

# Gambling checklist

## Ask one of our staff members for:

- a copy of our responsible gambling policy and financial transactions policy
- a player information guide (includes odds of winning)
- the procedures for lodging a gambling-related complaint
- an exclusion (self-ban) if gambling becomes a problem
- contact details for a local Gambling Help service.

We **will not** provide credit for gambling under any circumstances.

We **may refuse** to cash cheques or make cash payouts beyond maximum set limits.

Persons under 18 years of age\*:

- are prohibited from gambling
- must not enter the gaming areas within casinos, clubs, hotels and designated 18+ race club events.

*\* Charitable and non-profit operators (unless prize includes liquor or involves a 'scratch and reveal' lucky envelope game) and bingo operators are exempt from this provision.*

PHONE | **FACE-TO-FACE** | ONLINE | **1800 858 858** | [gamblinghelpqld.org.au](http://gamblinghelpqld.org.au)

Gambling**gh**elp  
QUEENSLAND



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Government