



APPLICATION FOR REVOCATION OF EXCLUSION ORDER

By signing and submitting this Application for Revocation of Exclusion Order (“**Application**”) you request that Crown Sydney Gaming Pty Ltd (“**Crown Sydney**”) revoke the Exclusion Order issued to you.

NOTE: Your Exclusion Order is not automatically revoked following lodgement of this Application. You must successfully complete all requirements of the revocation process and receive written notification from Crown Sydney of your Exclusion Order being revoked prior to being permitted to reapply for membership of the Crown Sydney VIP Casino if you wish to do so.

For Crown Sydney to process your Application, you are required to agree with the following:

- 1) You acknowledge that Crown Sydney has not encouraged you to seek revocation of your Exclusion Order.
- 2) By submitting this Application you agree and acknowledge that revocation counselling is a requirement of the revocation process and you will provide Crown Sydney with a report to verify your attendance as outlined in item 3.
- 3) A report by a qualified gambling counsellor must be provided to Crown Sydney in relation to your gaming behaviours. We recommend GambleAware – 1800 858 858 or online at www.gambleaware.nsw.gov.au which offers a free and confidential service.

Note: A separate guideline for the Report Writer is attached to this document and it is strongly recommended that you provide it to the Report Writer so that any report he or she writes provides Crown Sydney with sufficient information upon which it can assess your application.

- 4) You will contact Crown Sydney immediately if, at any time, you have any concern about your Application or, if the Application is successful, your use of Crown Sydney’s gaming facilities.
- 5) You acknowledge and agree that Crown Sydney may apply conditions to a revocation.
- 6) You agree to release and indemnify Crown Sydney, its officers, employees, agents and contractors from any liability, including any losses associated with any gaming you undertake, which may arise in connection with any revocation of your Exclusion Order and any use by you of Crown Sydney’s gaming facilities.

Confidential

- 7) You acknowledge and agree that Crown Sydney retains sole discretion as to whether or not to revoke your Exclusion Order. Your Exclusion Order remains in force unless and until it is revoked in writing by Crown Sydney.
- 8) You confirm you are not currently subject to a Bankruptcy Order or are a party to a Part IX debt agreement under the *Bankruptcy Act 1966* (Cth).
- 9) You authorise Crown Sydney to discuss with the writer of the report outlined in Item 3 the grounds and circumstances surrounding your Exclusion Order as well as the result of this Application if required.
- 10) You consent to Crown Sydney collecting, recording, storing, using and disclosing your personal and sensitive information in accordance with the Privacy Collection Statement.

Privacy Collection Statement:

Crown 'uses' (by collecting, recording, storing, using and disclosing) your personal information and sensitive information (including without limitation your full name, date of birth, patron ID number, image and address) to process, manage and enforce the exclusion and your application for revocation and to communicate with you. Crown uses facial recognition technology at its premises to identify, exclude or remove individuals who may lawfully be denied access to its premises, and for other purposes relating to gaming integrity and compliance, safety and security and preventing illegal or undesirable activities. Your image (whether already held or obtained in relation to your exclusion order, obtained from surveillance or facial recognition cameras at Crown, or obtained from law enforcement or regulatory bodies), may be 'used' by Crown for the purpose of facial recognition. Crown collects from and discloses your personal information and sensitive information to third parties including: Crown's associated entities; The Star Casinos (including The Star Sydney); Liquor and Gaming NSW and/or the NSW Independent Casino Commission, the Victorian Gambling and Casino Control Commission and the Gaming and Wagering Commission of Western Australia; any third parties that provide services to Crown relating to your exclusion; and overseas recipients including Crown London Aspinalls. If you do not agree to the 'use' of this information, Crown will be unable to process your application for revocation. Please refer to Crown's respective privacy policies for full details. Crown's privacy policies are available at each property's website and contain information about how you may access or correct your personal information and/or complain about a privacy breach and how Crown will deal with such a complaint. Crown Melbourne Limited, +613 9292 8888, Burswood Nominees Limited trading as Crown Perth +61 8 9362 7777, Crown Sydney Gaming Pty Ltd +61 2 8871 6666. A reference to Crown includes Crown Sydney Gaming Pty Ltd, Crown Melbourne Limited and Burswood Nominees Limited.

As soon as practicable after a signed copy of this Application and the written report referred to in item 3 above have been received by Crown Sydney, you will be notified by Crown Sydney of the progress of your Application.

Please sign this document and return it to our office confirming you have read, understood and agree with the contents. Applications can be emailed to rgc@crownsydney.com.au or mailed to:

Crown Sydney Responsible Gaming
1 Barangaroo Ave
Sydney NSW 2000



Private and

Confidential

This is an important document. It is strongly recommended that prior to signing this document below, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

Yours faithfully
Responsible
Gaming Team
Crown Sydney

In signing and submitting this Application, I acknowledge that I have read, understood and agree with paragraphs 1 to 10 above.

Signed _____

Print Full Name _____

Date of Birth _____

Contact Number _____

Email Address _____

Residential Address _____

Date _____

Counselling Guidelines

For many people gaming is a form of recreation. However, for some, the time and money spent on gaming can affect many aspects of their life including relationships with family and friends.

Having not gambled for a long period of time it is easy to forget the impact that gaming was having in your life when you opted to self exclude. Through counselling you will be able to explore this and understand why your gaming became problematic. With your counsellor you will be able to discuss your readiness to return to the Casino in a safe and controlled manner and put in place strategies which will help you reduce the risks of returning to problematic gaming behaviour.

During counselling you will need to discuss openly:

- ✓ your previous gaming behaviour;
- ✓ the circumstances of your self exclusion and why you decided to self exclude;
- ✓ counselling you have had since self excluding, if any;
- ✓ any breaches of your self exclusion;
- ✓ why you would like to revoke (end) your self exclusion;
- ✓ your current situation and readiness to return to gaming;
- ✓ what strategies (plan) you have for a safe and controlled return to gaming; and
- ✓ your support network for your application and return to gaming.

Problem gaming is often related to life stressors or emotional issues. If you decide, your Counsellor can also assist with these and help you to improve your personal relationships, which are often damaged due to problem gaming. The overall experience can have a very positive impact on your quality of life.