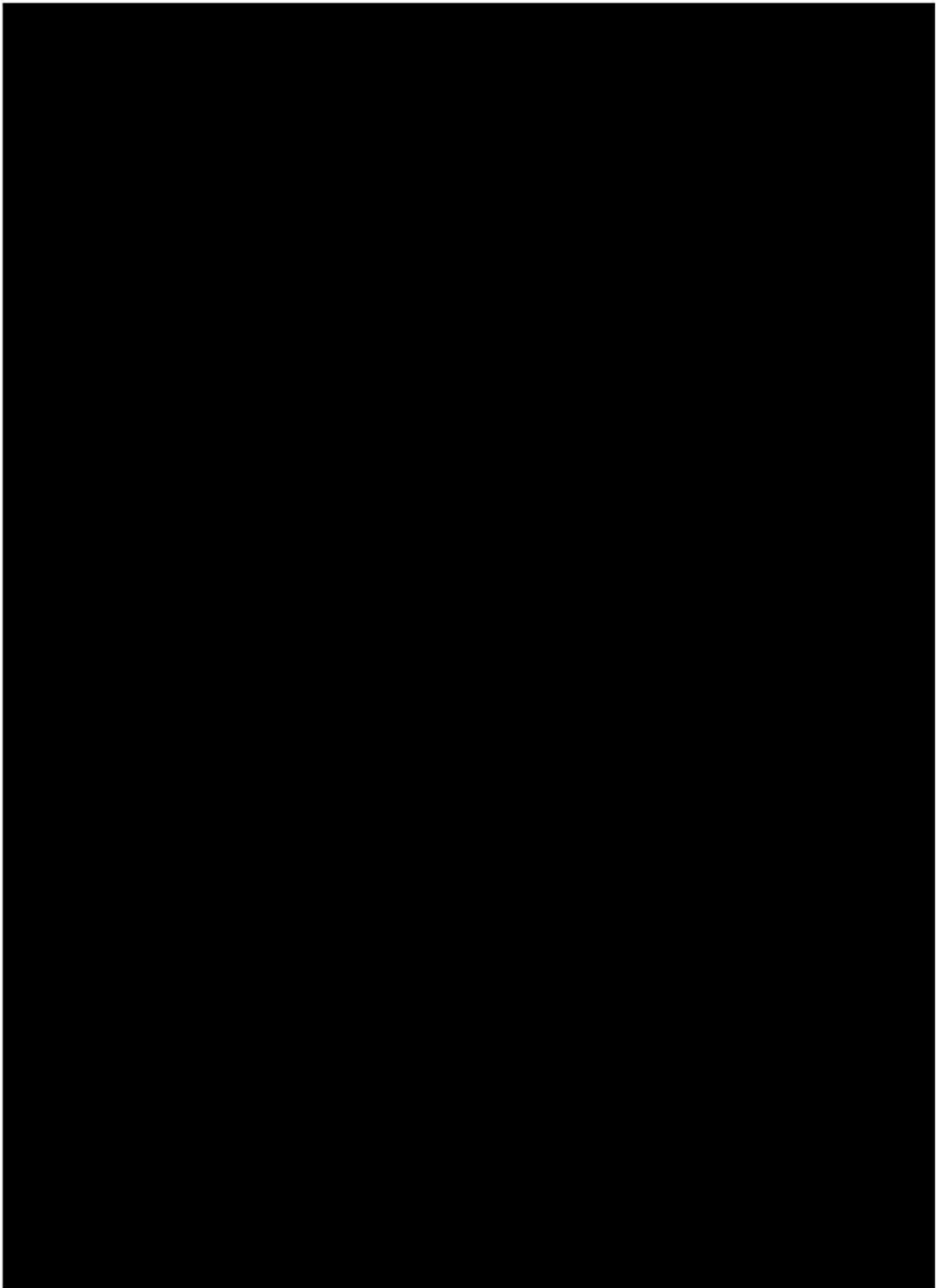
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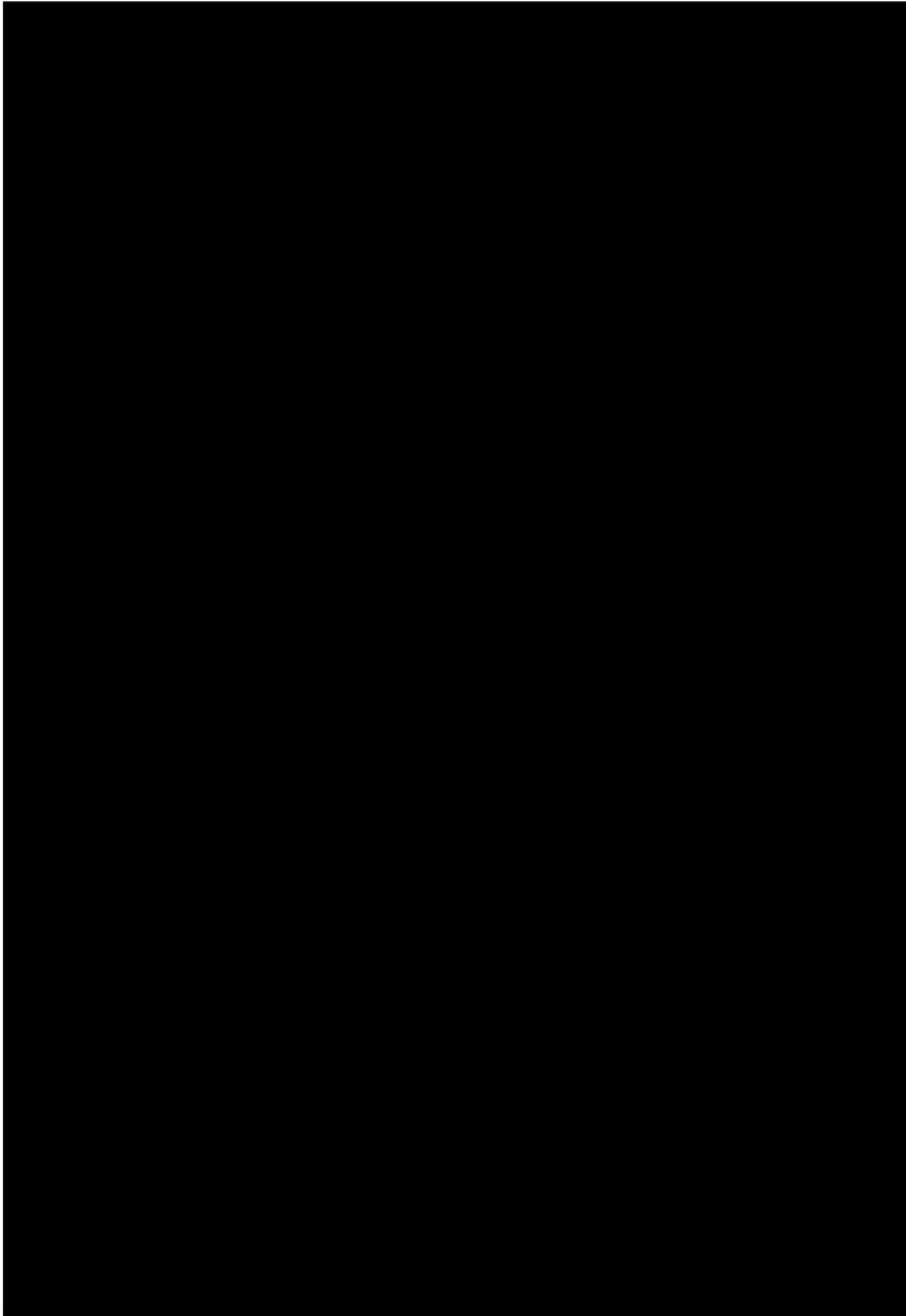
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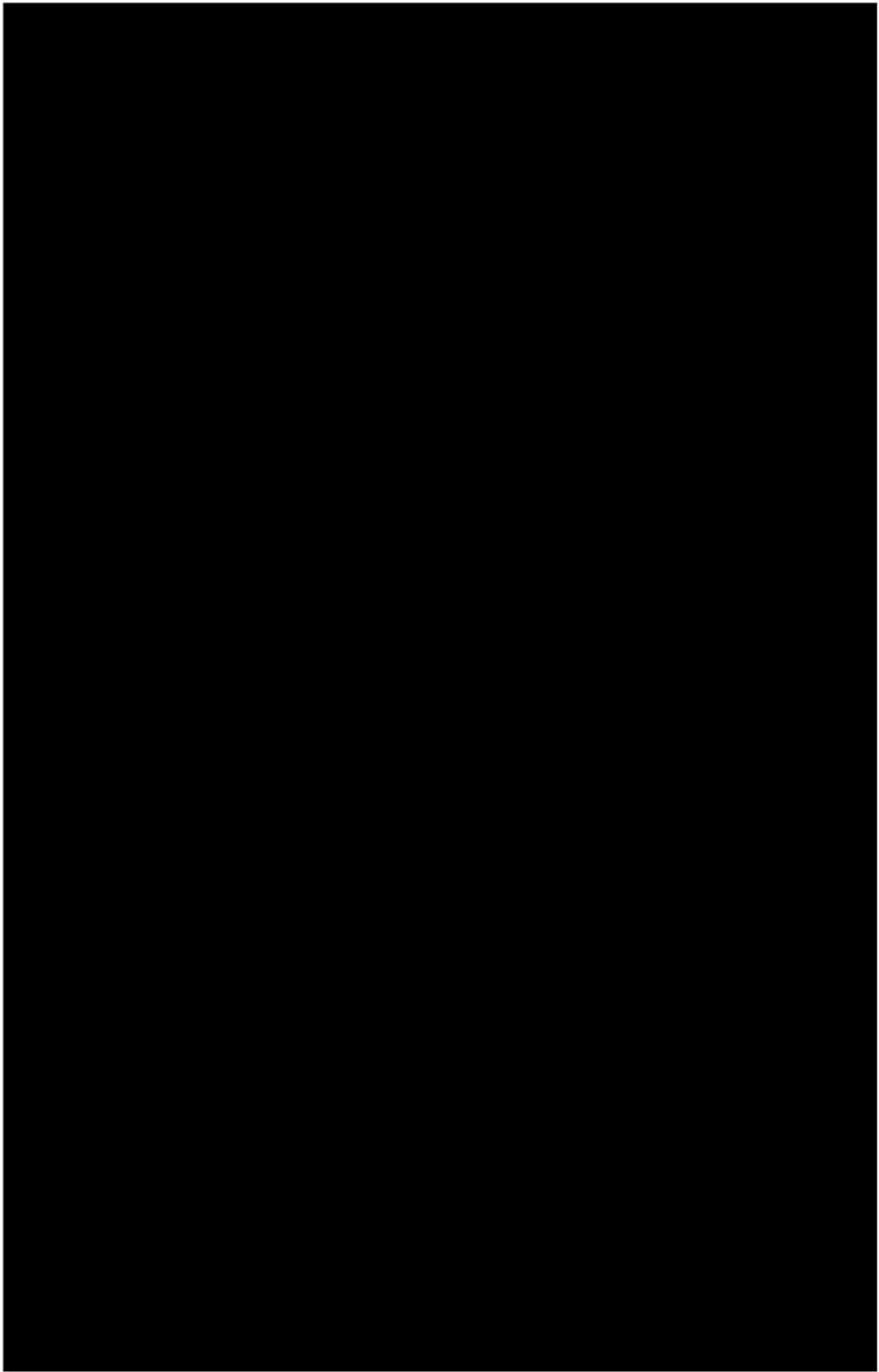
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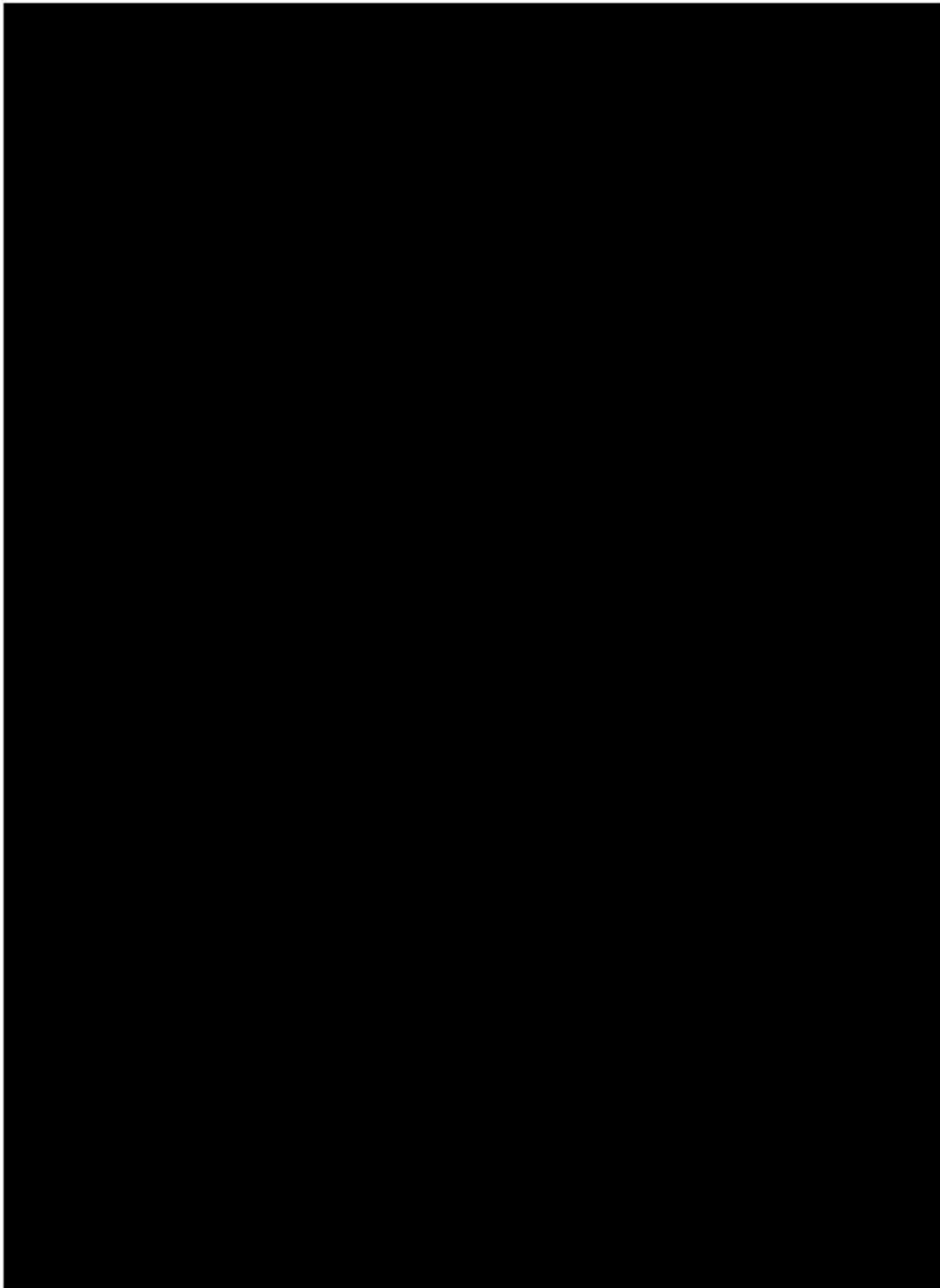
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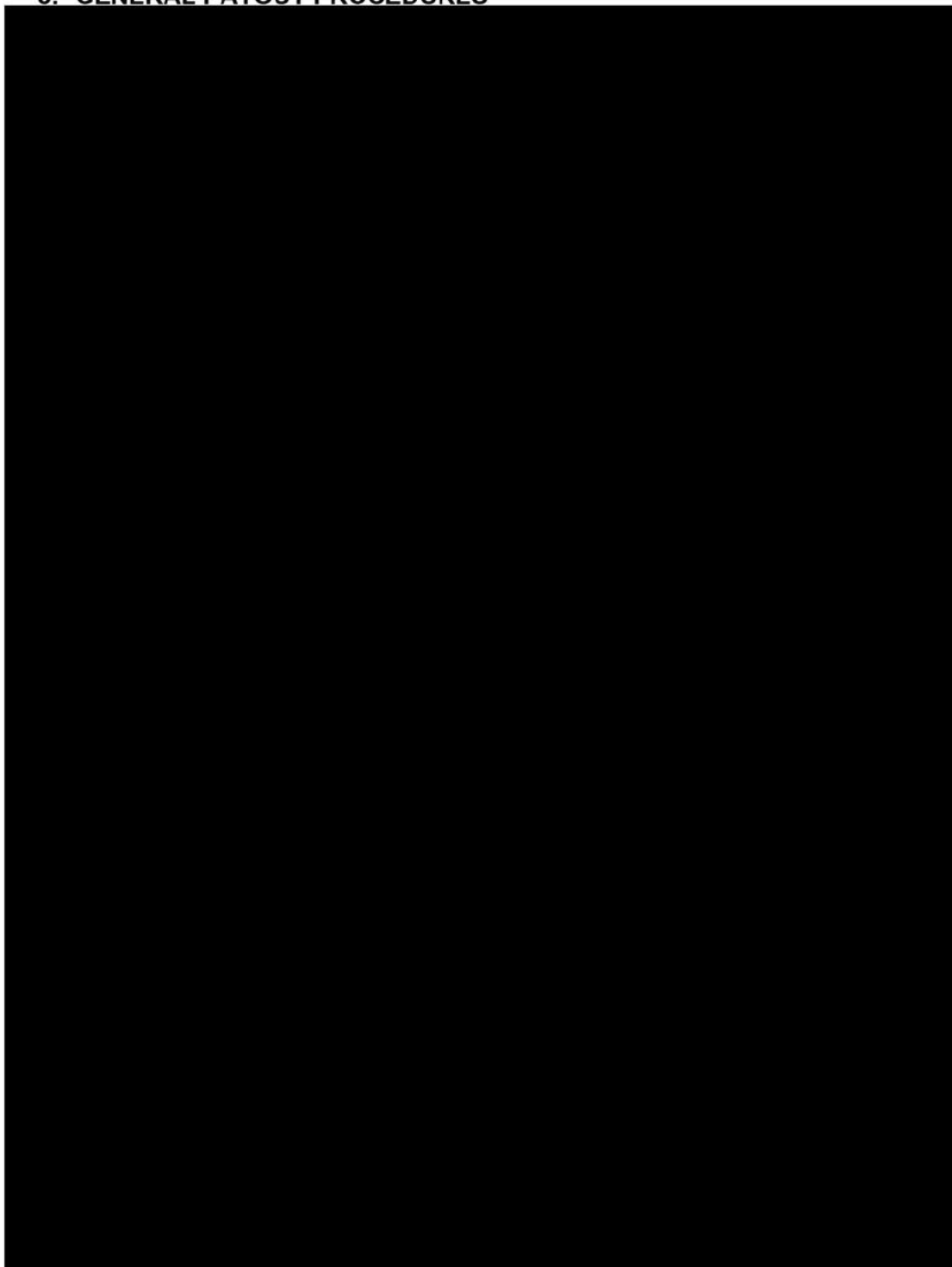
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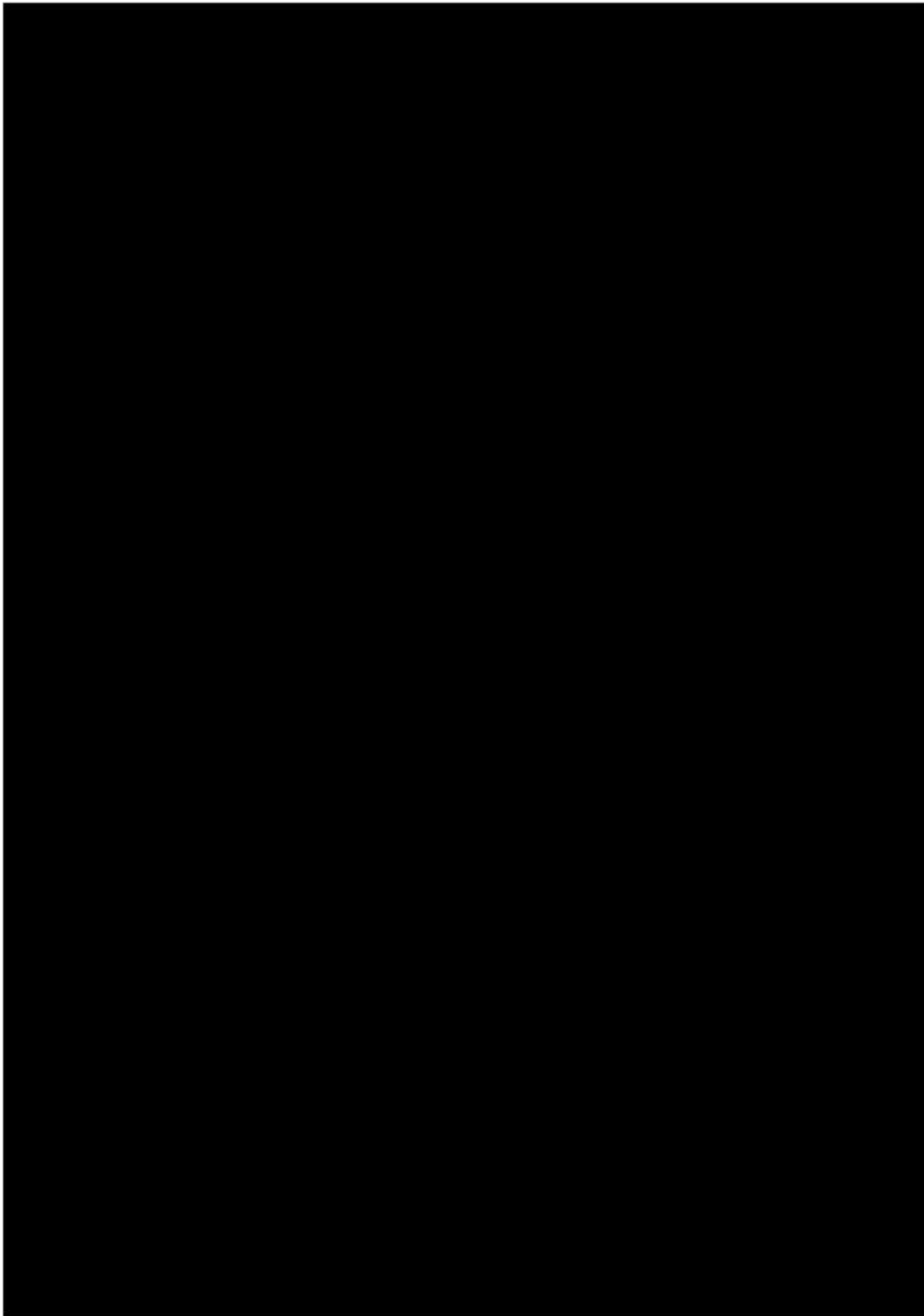
## 8. GENERAL PAYOUT PROCEDURES





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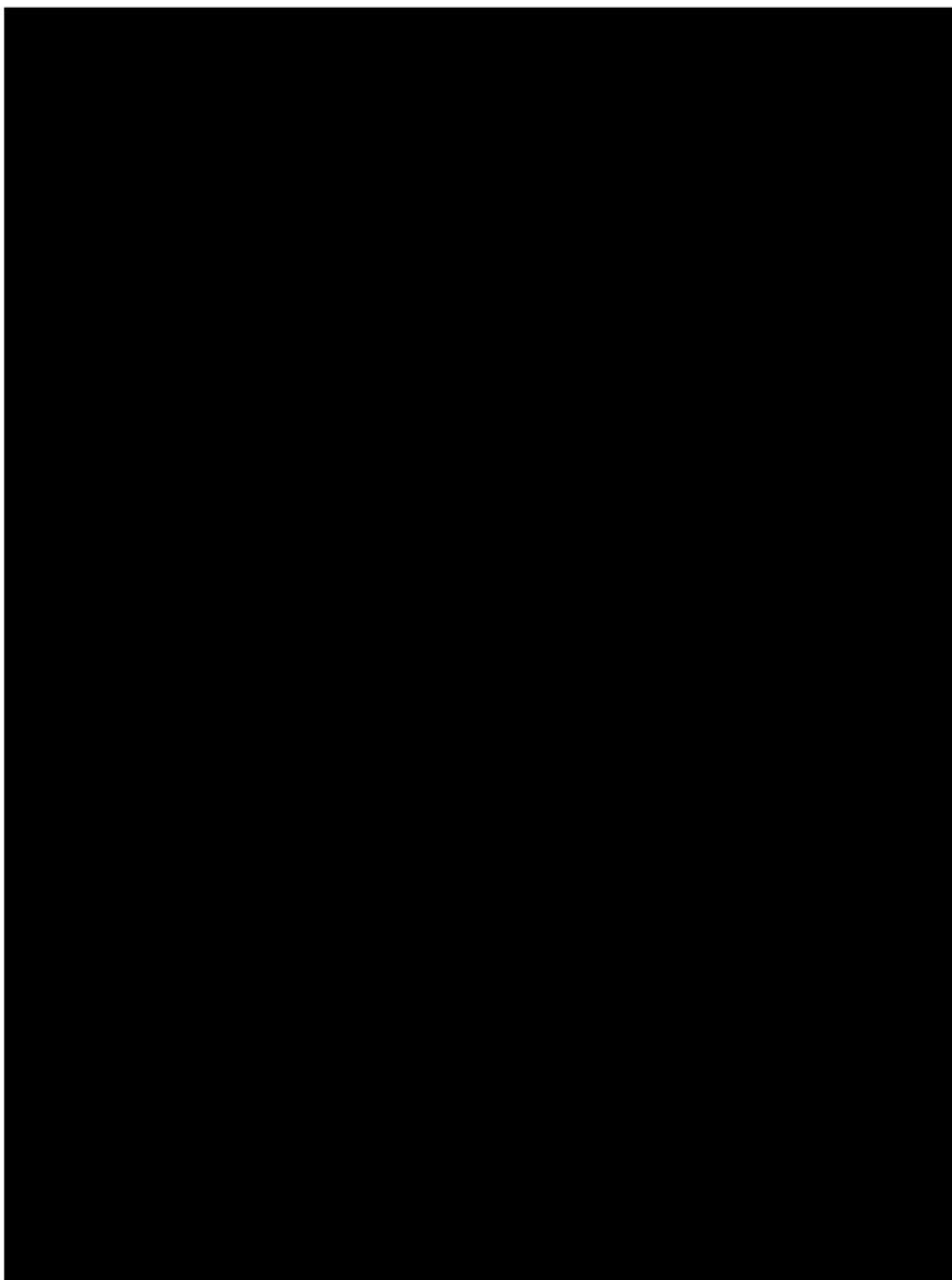
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**Table Games**  
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**9. PAYMENTS TO EXCLUDED PERSONS**

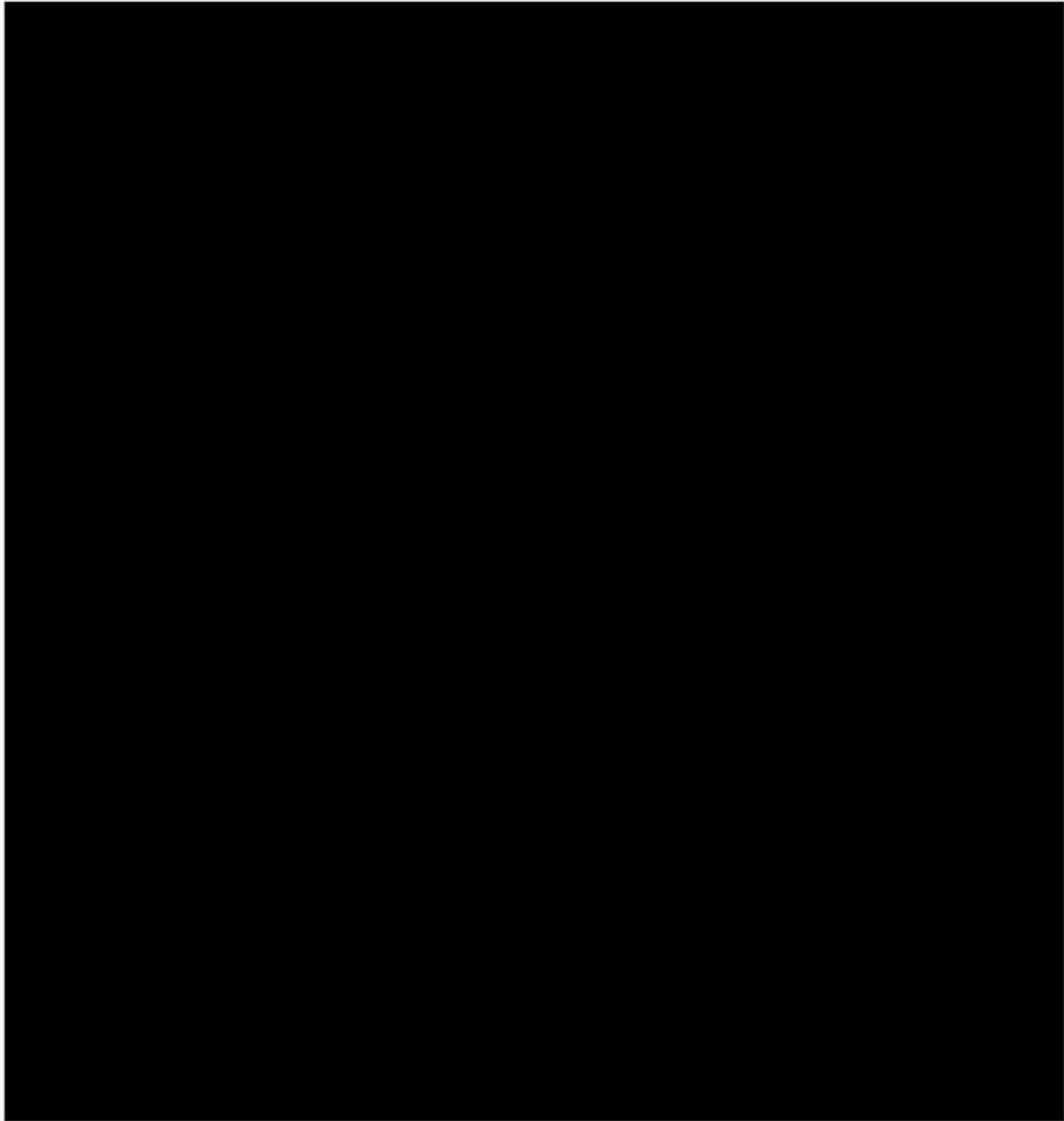




Table Games  
Generic Standard Operating Procedures

BAN TYPE	REASON FOR ISSUE (e.g. only)	BANNED FROM?	LEGISLATIVE REQUIREMENT TO NOTIFY OF BANNED PERSON'S ATTENDANCE?	WINNINGS FORFEITED?
<b>EXCLUSION</b>	Gaming integrity (cheating etc.) – can overlap (or be issued in conjunction) with WOL	<b>The Gaming Floor</b> (s 77 Casino Control Act)	<b>The VCGLR</b> (via Surveillance) (s 78 Casino Control Act)	<b>Yes – to the State</b> (s 78B Casino Control Act)
<b>SELF-EXCLUSION</b>	Patron's election	<b>The Gaming Floor</b> (s 77 Casino Control Act)	<b>The VCGLR</b> (via Surveillance) (s 78 Casino Control Act)	<b>Yes – to the State</b> (s 78B Casino Control Act)
<b>POLICE COMMISSIONER'S EXCLUSION &amp; INTERSTATE POLICE COMMISSIONER'S EXCLUSION</b>	Criminal conduct and/or associations	<b>All Parts of the Complex</b> (including Hotels) (s 77 Casino Control Act)	<b>Victoria Police</b> (via Security) (s 78A Casino Control Act)	<b>Yes – to the State</b> (s 78B Casino Control Act)
<b>MINOR ON GAMING FLOOR</b>	Under legal gambling age	<b>The Gaming Floor</b> (s 10.7.6 Gambling Regulation Act)	<b>None</b>	<b>Yes – Contact Gaming Audit Manager</b>
<b>WITHDRAWAL OF LICENCE</b>	Unacceptable conduct in the complex (e.g. violence) – can overlap (or be issued in conjunction) with Exclusion	<b>All Parts of the Complex</b> (including Hotels). Common law right of the owner /occupier.	<b>None</b>	<b>Yes – Contact Gaming Audit Manager</b>

Restrictions



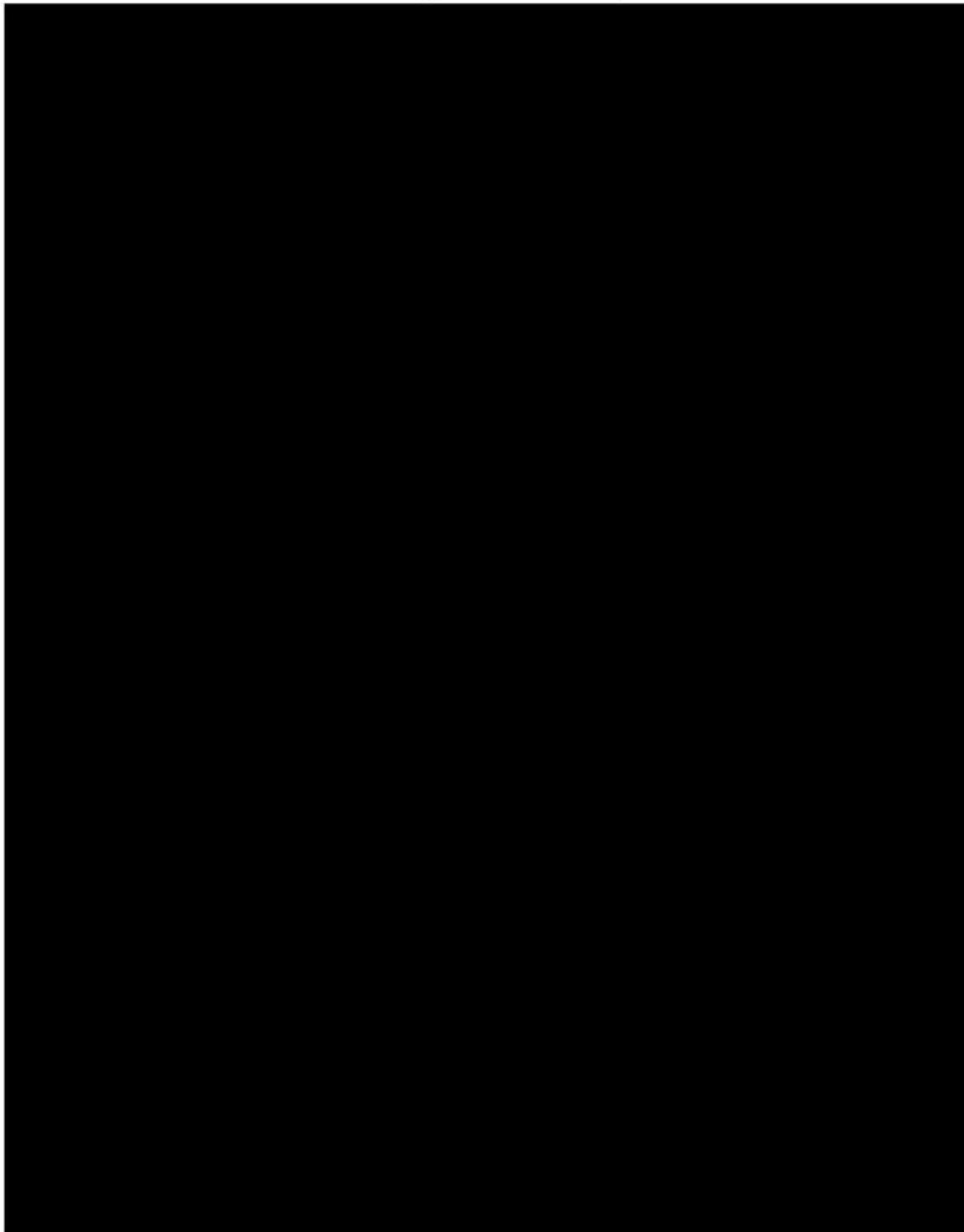
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**Generic Standard Operating Procedures**

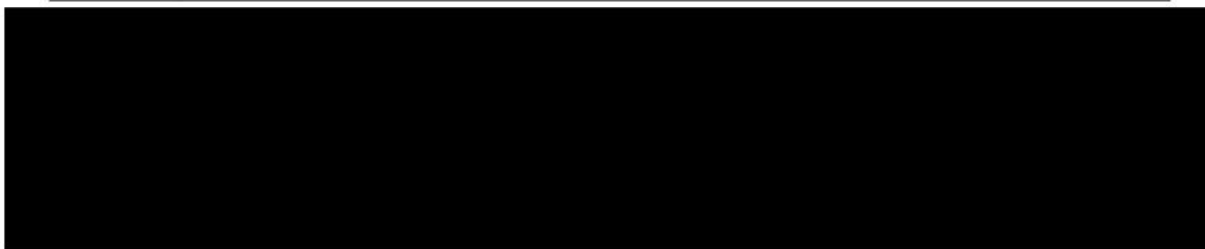
<b>TYPE</b>	<b>REASON FOR ISSUE (e.g. only)</b>	<b>BANNED FROM?</b>	<b>REQUIREMENT TO NOTIFY?</b>	<b>WINNINGS FORFEITED?</b>
<b>Garnishee Order</b>	<b>ATO; Child Support; Bankruptcy or Legal Debt/Dispute</b>	<b>Not Banned</b> – All monies held or received from the patron or payable to the patron must be seized	<b>Provide funds to the Cage who will notify Compliance</b>	<b>Yes</b> – to the relevant Agency issuing the Order

'Garnishee' or 'funds restraining' orders (**Order**) are generally issued by the ATO or Child Support. Crown is obligated to restrain all monies **received from or payable to** a patron subject to an Order. If funds are received from the patron and restrained, staff need to convey them to the Cage for safekeeping. The Cage will contact Compliance on Ext 7692 to arrange for the funds to be provided to the relevant agency.

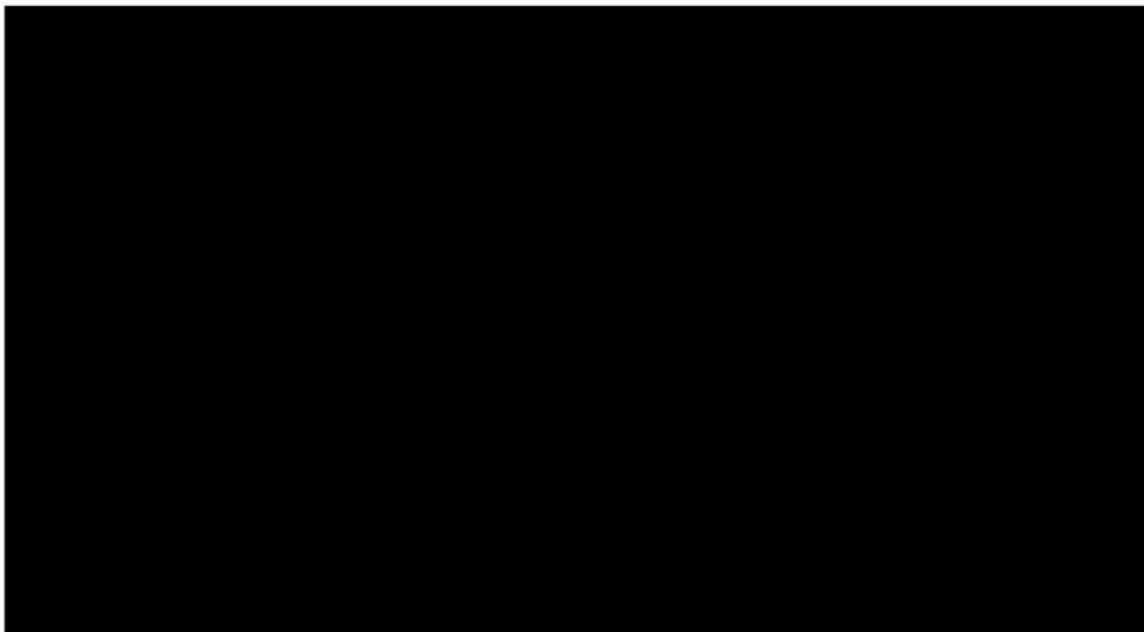


## 10. PUBLIC RELATIONS PAYMENTS ('PR PAYMENTS')

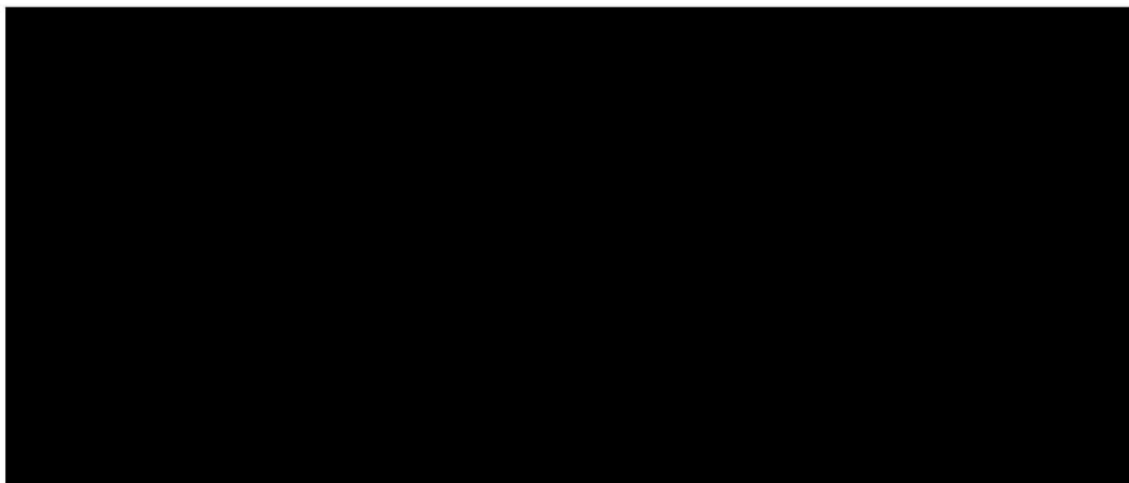




**11. CHANGE OF DEALER**



**12. UNCLAIMED MONEY**

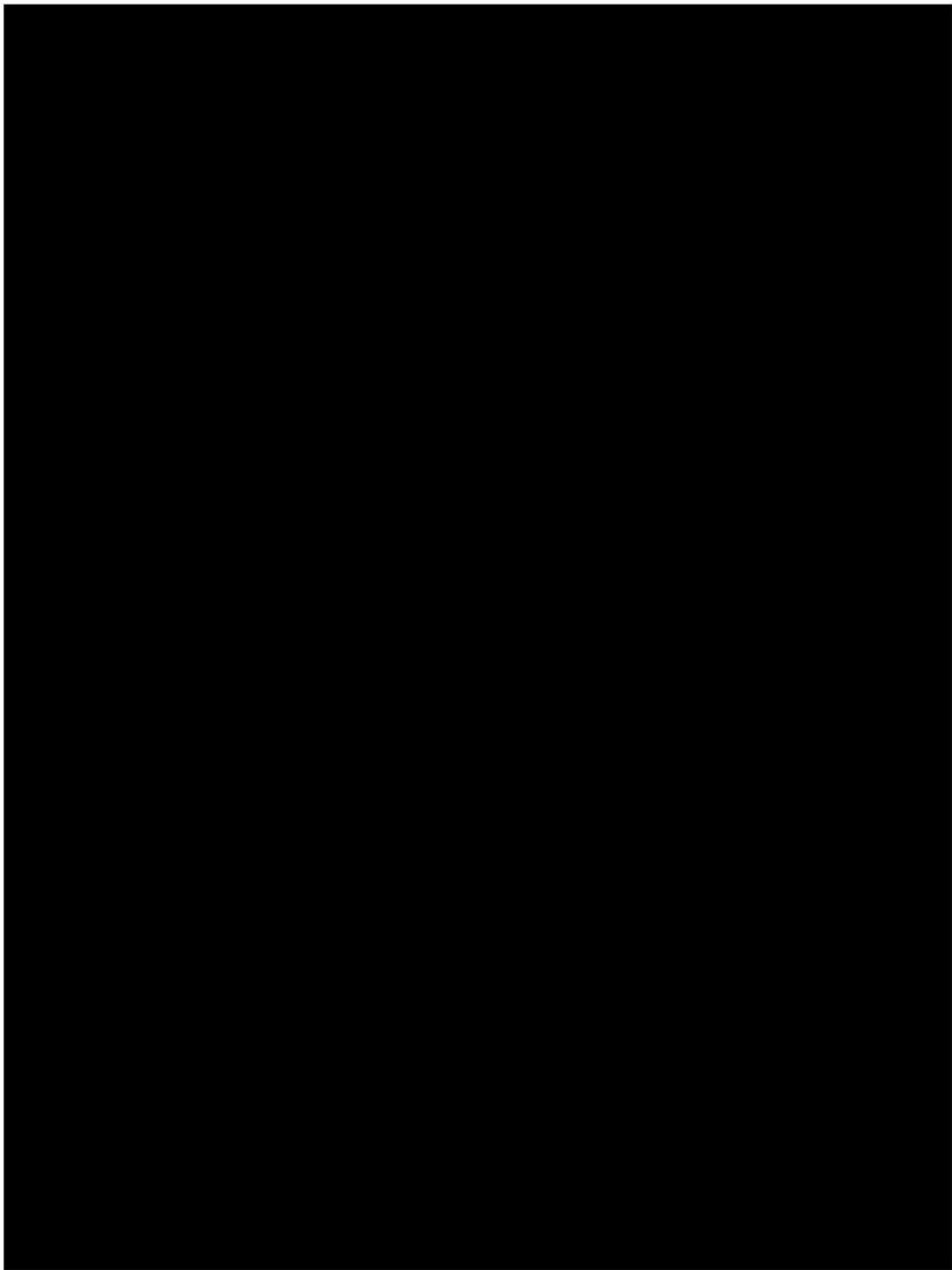






**Table Games**  
**Generic Standard Operating Procedures**

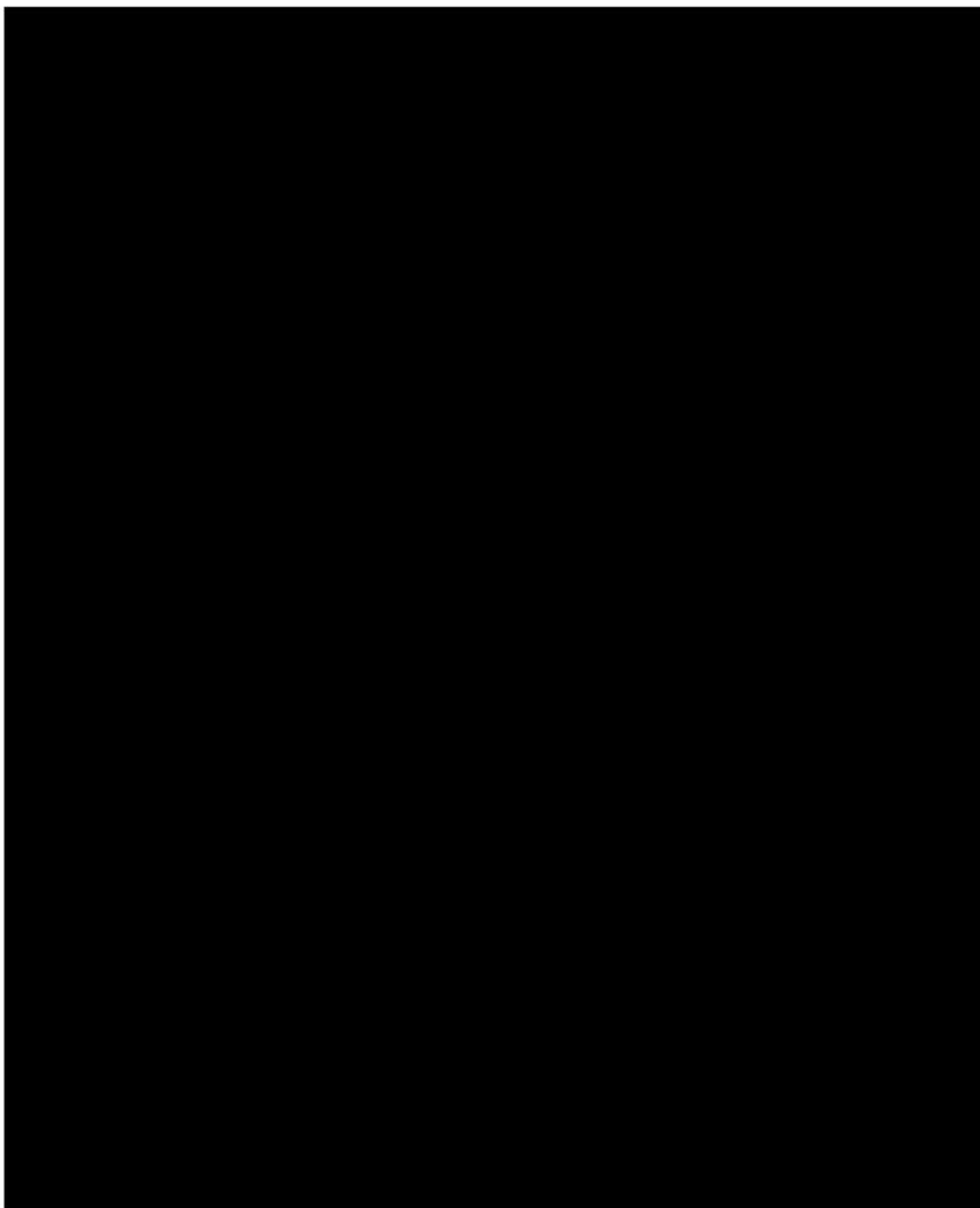
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**Table Games**  
**Generic Standard Operating Procedures**

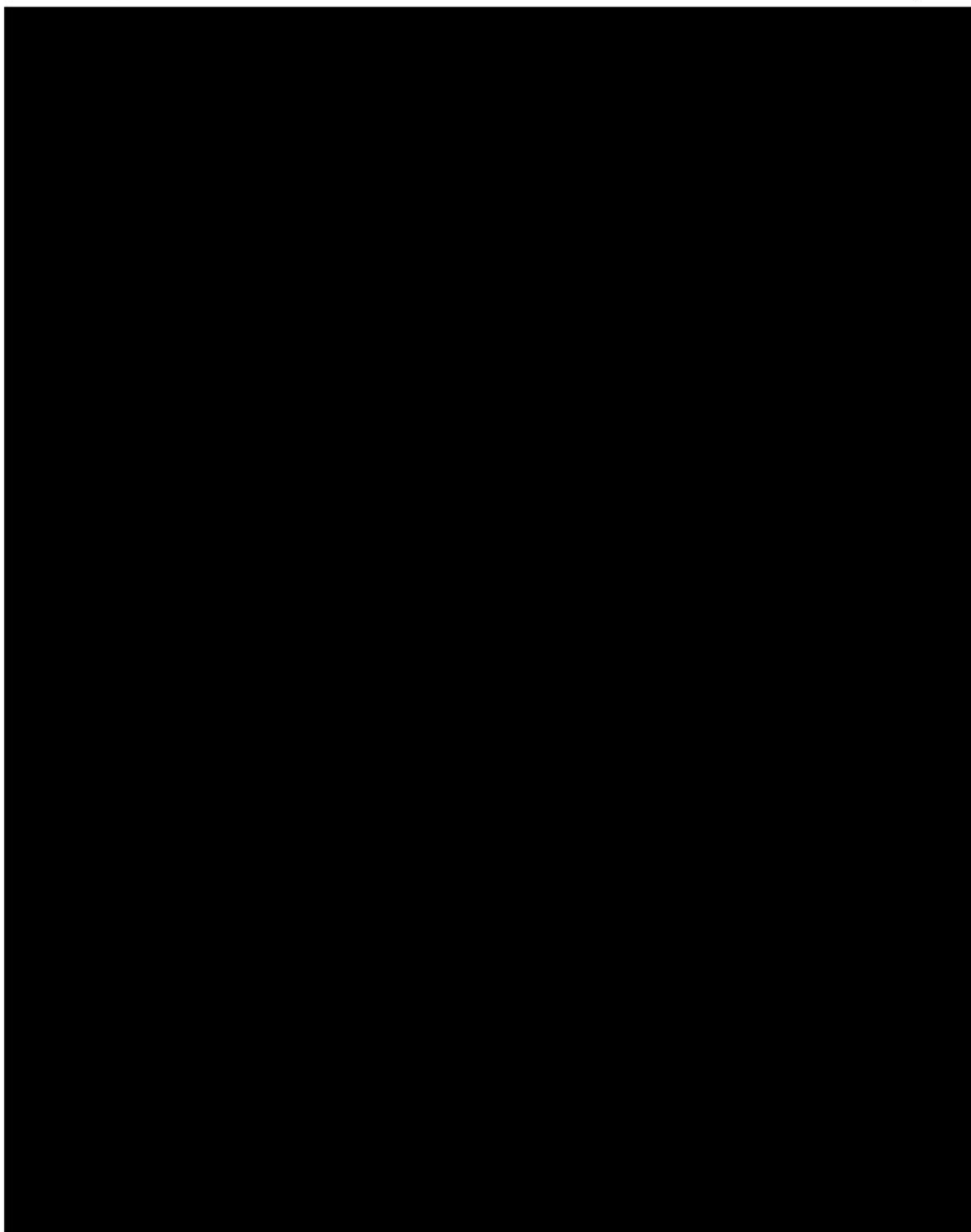
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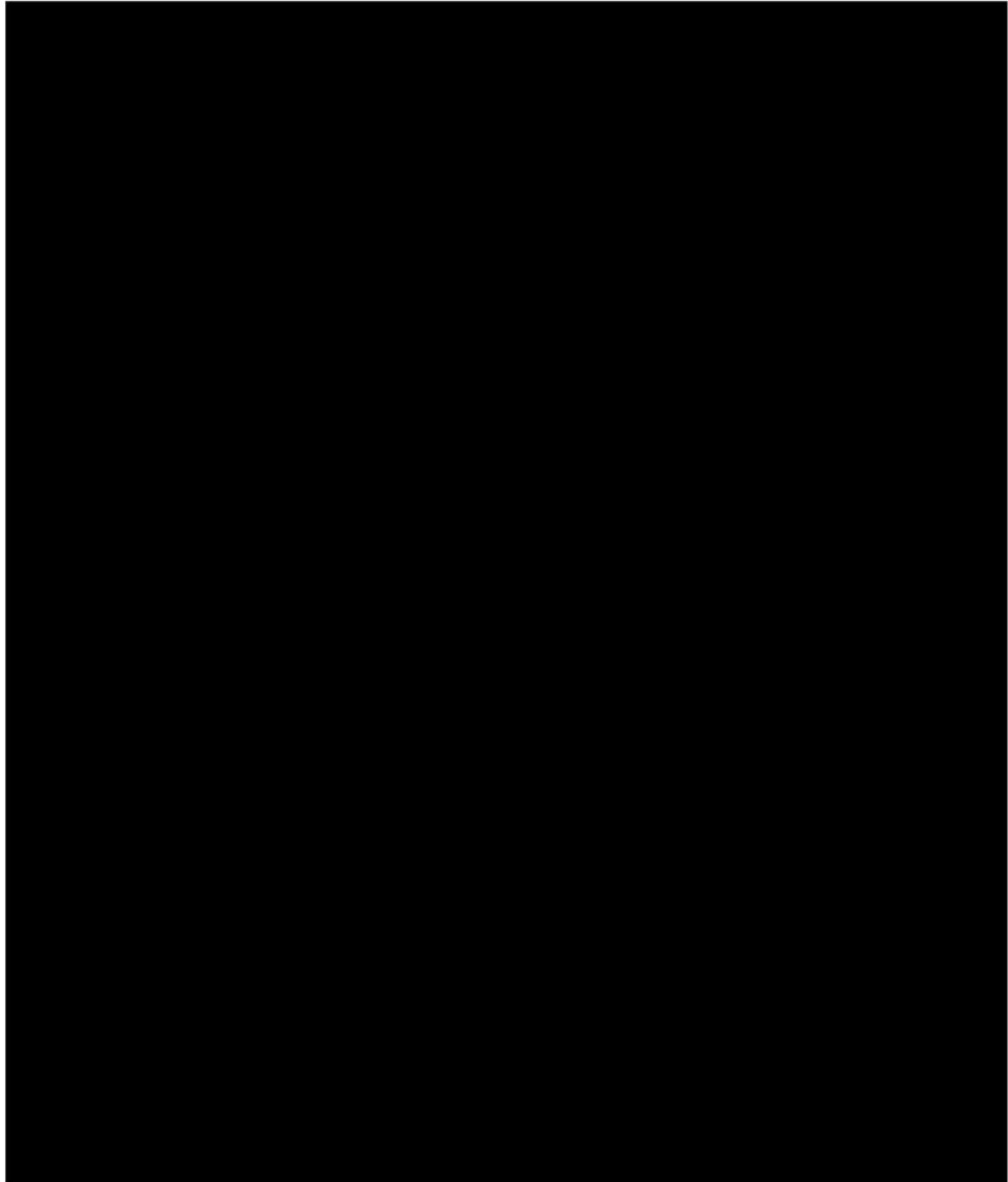
**Table Games**  
**Generic Standard Operating Procedures**

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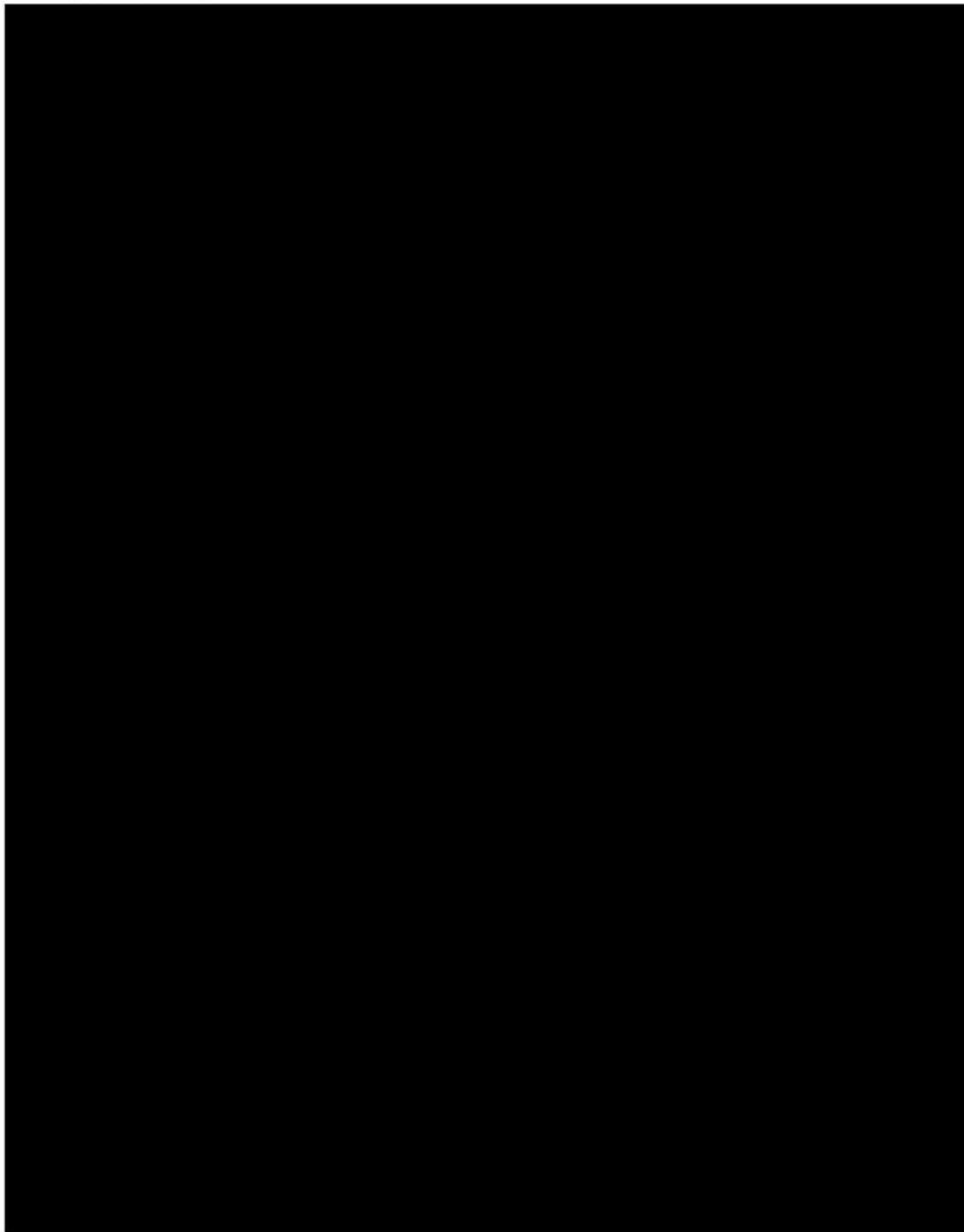


### 13. REMOVAL AND RETURN OF GAMING EQUIPMENT FROM A PIT



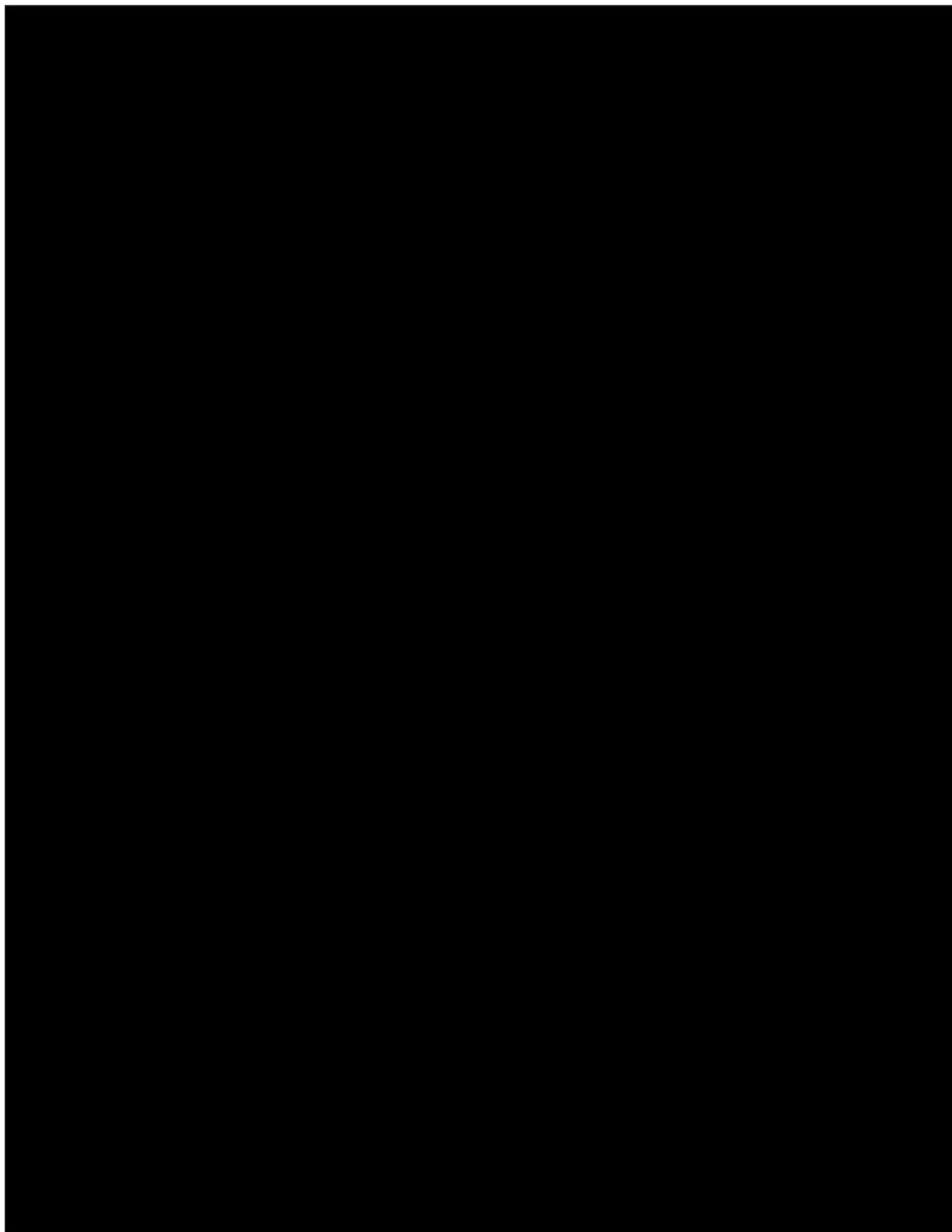


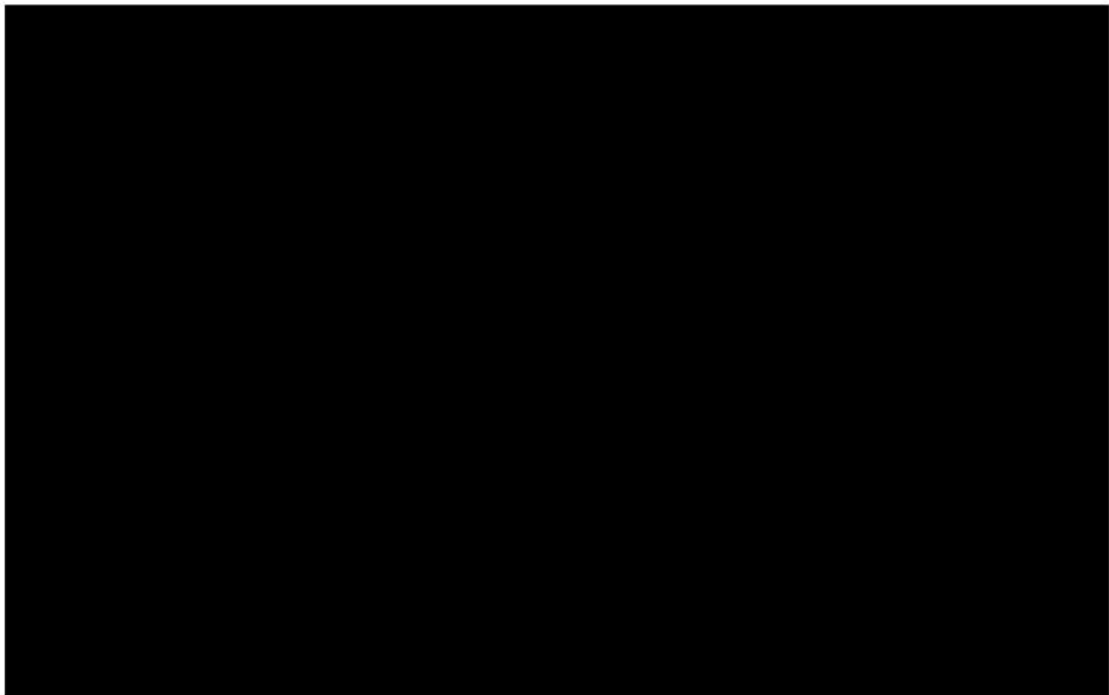
#### 14. KEY CONTROL



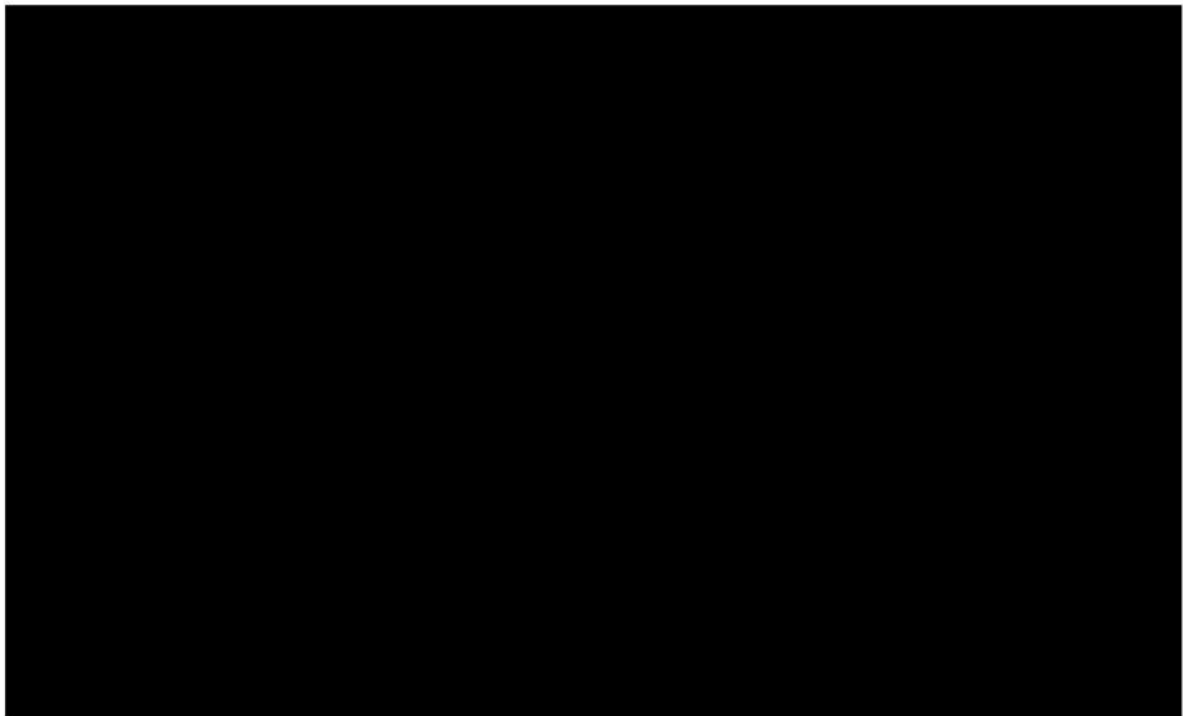


## 15. RECORDING JACKPOT PAYMENTS IN SYCO





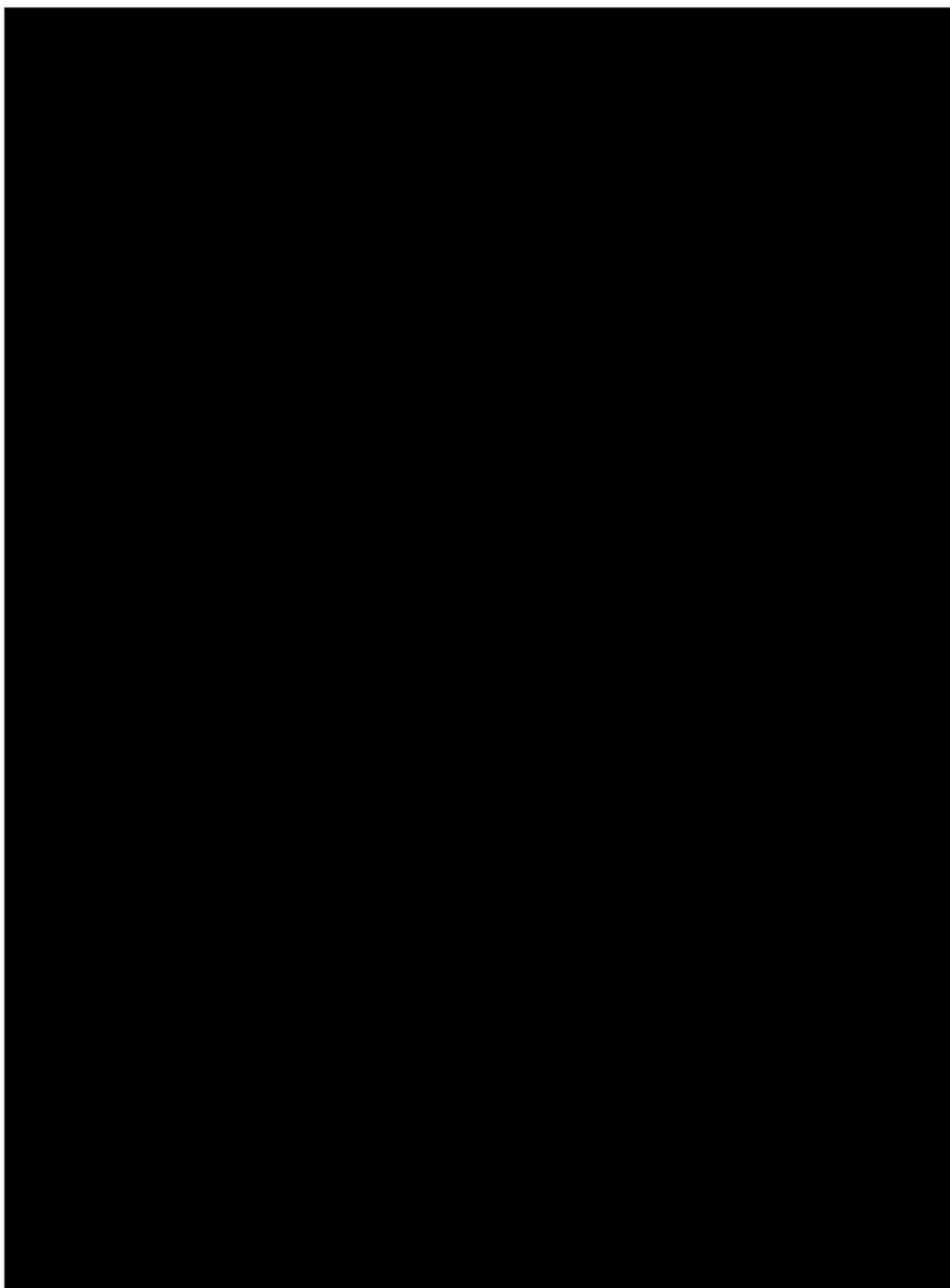
**16. TABLE STATUS**





**Table Games**  
**Generic Standard Operating Procedures**

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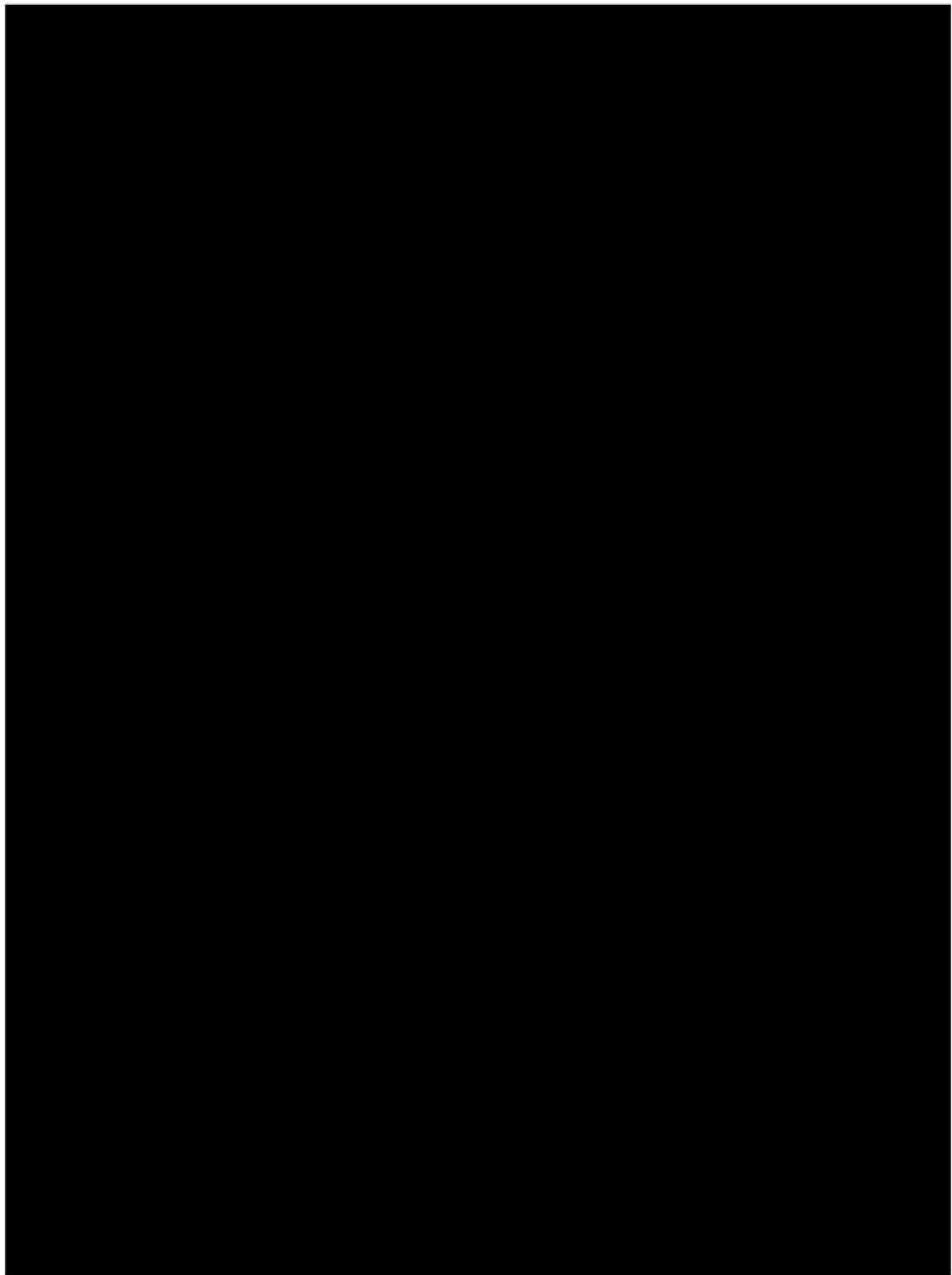






**Table Games**  
**Generic Standard Operating Procedures**

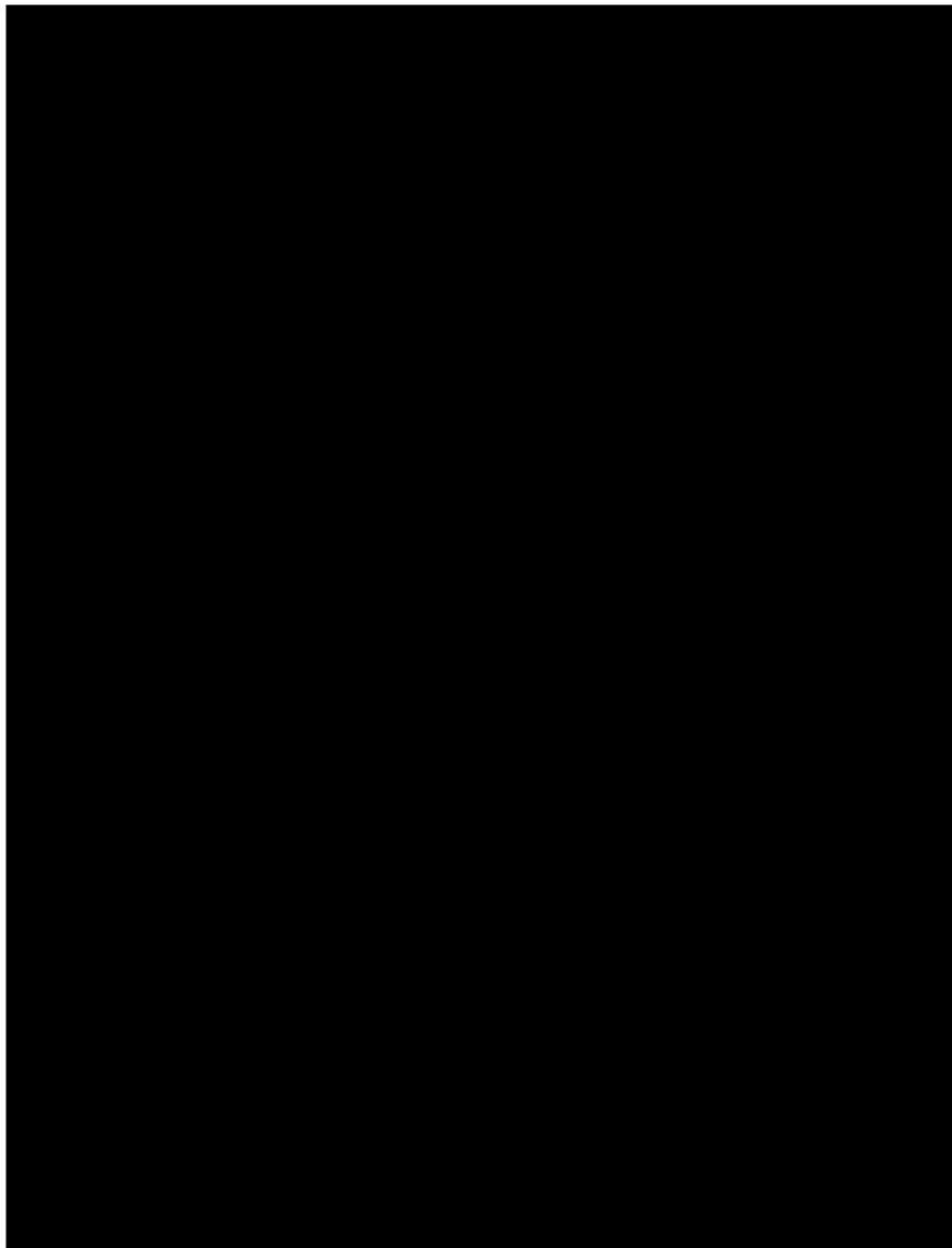
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**Table Games**  
**Generic Standard Operating Procedures**

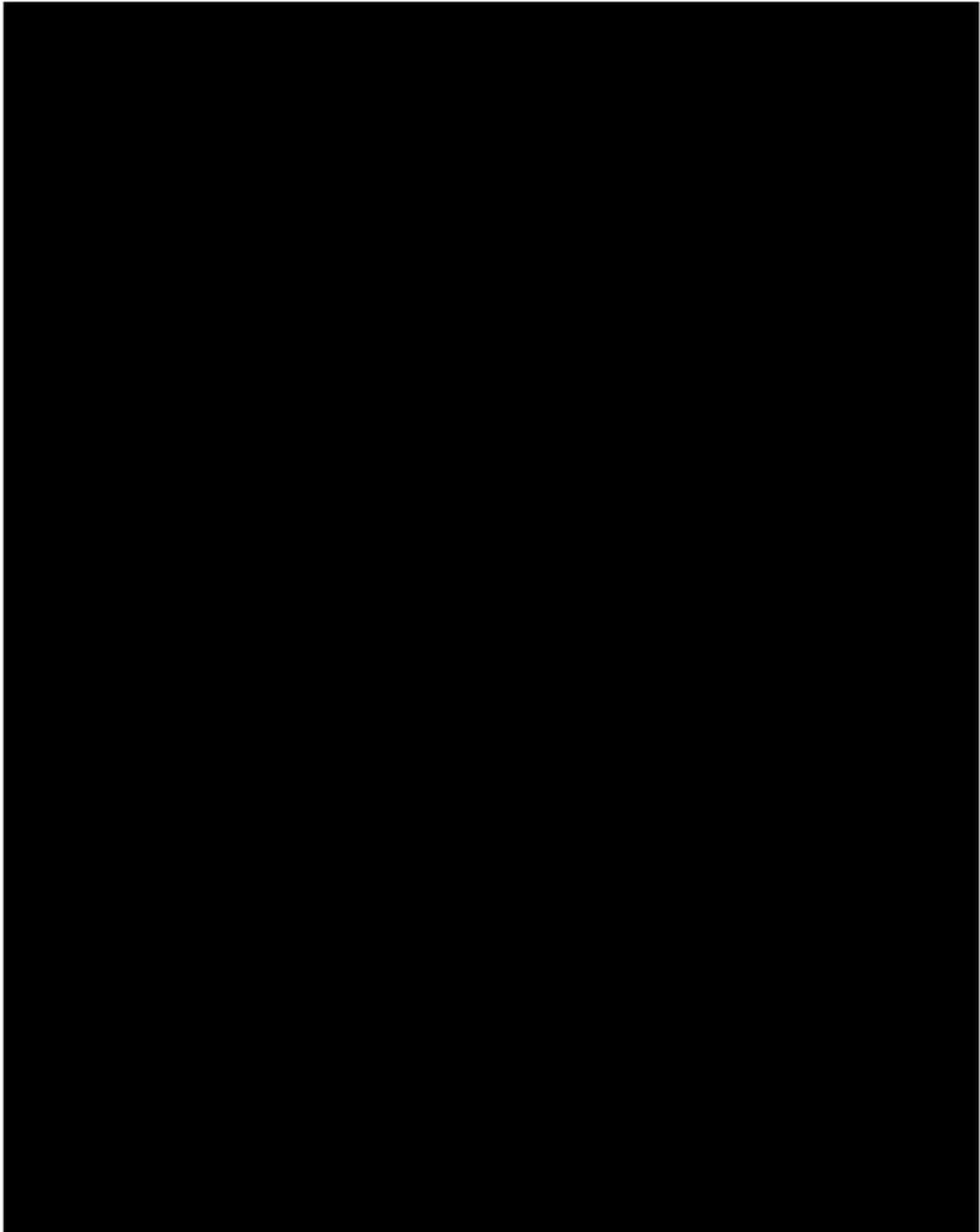
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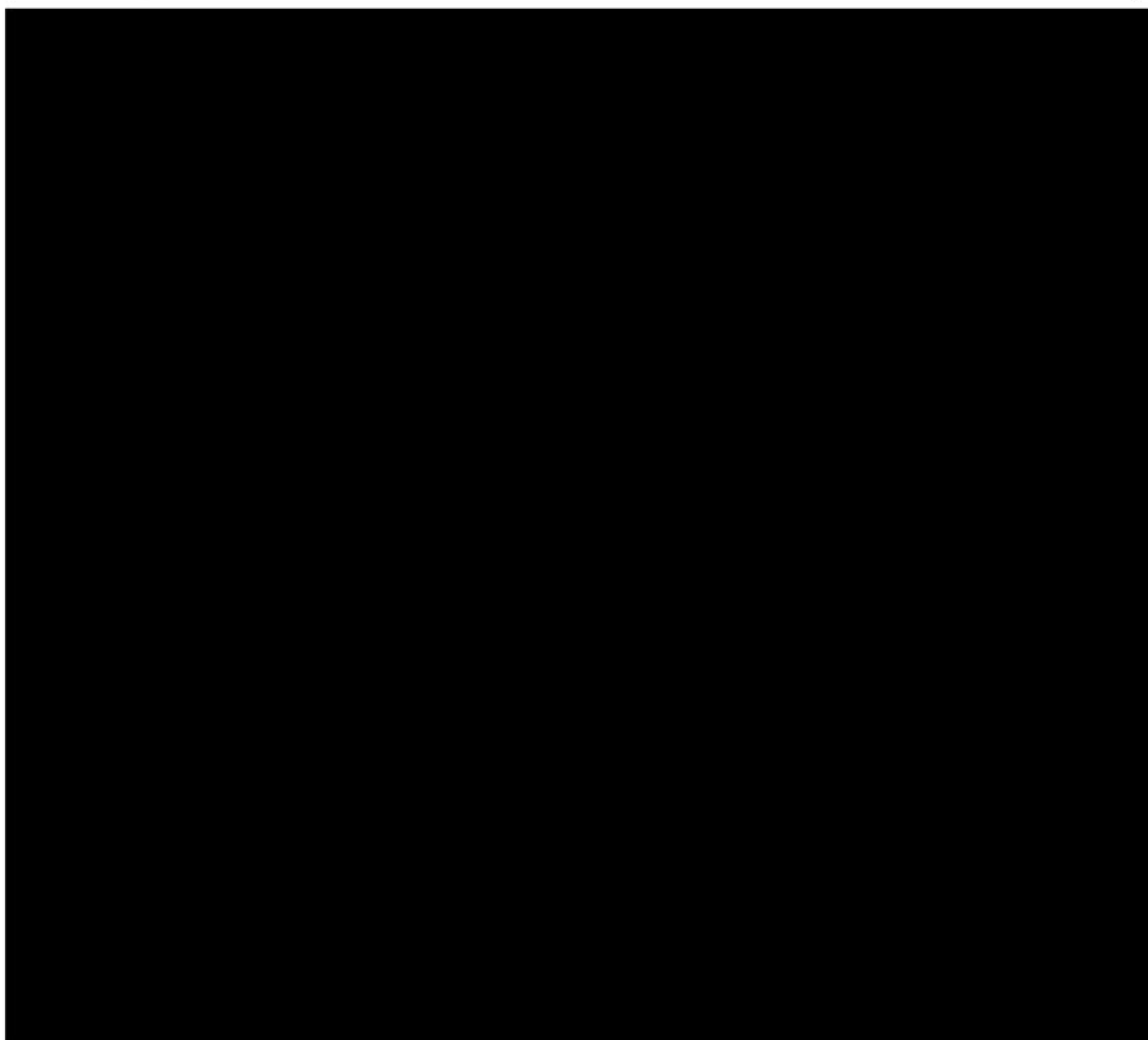




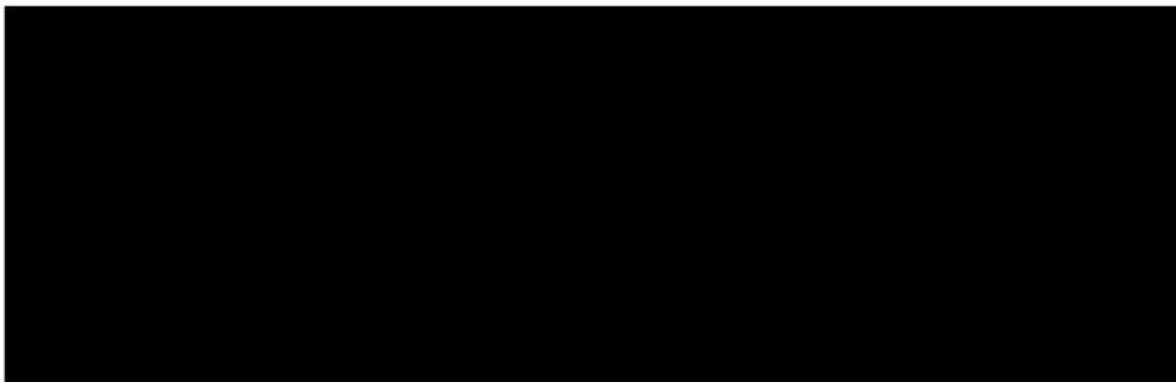
**Table Games**  
**Generic Standard Operating Procedures**

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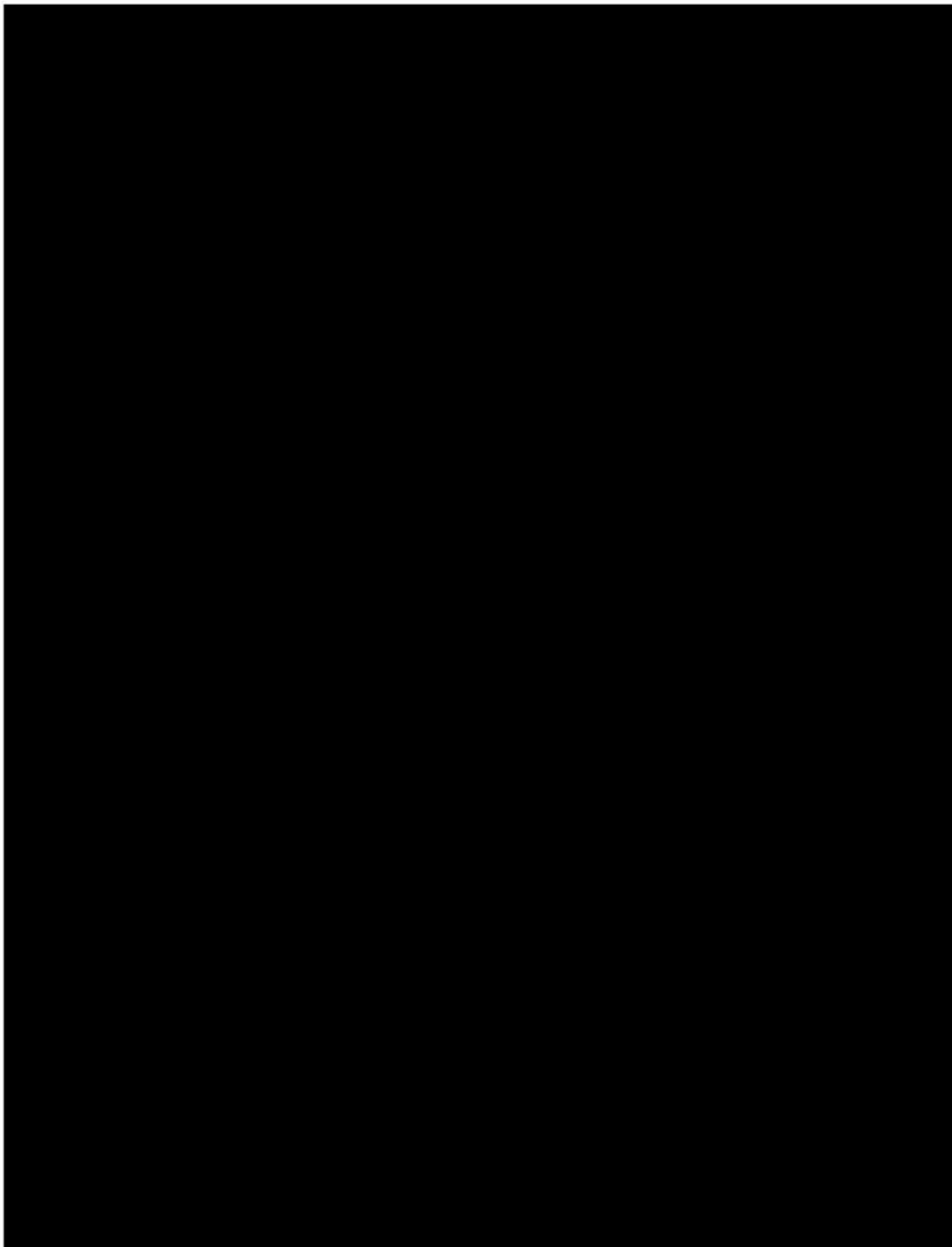
**17. COMMISSIONING AND DE-COMMISSIONING OF GAMING TABLES**

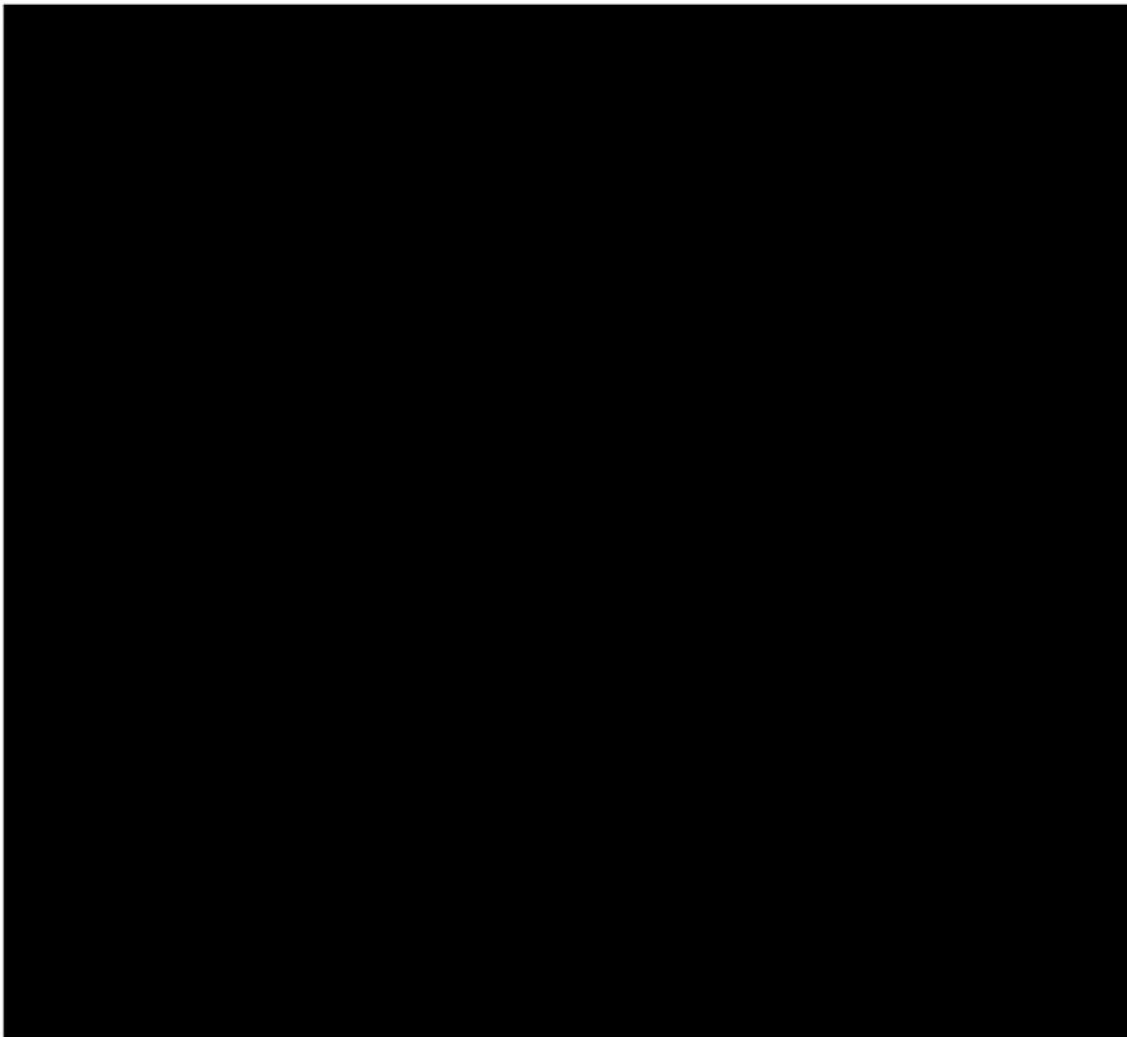




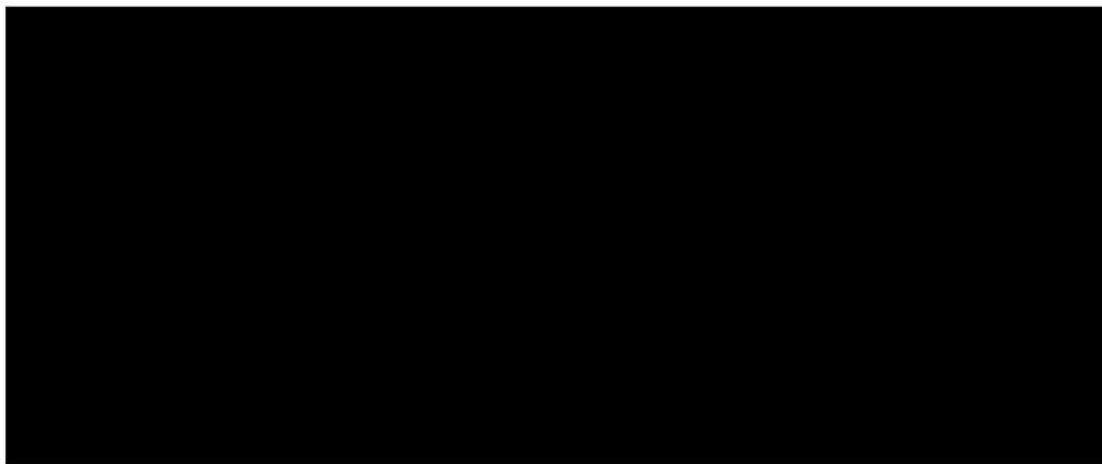
**Table Games**  
**Generic Standard Operating Procedures**

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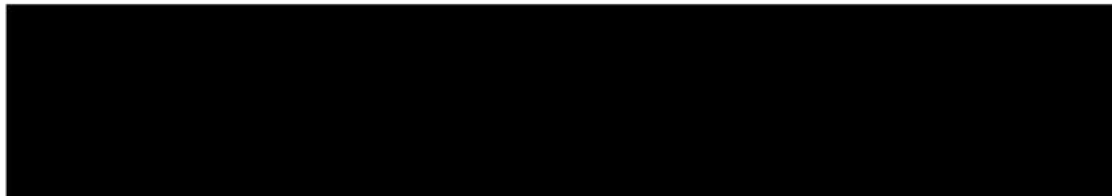


**18. DISPUTED OWNERSHIP**

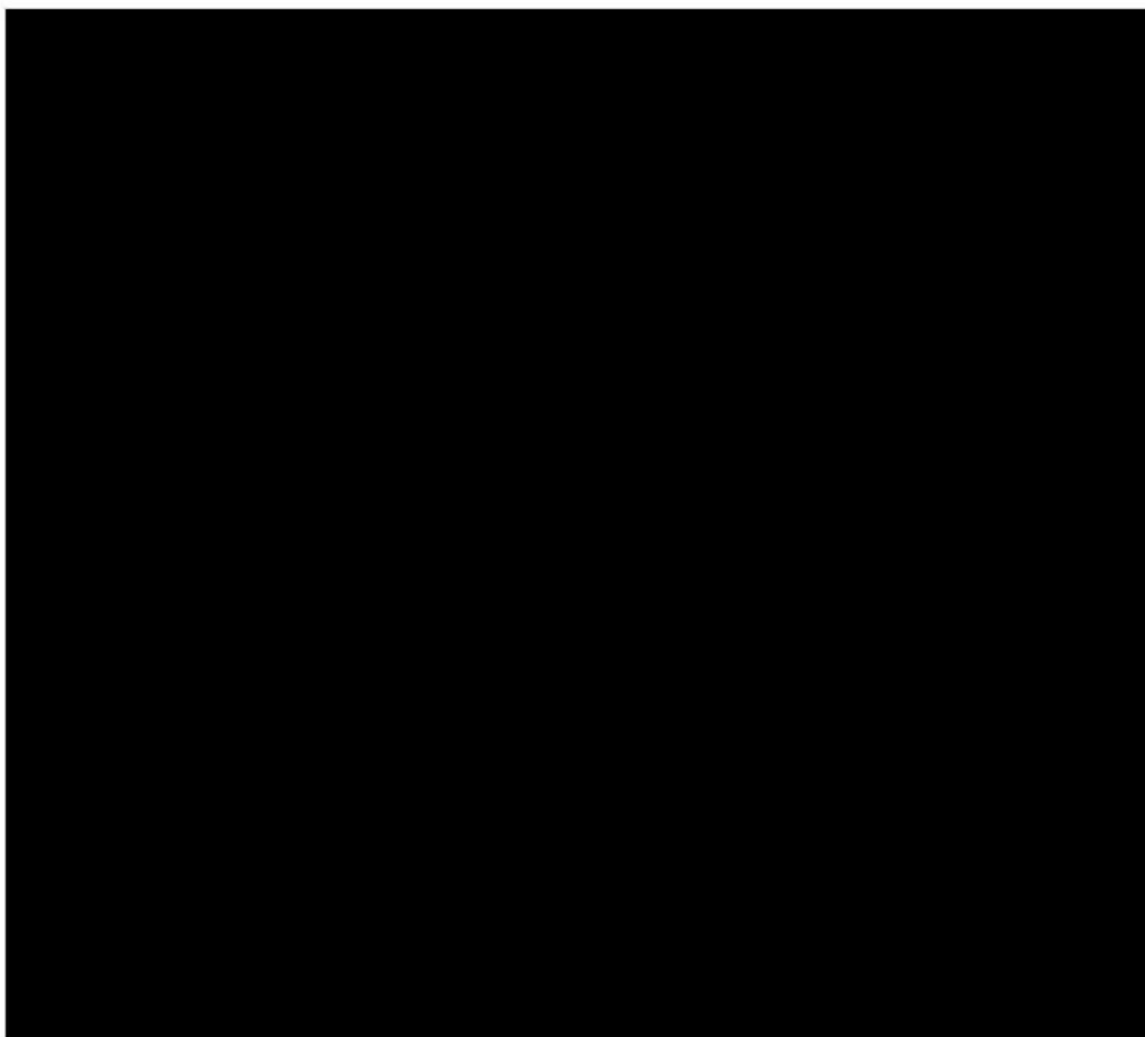


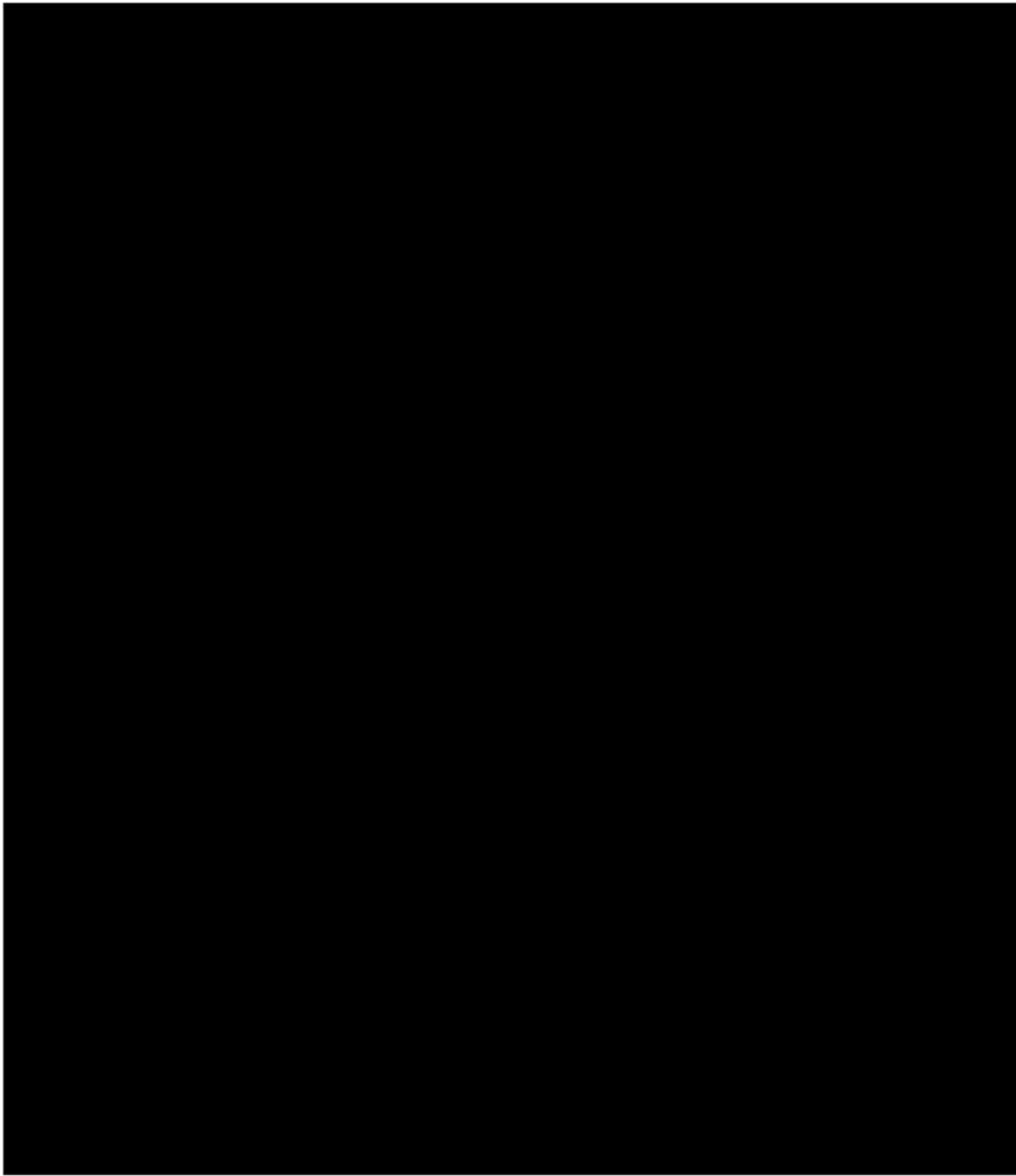


**19. FOREIGN CHIPS**



**20. POWER FAILURE**





**21. LOYALTY PROGRAMS**

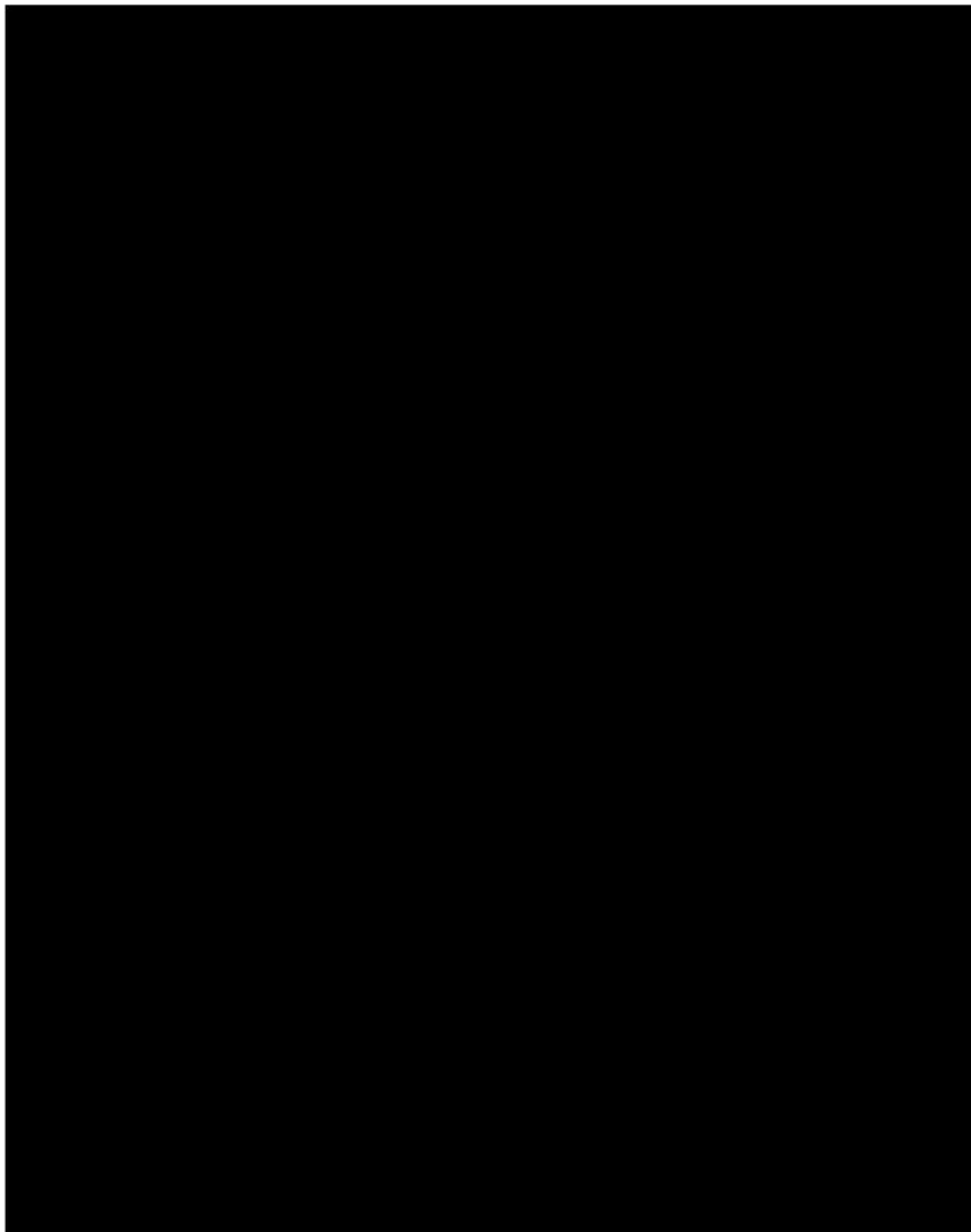






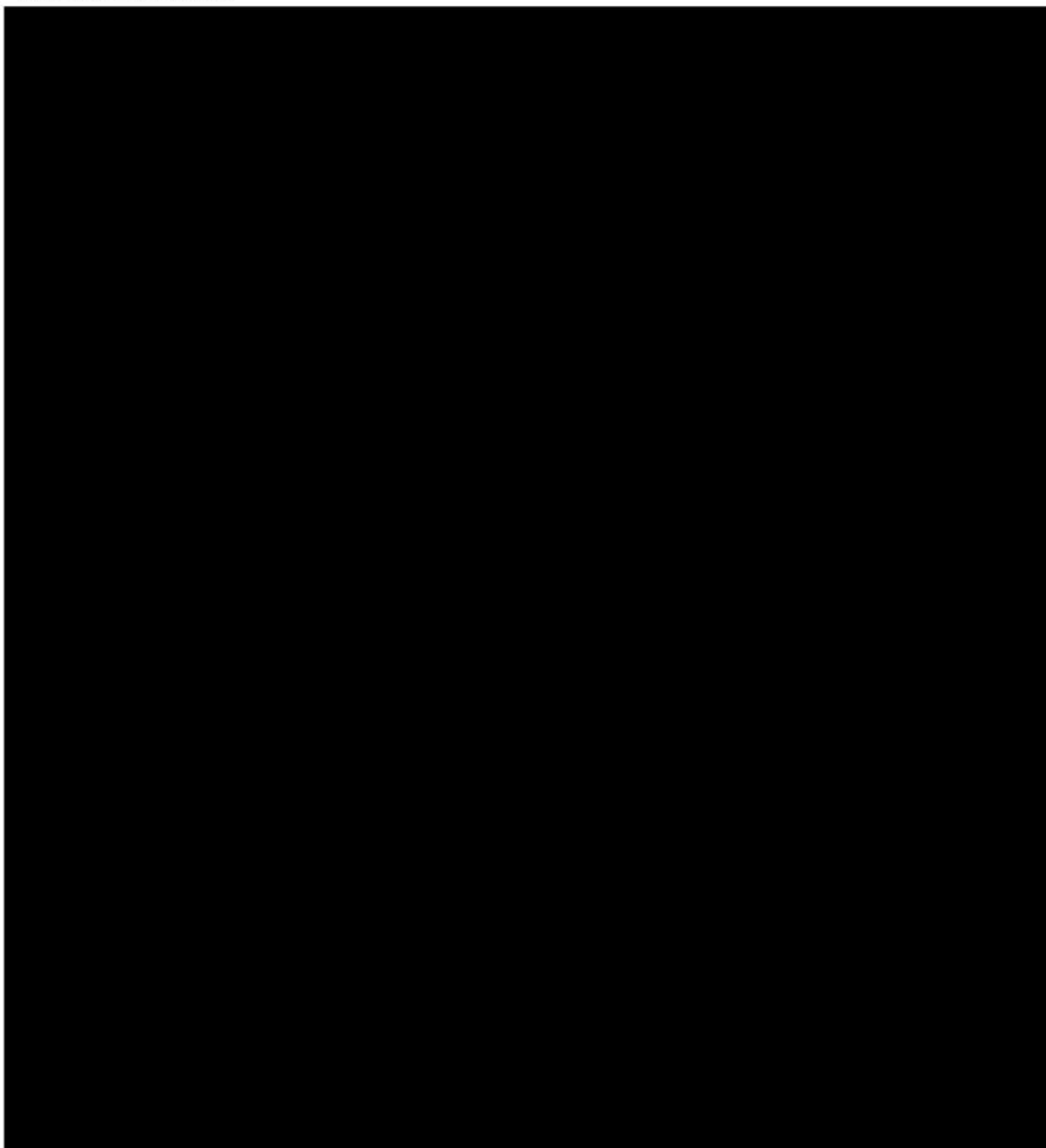
**Table Games**  
**Generic Standard Operating Procedures**

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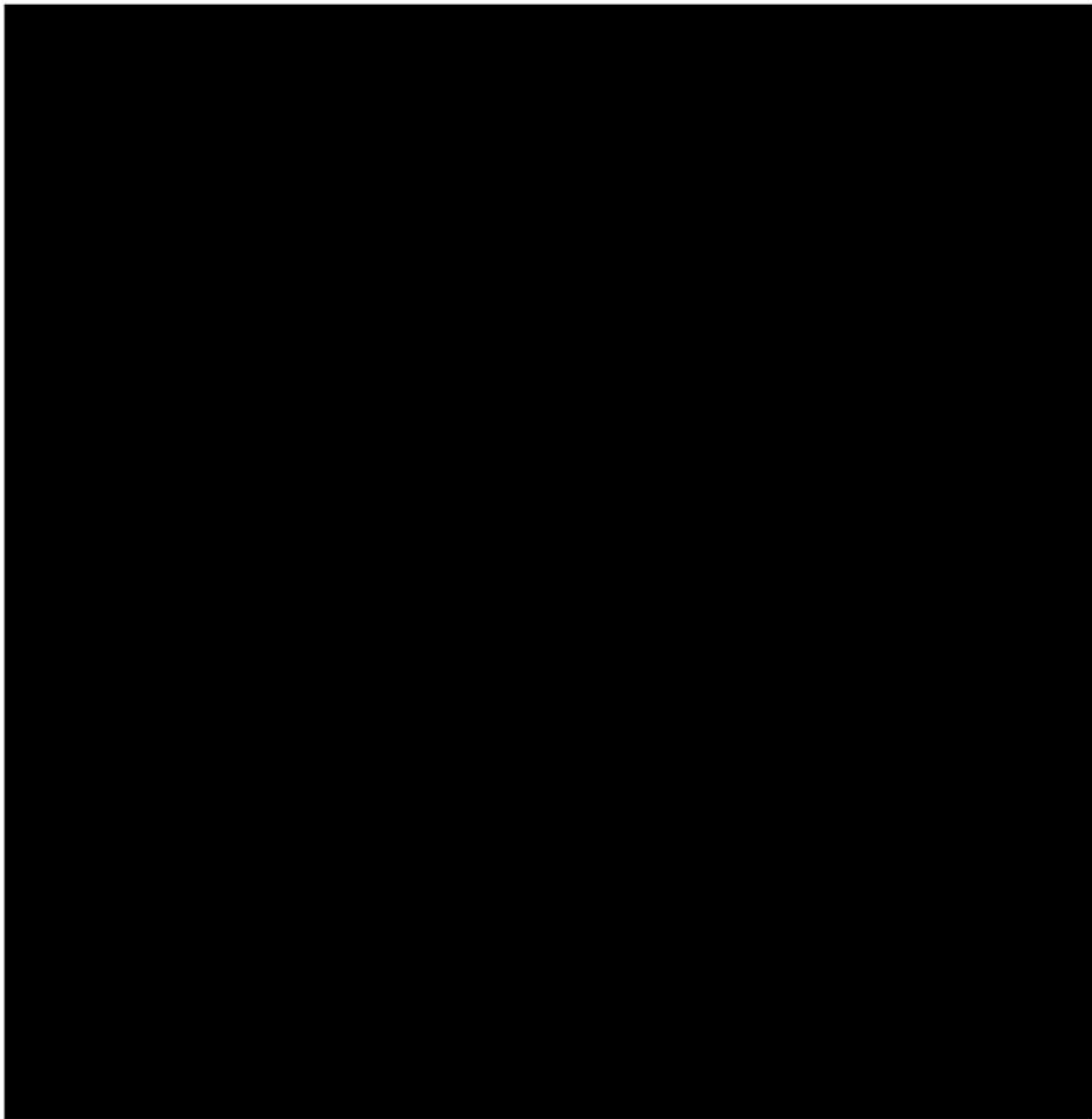


## 22. SUPERVISION

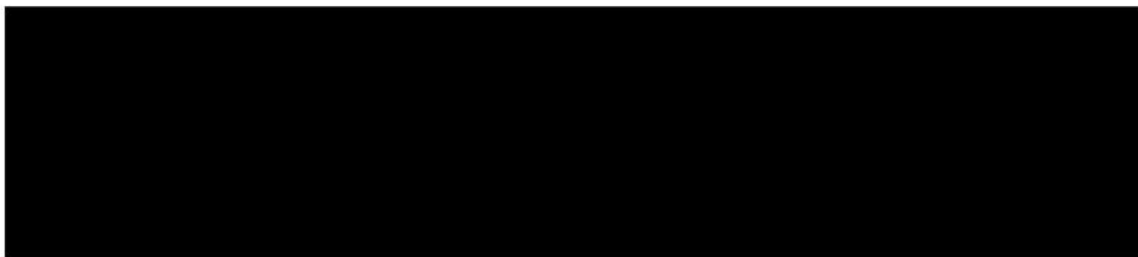


## 23. FOREIGN CURRENCY GAMING





**24. AML/CTF**





**Table Games**  
**Generic Standard Operating Procedures**

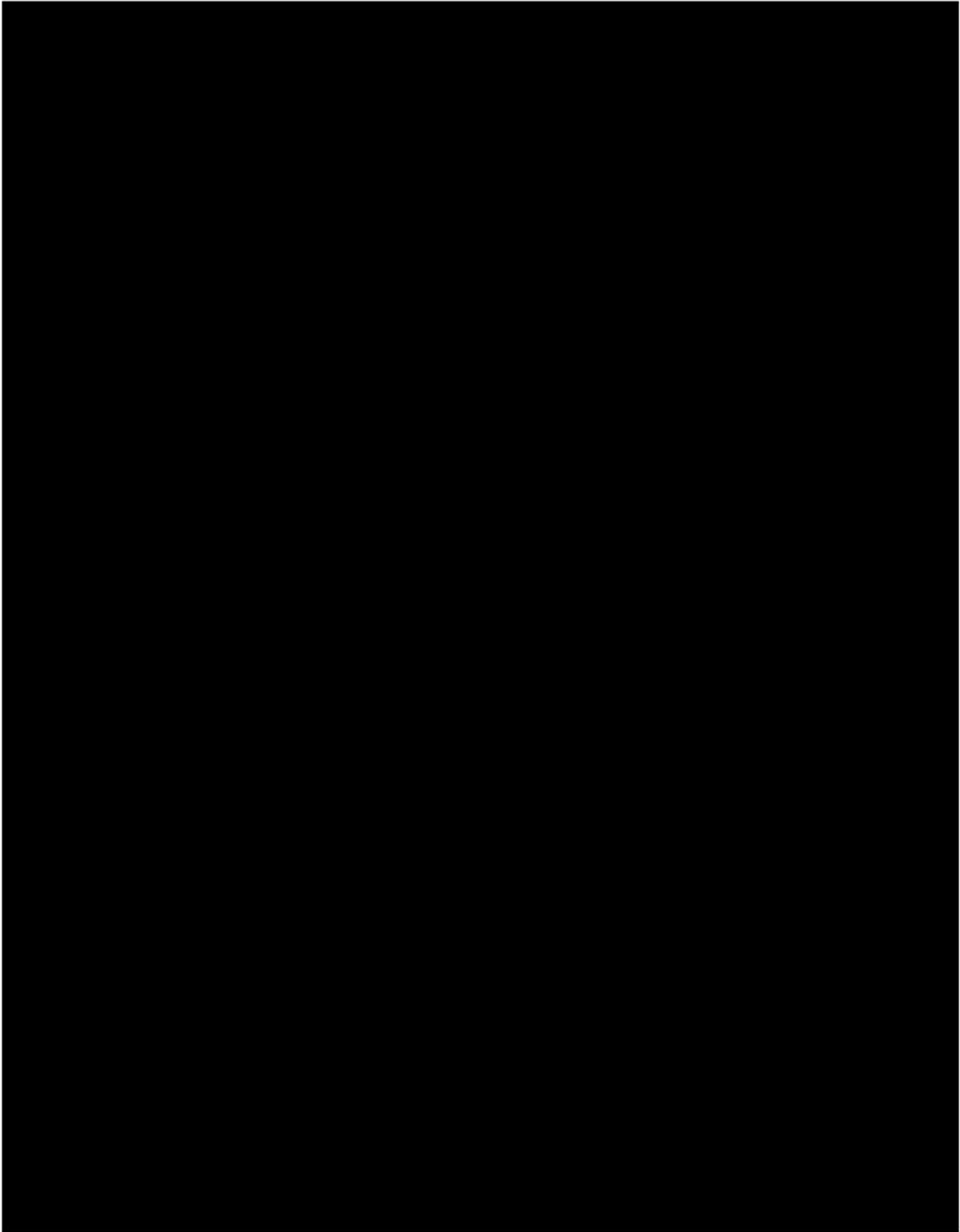
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**Table Games**  
**Generic Standard Operating Procedures**

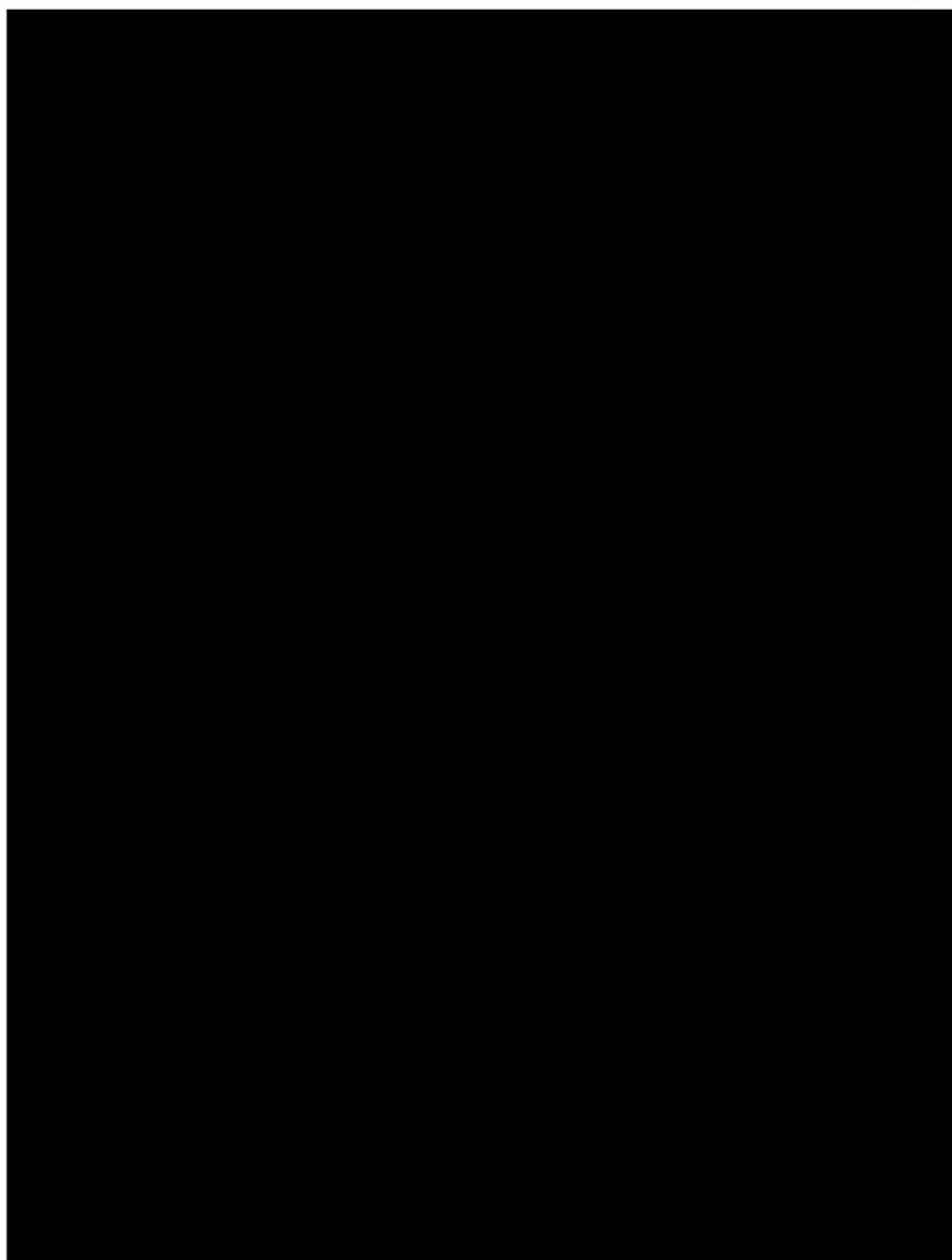
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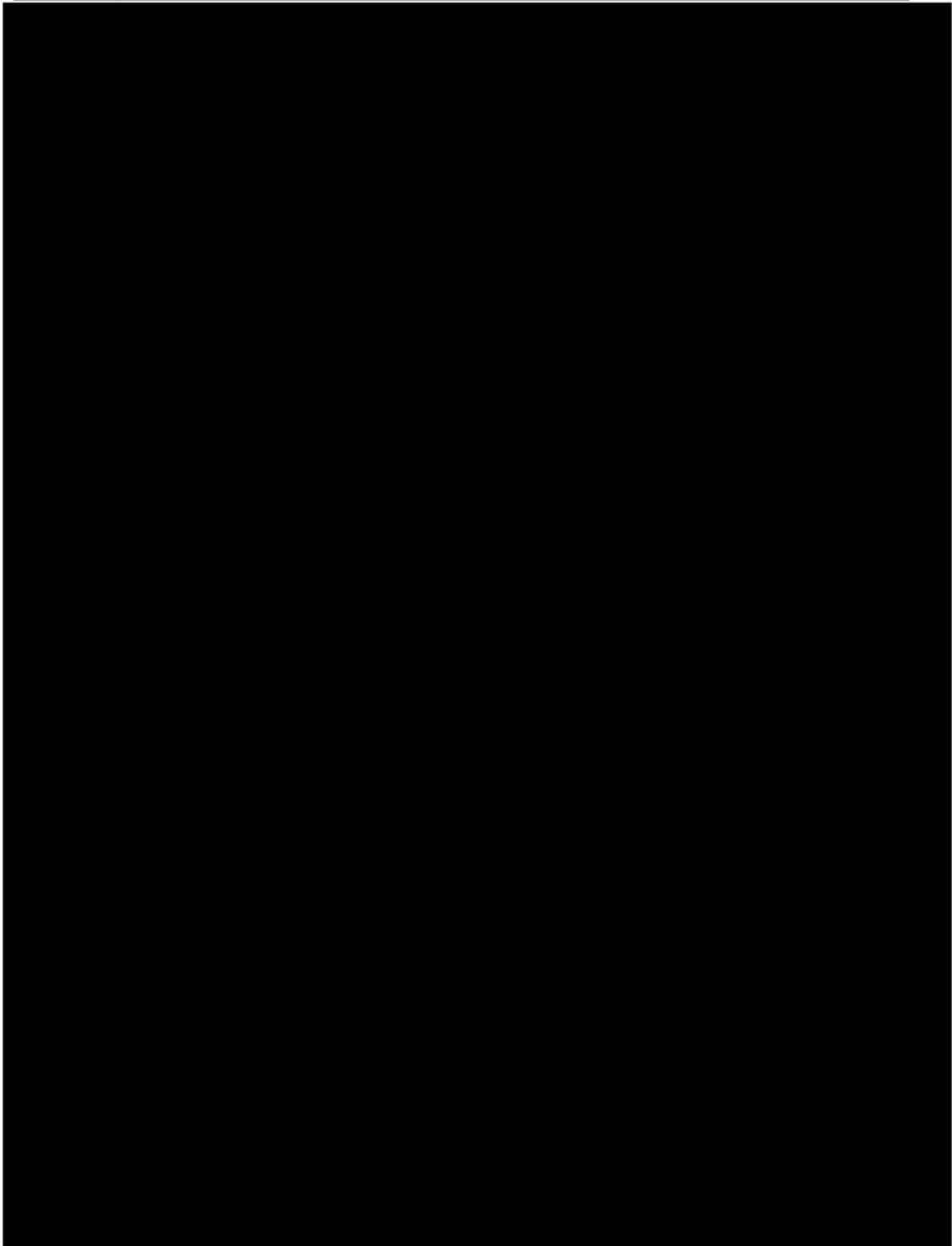
**Table Games**  
**Generic Standard Operating Procedures**

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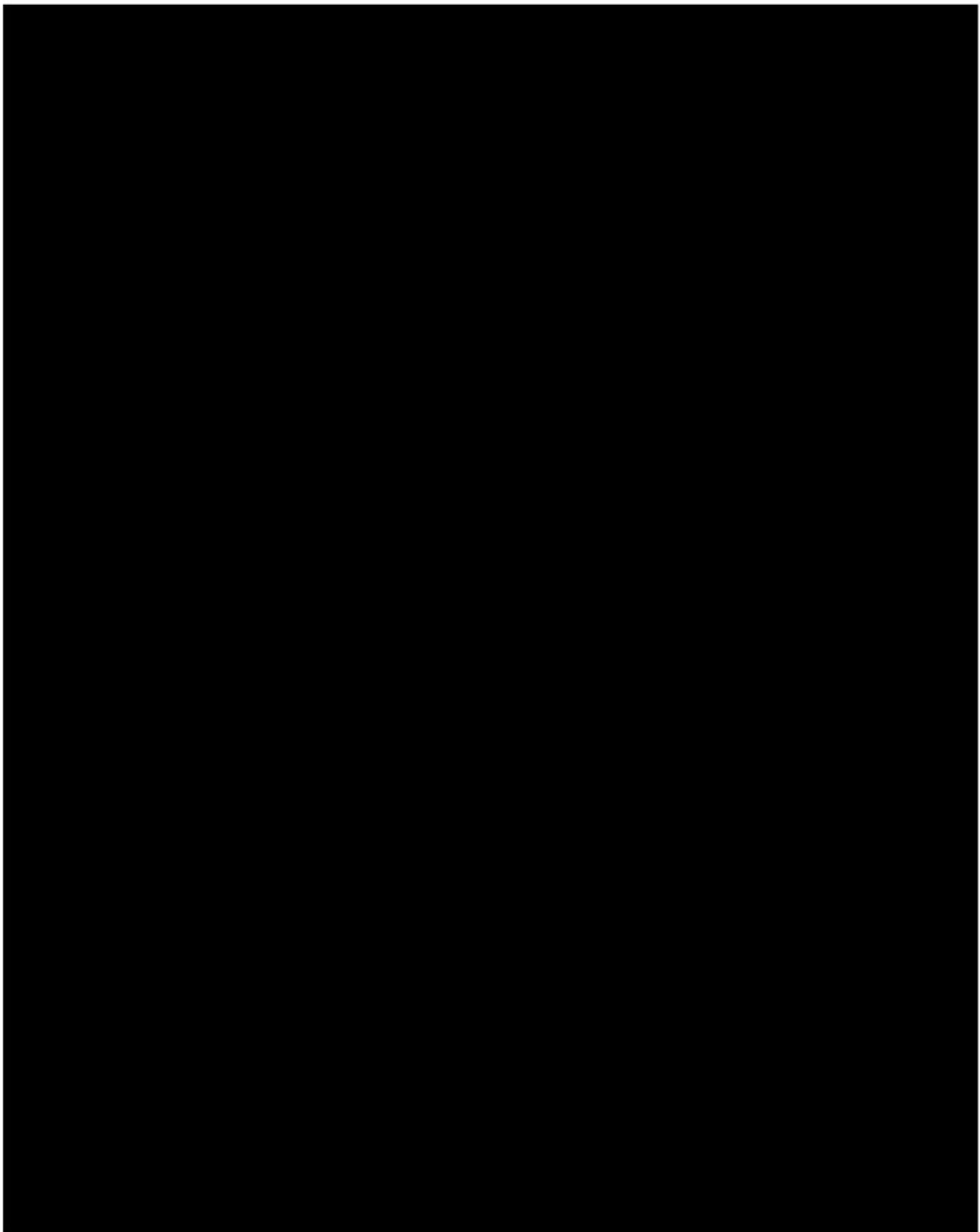
**Table Games**  
**Generic Standard Operating Procedures**





**Table Games**  
**Generic Standard Operating Procedures**

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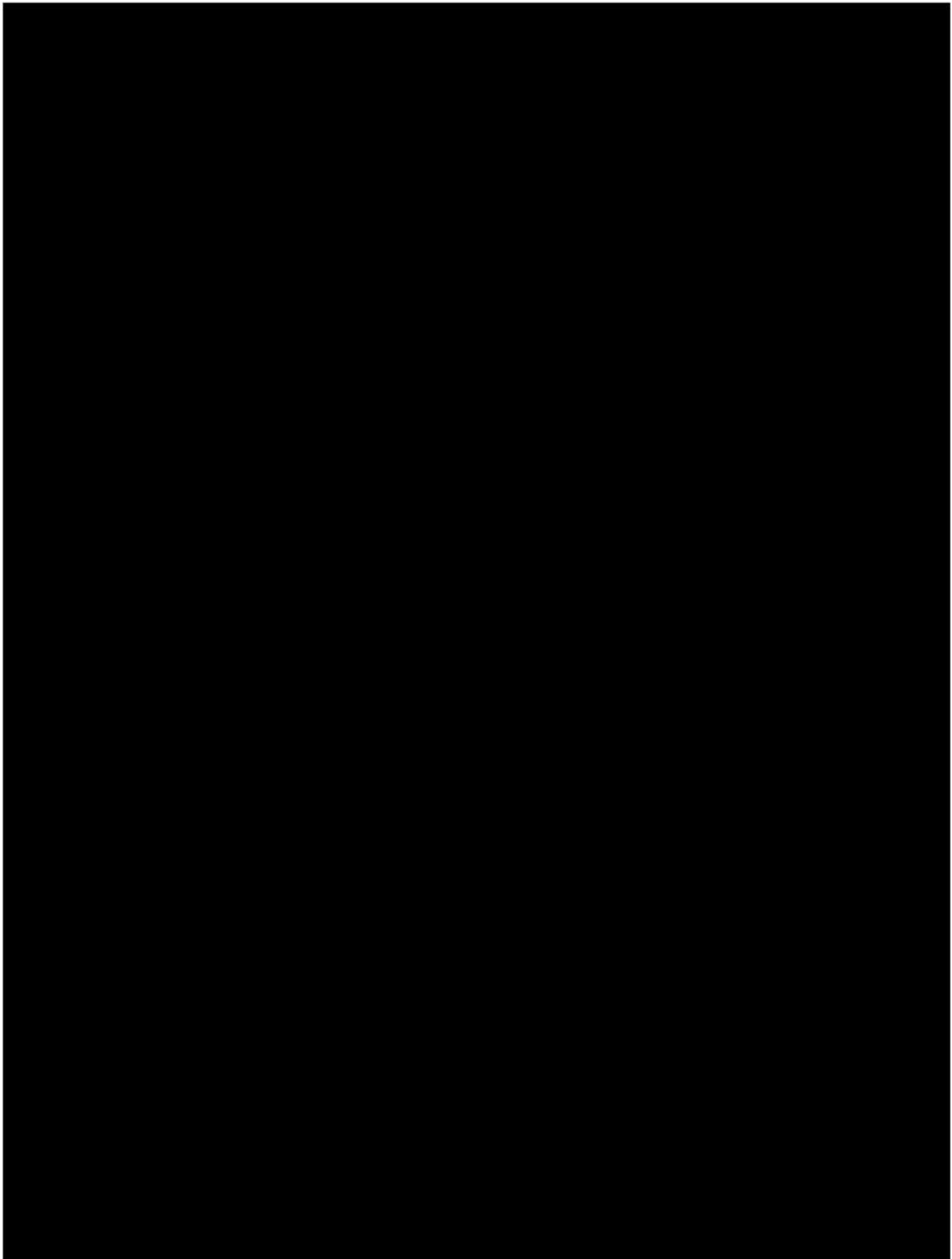






**Table Games**  
**Generic Standard Operating Procedures**

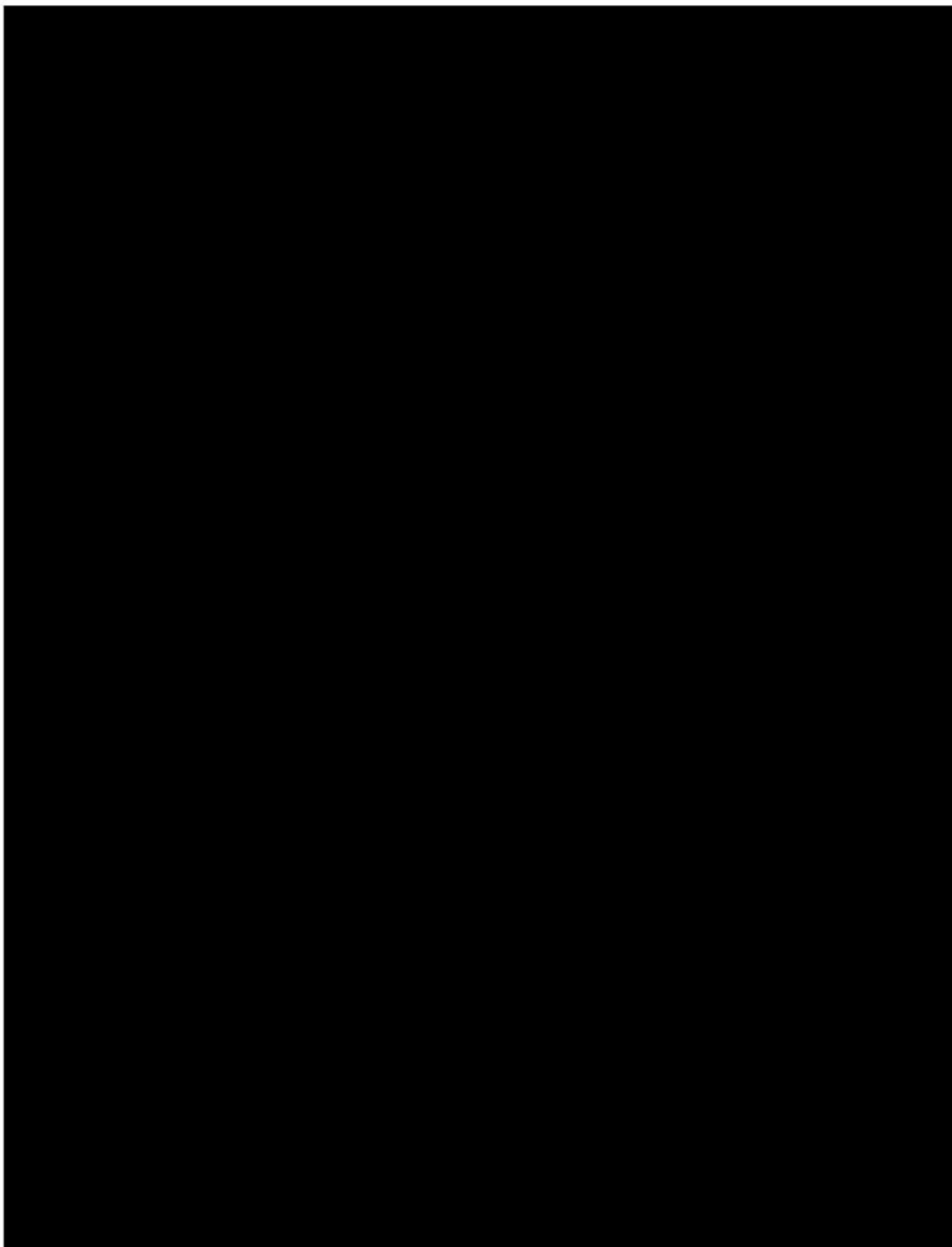
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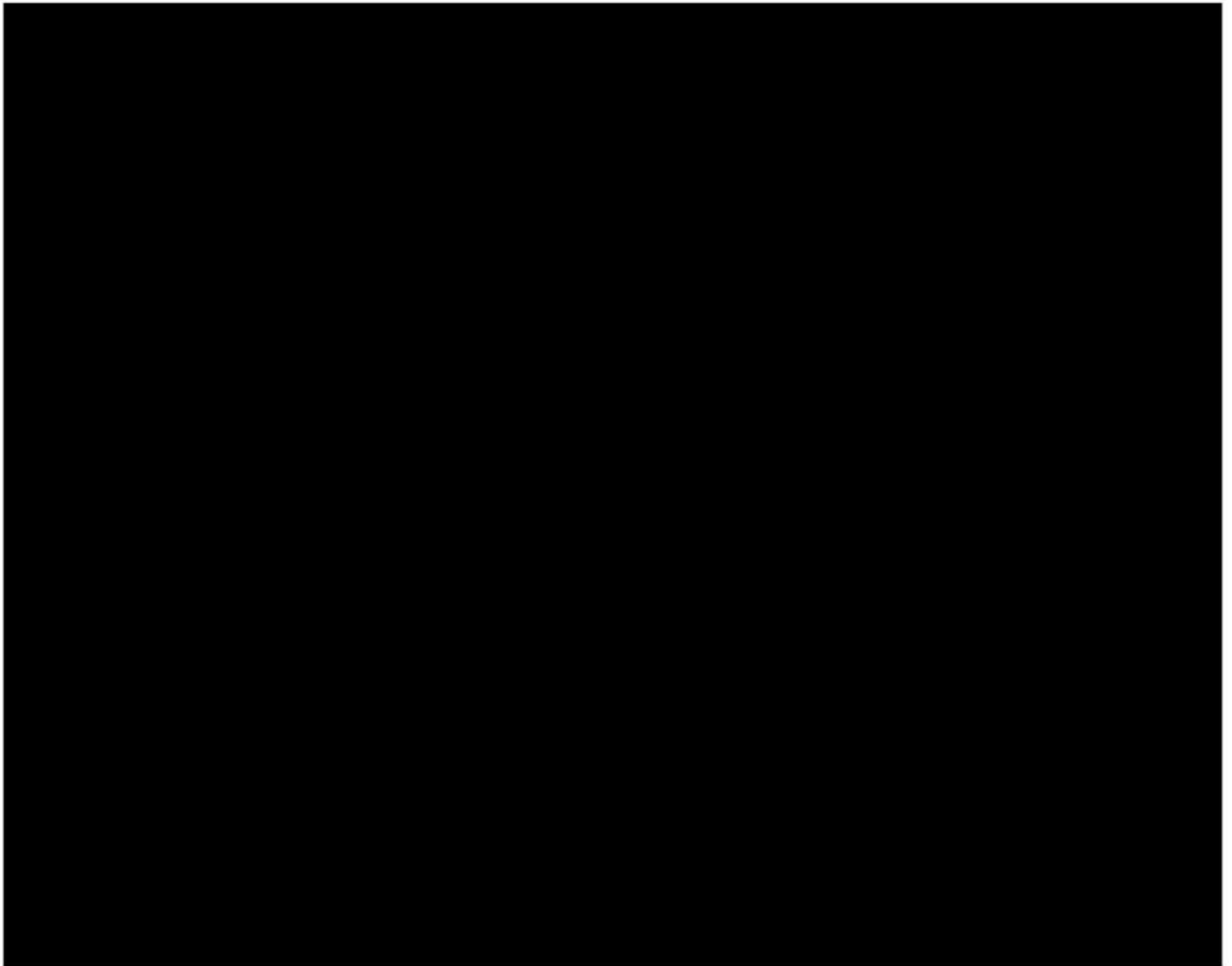
**Table Games**  
**Generic Standard Operating Procedures**

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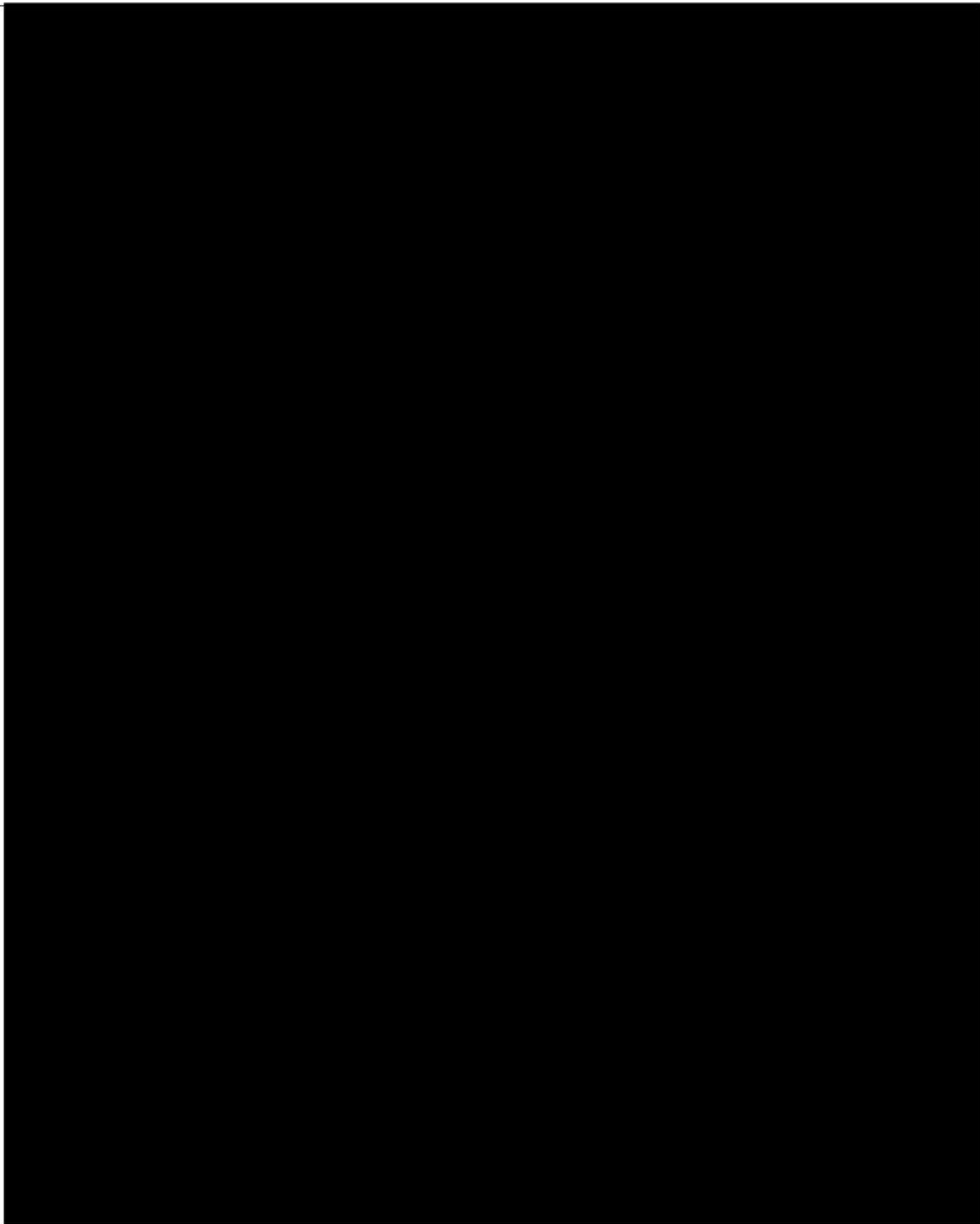


**25. TABLE LIMIT AND TABLE CLOSURE NOTIFICATION**





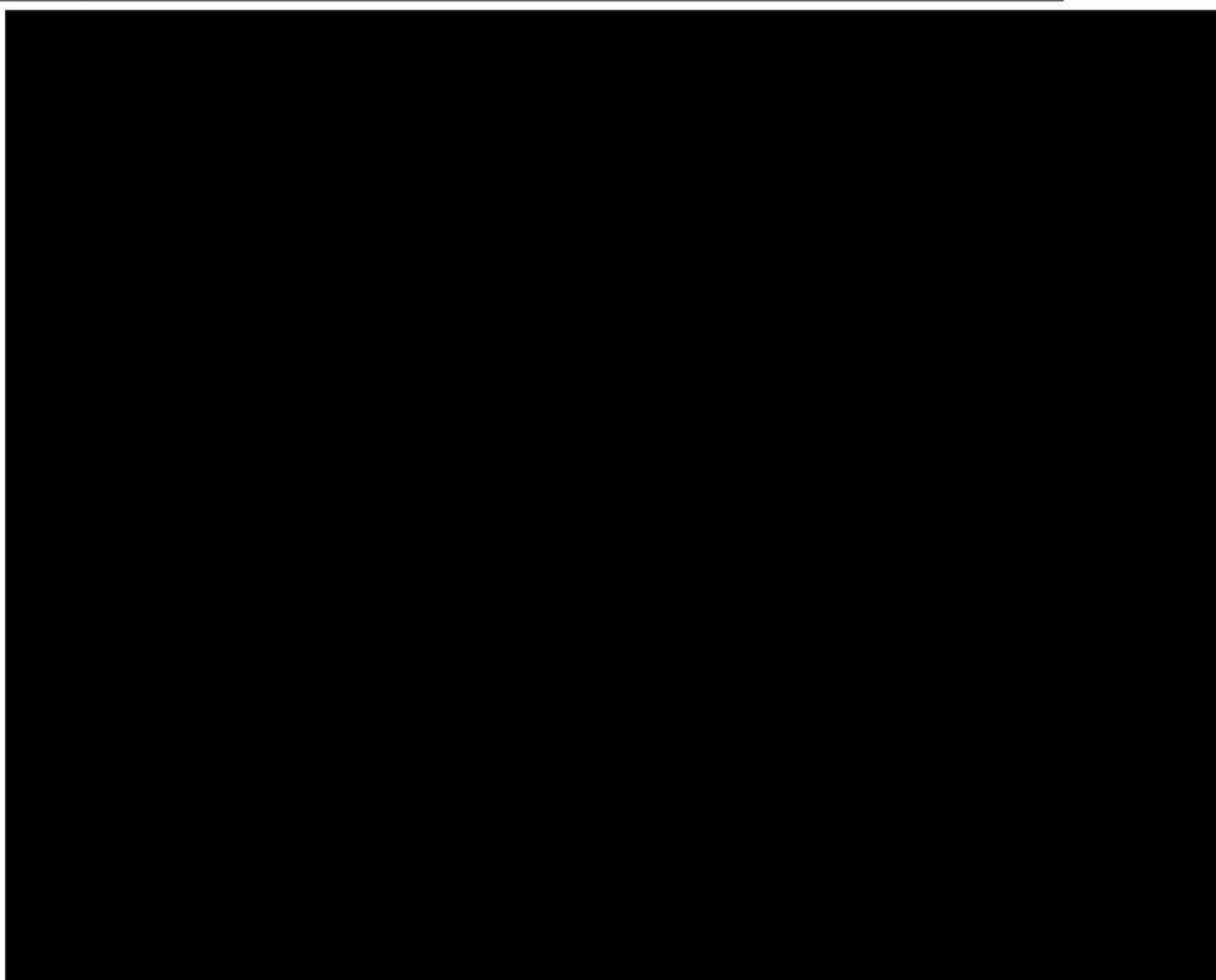
**Table Games**  
**Generic Standard Operating Procedures**





**Table Games**  
**Generic Standard Operating Procedures**

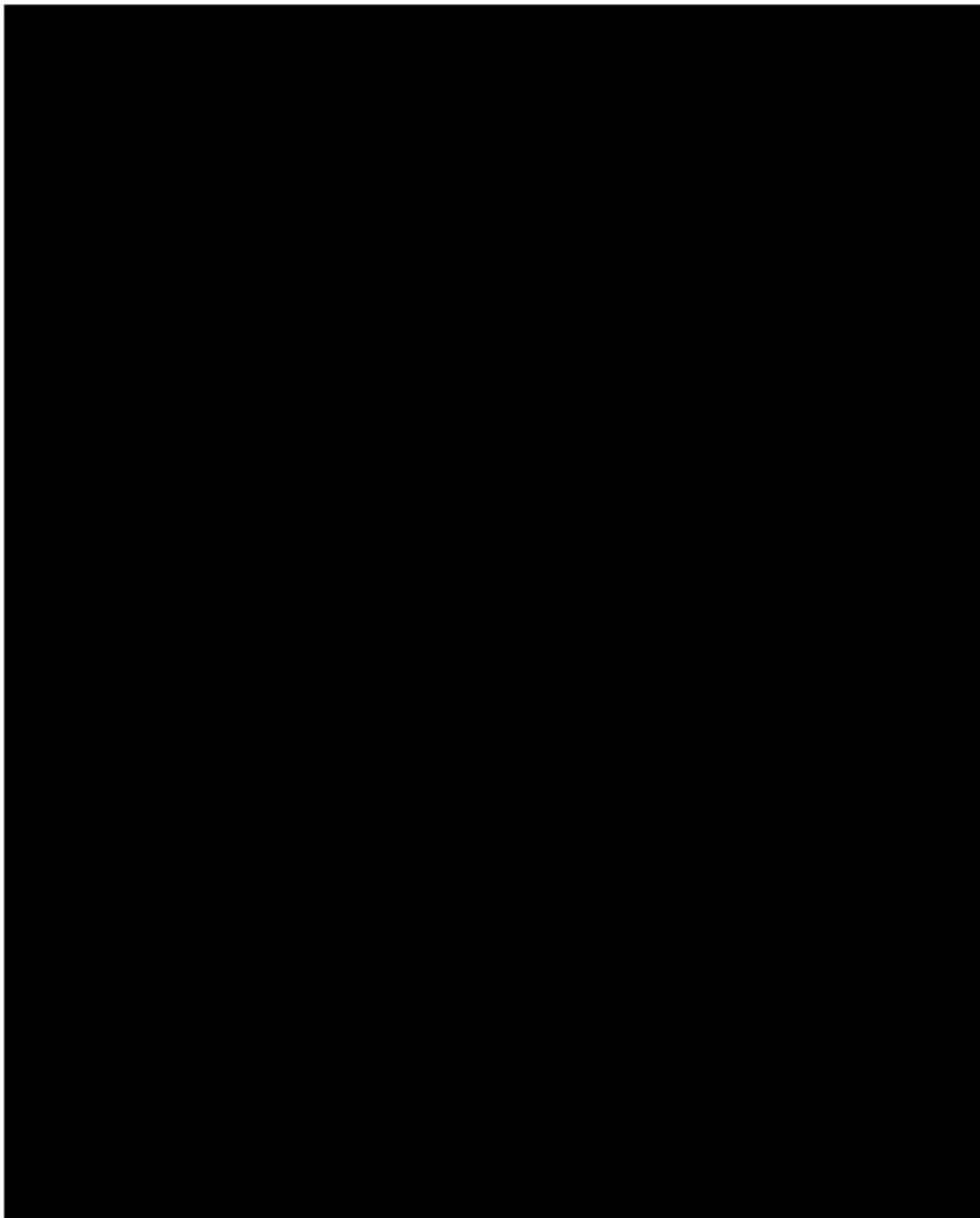
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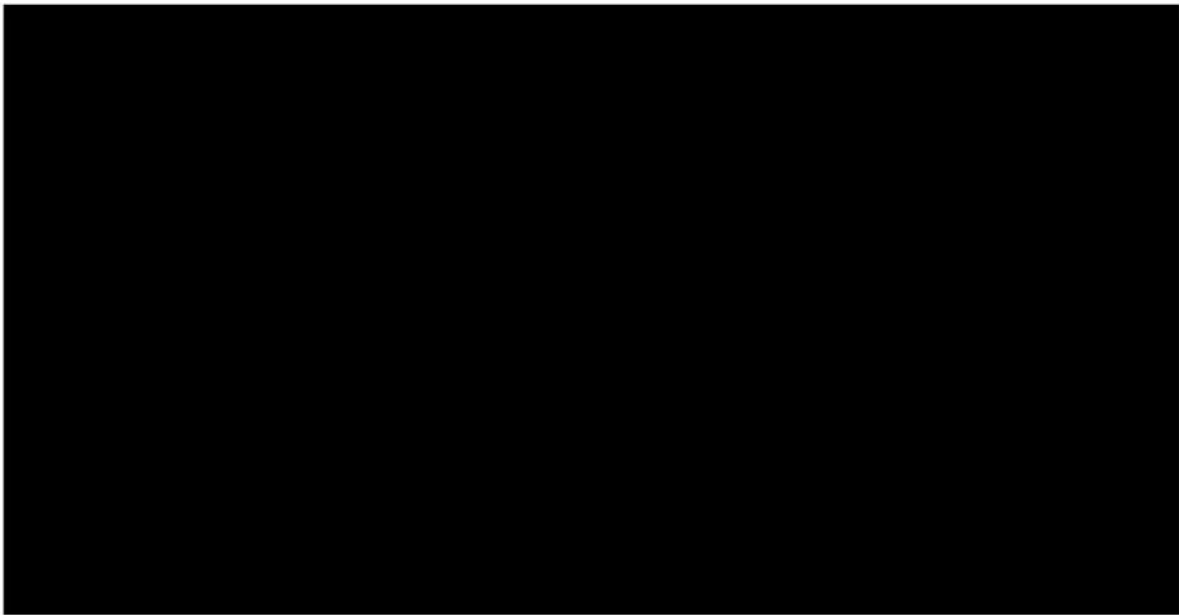




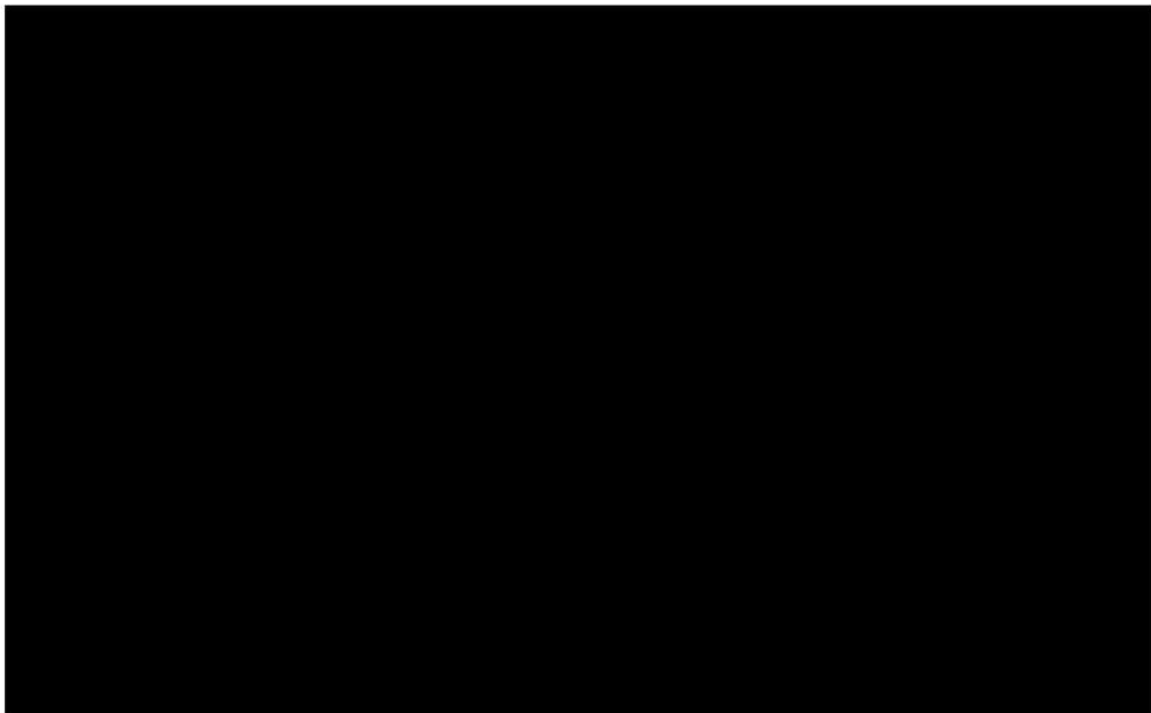
**Table Games**  
**Generic Standard Operating Procedures**

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## **26. CLEANING CHIPS**



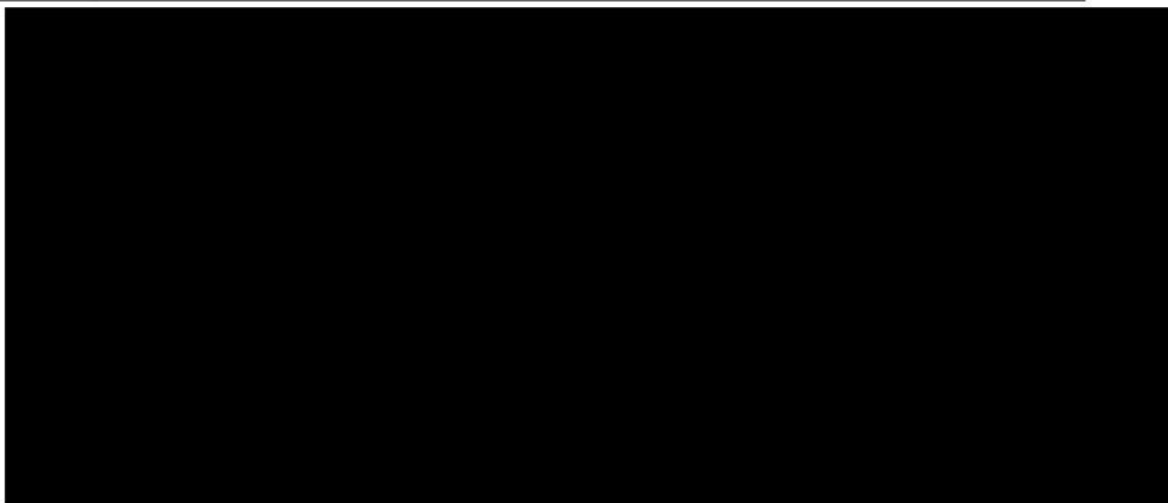


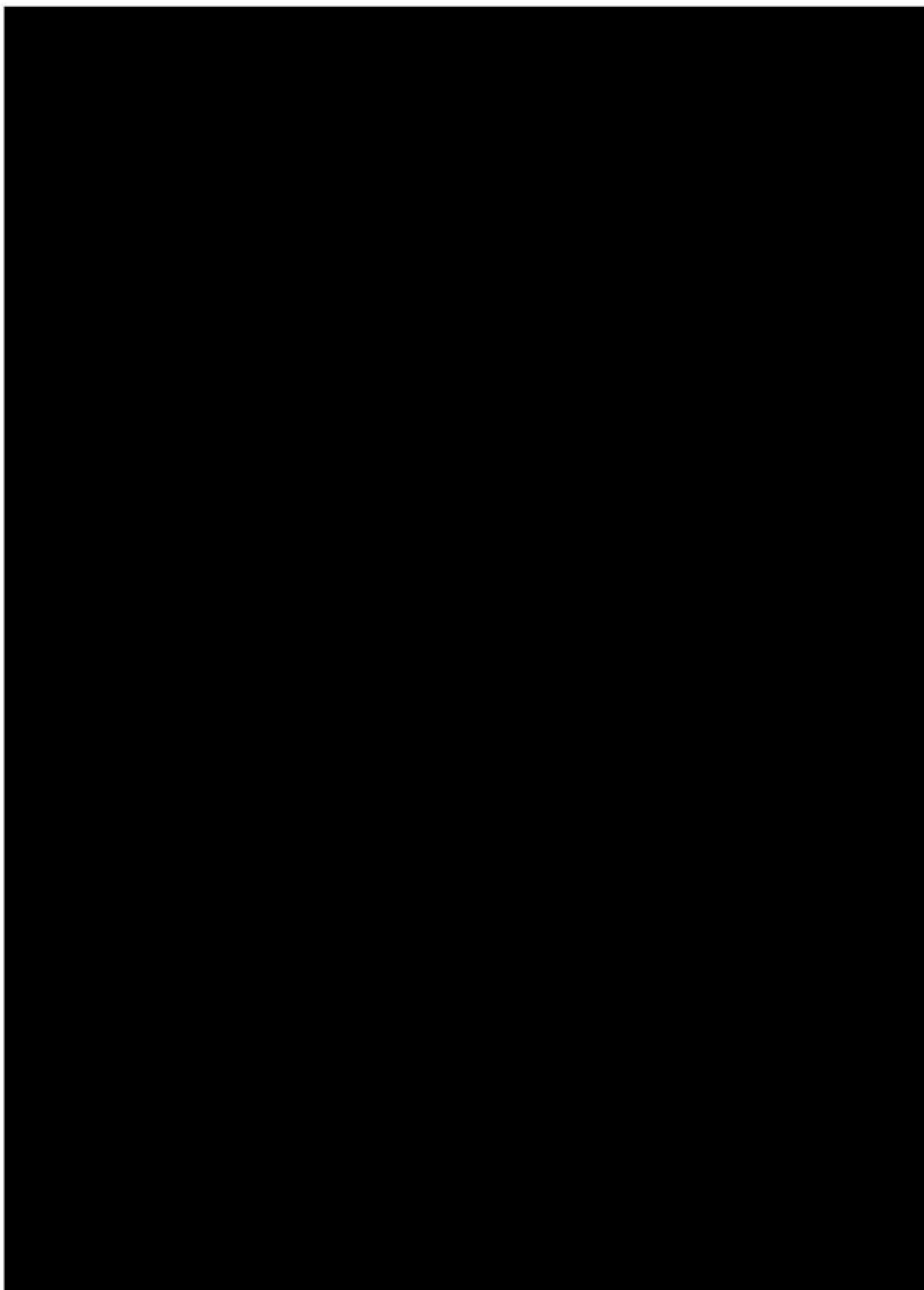
Diagram 9





**Table Games**  
**Generic Standard Operating Procedures**

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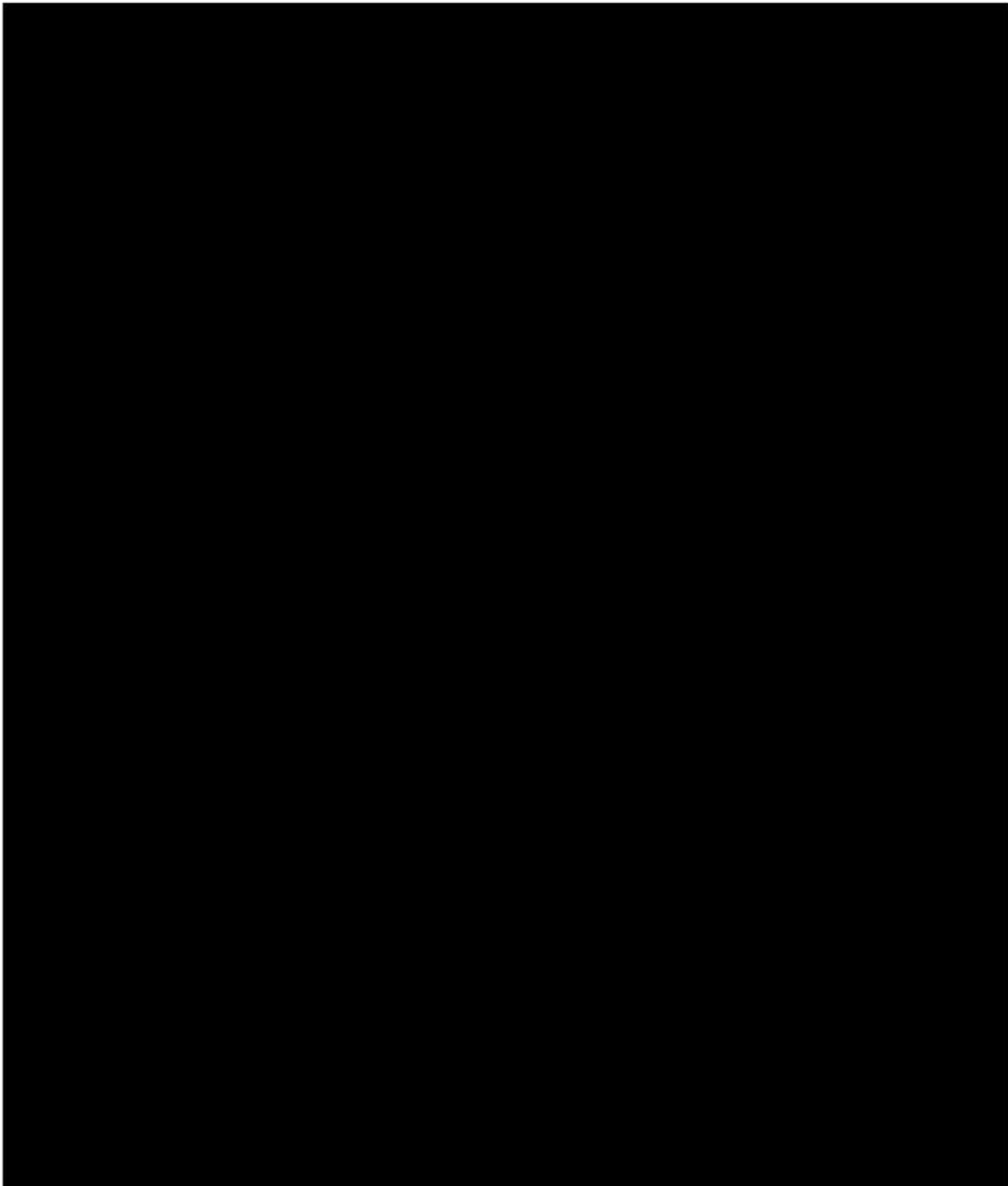


Diagram 11

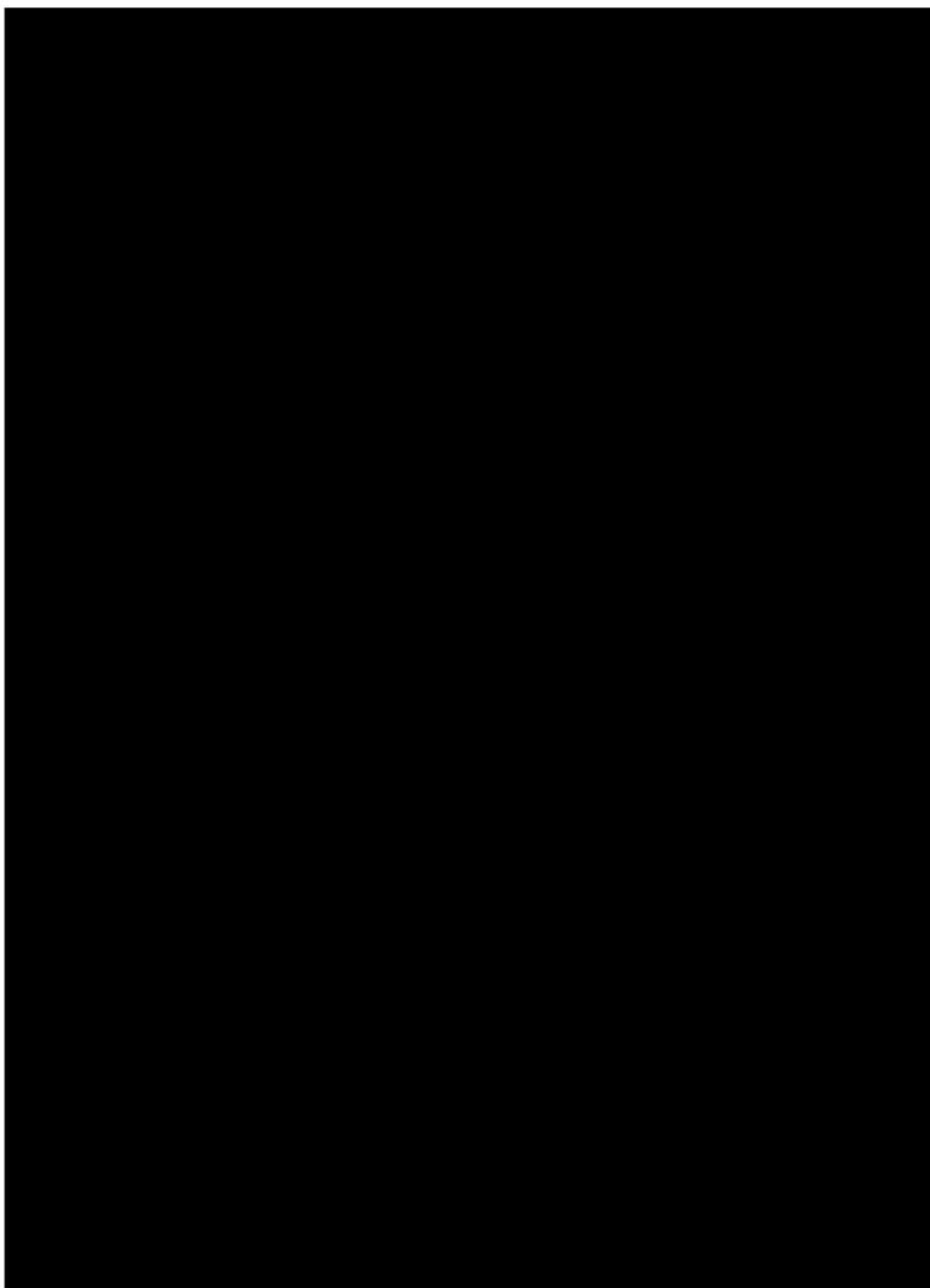


Diagram 12

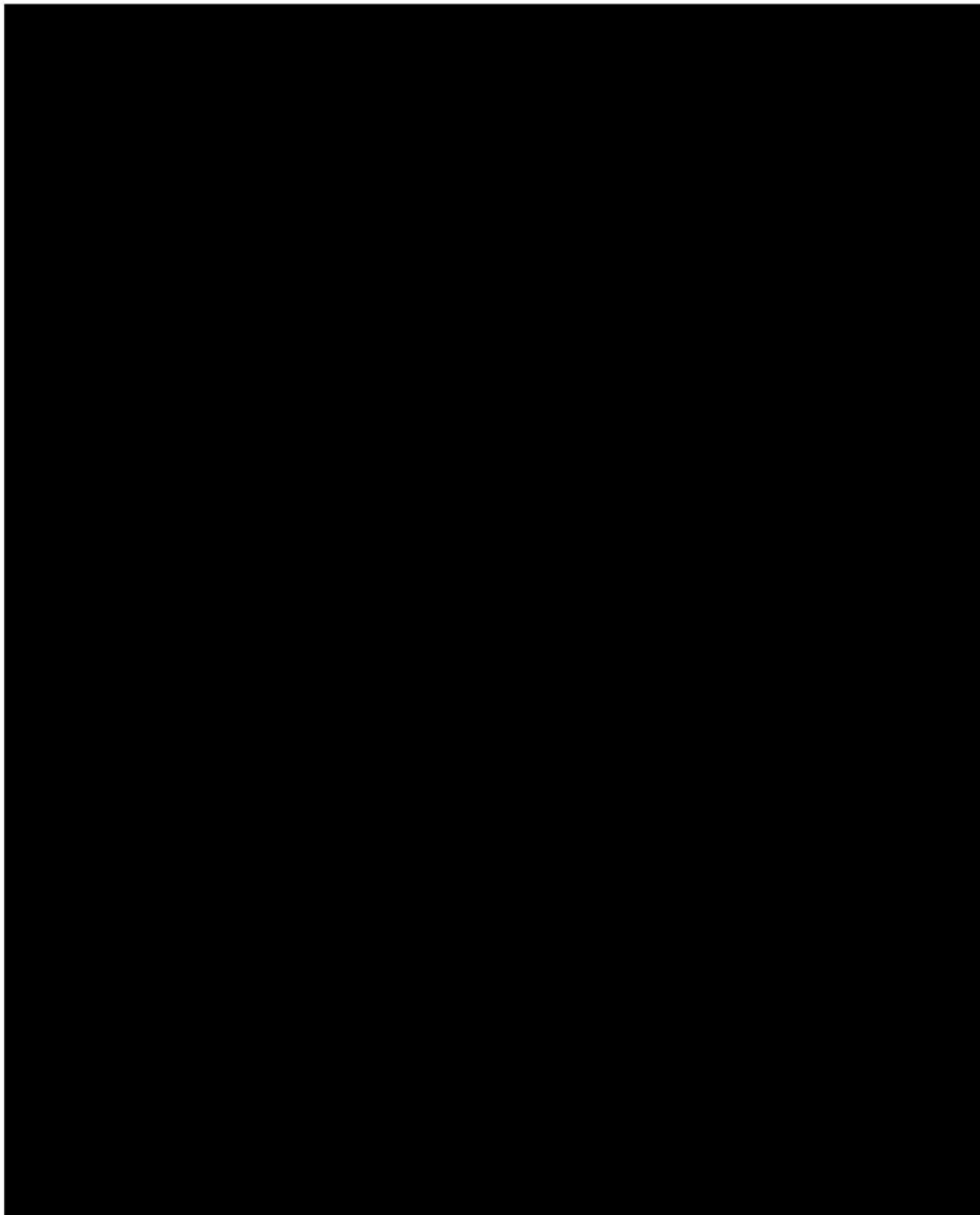


Diagram 13

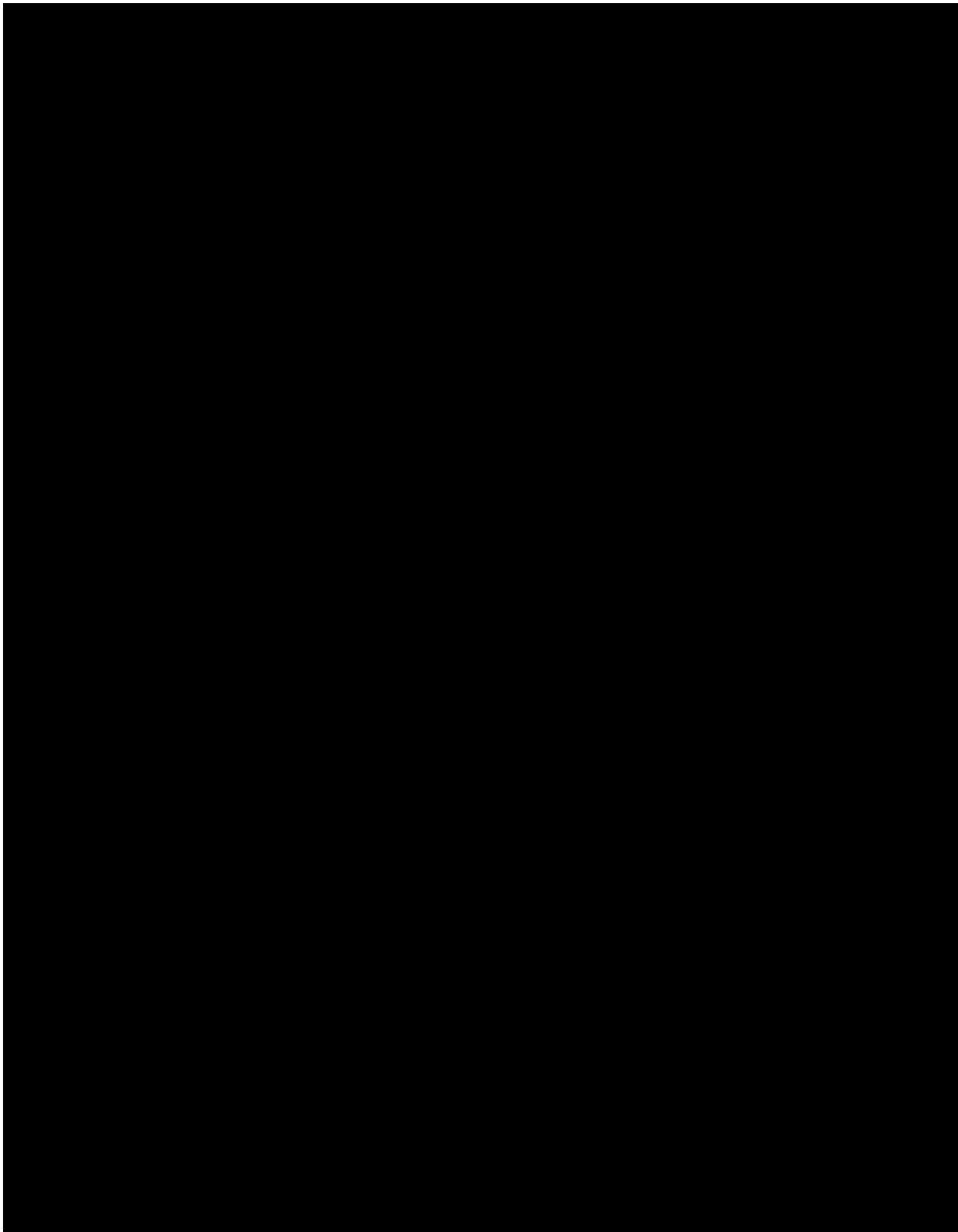


Diagram 14



**Table Games**  
**Generic Standard Operating Procedures**

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