

Ref: DF24/017845

CASINO CONTROL ACT 1992

Order

Pursuant to section 66(1) of the *Casino Control Act 1992*, the Delegate of the NSW Independent Casino Commission does, by this Order, approve the amended game rules for the playing of Gaming Machines in the casino operated by The Star Pty Limited under licence granted by the Regulator on the 14 December 1994:

- (1) Amended Rules for the playing of Gaming Machines**
The amended rules for the playing of Gaming Machines in the casino as set out in the Attachment, are approved.

This Order shall take effect on the date of publication on The Star Sydney's website.

Signed at Sydney, NSW, this 27th day of August 2024.



Gabbie Gallagher
Director Licensing

For and on behalf of the **NSW Independent Casino Commission**

GAMING MACHINES

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1. Definitions

1.1 In these rules, unless the contrary intention appears:

“Assistant Gaming Manager” means a person responsible for the supervision of gaming machines in the casino.

“Casino Management System (CMS)” means the system that monitors the conduct of all gaming including data relating to turnover and wins within the casino as approved from time to time by the Casino Regulator under section 68 (1) of the *Casino Control Act 1992*.

“Casino Promotional Token” means where a promotional voucher of a nominated value issued by the Casino Operator is exchanged for promotional tokens to enable a player to wager at a gaming table. The dealer shall exchange the voucher, subject to any conditions specified on the voucher for the equivalent value in promotional tokens, which may then be wagered on the appropriate area(s) of the layout. Any winnings resulting from such wagers are to be paid in chips.

“Gaming Services Host” means a person responsible for assisting patrons with their gaming machine needs.

“Inspector” means a person appointed under section 20 of the *Gaming and Liquor Administration Act 2007* (NSW).

“NICC” means the NSW Independent Casino Commission.

“Player Card” means a digital or physical card issued by a casino to a patron to use when gaming at the casino, as referred to in section 71A of the *Casino Control Act 1992* (NSW). For the avoidance of doubt, a player card includes a The Star Club membership card, or a social member that has been issued with a Player Card.

“Promotional Prize(s)” means promotional prize/s offered by the Casino Operator to a patron or patrons of the casino in connection with gaming given by way of a prize draw or element of chance.

“Syndicated Play” means 3 or more players acting in concert to affect the opportunity of any person or persons to participate in a linked jackpot arrangement.

“Void” means invalid with no result.

2. Playing of Gaming Machines

2.1 The instructions on how to play each gaming machine game are displayed on the gaming machine artwork or screen.

- 2.2 Play options shall be in accordance with the instruction as displayed on the gaming machine's artwork or screen. Such options shall be initiated by the player activating the relevant function(s) of the gaming machine.
- 2.3 The credit meter can be incremented by:
 - 2.3.1 Australian legal tender (notes of acceptable denomination as indicated on each individual machine) where that gaming machine is configured to accept Australian legal tender;
 - 2.3.2 winnings from gaming machine play;
 - 2.3.3 winnings from a linked and standalone jackpot;
 - 2.3.4 the Casino Management System (CMS) transferring credits to the gaming machine.
- 2.4 Gaming machine play shall be initiated by the player wagering credits from the credit meter by activating the appropriate commencement function.
- 2.5 A player's winnings/prizes shall be displayed on:
 - 2.5.1 the gaming machine;
 - 2.5.2 jackpot display meter;
 - 2.5.3 associated prize display; or
 - 2.5.4 a combination of the above
- 2.6 Winnings from gaming machine play may increment the credit meter (as per 2.3), otherwise the winnings will be paid by a redeemable ticket or payout voucher.
- 2.7 Credits displayed on the credit meter may be collected at the end of any game play.
- 2.8 Credits may be paid by:

- 2.8.1 Issuance of a redeemable ticket or payout voucher and the credits so paid cancelled from the credit meter, where a gaming machine is configured with a ticket printer
 - 2.8.2 the Casino Management System (CMS) transferring credits from the gaming machine to a Star Account (also known as cashless wagering account)
- 2.9 From 19 October 2024, a player must insert their valid Player Card into the gaming machine before the commencement of a gaming session and must only participate in the game with the use of their own Player Card. If a player does not comply with this requirement, including by inserting a Player Card into the gaming machine that was issued to another person or by placing a wager for or on behalf of another person, any wager placed by the player will be considered invalid irrespective of:
- 2.9.1 any claim of agency, representative, power of attorney or otherwise;
or
 - 2.9.2 the person with the economic stake in the wager
- 2.10 In the event a wager is found to be invalid pursuant to rule 2.9 (above):
- 2.10.1 The Star will make reasonable attempts to return the invalid wager of the last completed game to the person and the person will not be entitled to any winnings arising out of the invalid wager.
 - 2.10.2 If an invalid wager applies to any completed game prior to the last completed game (as contemplated by rules 2.9.1), the wagers and the results of the completed games shall stand.

3. Jackpots

- 3.1 A Standard progressive jackpot shall operate by adding a percentage contribution of a gaming machine's turnover to a progressive jackpot pool, or pools. The number of gaming machines contributing to that pool, or pools, and the percentage contribution of each gaming machine's turnover allocated to the pool(s) shall be configured in accordance with procedures approved by the NICC.
- 3.2 The winner of a Standard progressive jackpot pool shall be determined in accordance with the specific rules of the game as displayed on the machine artwork or screen. The winner of the Standard progressive jackpot pool shall win the prize indicated on the progressive jackpot display.
- 3.3 A random mystery jackpot shall operate by adding a percentage contribution of a gaming machine's turnover to a mystery jackpot pool(s). The number of gaming machines contributing to that pool, or pools, and the percentage contribution of each gaming machine's turnover allocated to the pool(s) shall be configured in accordance with procedures approved by the NICC.
- 3.4 The winner of a mystery jackpot shall be selected at random by a process approved by the NICC. The winning gaming machine number of the mystery jackpot pool and the prize won shall be indicated on the mystery jackpot display.
- 3.5 Jackpot wins, as indicated on the jackpot display, may be paid to the player:
- 3.5.1 by incrementing the credit meter according to rule 2.3; or
 - 3.5.2 issuance of a redeemable ticket or payout voucher and the amounts so paid cleared from the jackpot display meter, or by provision of a non-monetary prize as indicated by the jackpot display as set out in Section 66(4) (a) of the *Casino Control Act 1992*.
 - 3.5.3 where the provision of a non-monetary prize as indicated by the jackpot display occurs, the Casino Operator must give the winning player of the non-monetary prize the choice to be paid monetary

alternative (in the form of electronic funds transfer EFT or cheque) to the value of the non-monetary prize instead, as set out in Section 66(4) (a) of the *Casino Control Act 1992*

3.5.4 Jackpot Parameters (non-monetary prize) are not to be made available for jackpot until these parameters are approved by the NICC.

3.6 In the event of a malfunction of either a jackpot display meter or jackpot controller, the Casino Operator may adjust, in accordance with procedures approved by the NICC, the value of the jackpot prize.

4. Payouts

4.1 A player entitled to receive a manual payout should verify the amount of the payment and must acknowledge receipt of that payment by signing the manual payment form.

4.2 Where a voucher payout is made, the Casino Operator may request a player to play out any credits where the value of such credits is less than \$1. In the event the player declines this request, the Casino Operator shall process a payment to the player via a payout voucher and the credits so paid shall be cancelled from the credit meter.

4.3 The Casino Operator may withhold the payment of any prize or redeemable ticket issue, or demand the return of any prize or redeemable ticket issue, subject to notification to and review by an inspector, until such time as the Casino Operator has completed an investigation and made a determination.

4.4 Wherever possible, prizes and credit redemptions payable by the Casino Operator will be paid immediately to the player. However, the Casino Operator may:

4.4.1 delay payment, subject to further verification of the player's entitlement, to a mutually agreed time;

4.4.2 pay the prize other than in a form requested by the player; and

- 4.4.3 request an appropriate form of personal identification from the player.
- 4.5 Gaming machine overpays are not the property of the player. All monies in gaming machines remain the property of the Casino Operator until won by, or returned to, a player in accordance with the approved rules of the game.
- 5. Player Reward Bonuses and Promotional Prizes**
- 5.1 The Casino Operator may offer from time to time Promotional Prizes in conjunction with gaming in the casino.
- 5.2 Promotional Prize draws shall be overseen by a scrutineer nominated by the Casino Operator where an individual prize has a value over \$10,000.
- 5.3 When offering a non-monetary prize Promotional Prize, with the exception of prizes consisting of casino dollars, the Casino Operator may give the winner the option to be paid a monetary value alternative of the non-monetary prize instead. which shall be clearly stated in the terms and conditions of the promotion.
- 5.4 Promotional Prizes must not be awarded in the form of cash. Any monetary prizes, or non-monetary prizes approved for conversion to monetary value, may only be paid by crossed cheque made out to the winner, by electronic funds transfer to the winner's bank account or by a combination of these payment options.
- 5.5 The non-monetary prize rules as set out in section 66(4) (b) of the *Casino Control Act 1992* apply and Promotional Prizes will not consist of or include any of the following:
- 5.5.1 tobacco in any form;
 - 5.5.2 a firearm, or ammunition, or an imitation firearm, within the meaning of the *Firearms Act 1996*;
 - 5.5.3 a prohibited weapon within the meaning of the *Weapons Prohibition Act 1998*;
 - 5.5.4 more than 20 litres of liquor; or
 - 5.5.5 any item or service prescribed by the regulations.

- 5.6 The Casino Operator will detail the terms and conditions associated with any Promotional Prize and make reference to these terms and conditions in the marketing material. These terms and conditions will be readily available within the casino boundary, or through appropriate means including but not limited to secure websites, email click through, direct mail or brochures.
- 5.7 The terms and conditions to any Promotional Prize must include, but are not limited to, the following:
- 5.7.1 the manner in which a Promotional Prize is to be awarded;
 - 5.7.2 when and where the Promotional Prize will be awarded;
 - 5.7.3 the characteristics, criteria and/or requirements for a player to be eligible for a Promotional Prize;
 - 5.7.4 if there is a minimum or compulsory wager for each player to be eligible for a Promotional Prize then that minimum or compulsory wager;
 - 5.7.5 the nature of the Promotional Prize and any qualification, reservation or guarantee given by the Casino Operator, if applicable;
 - 5.7.6 the closing date and time for receipt of entry into any Promotional Prize promotion;
 - 5.7.7 the place, date and time of any Promotional Prize promotion;
 - 5.7.8 the method for claiming a Promotional Prize (including any requirement for entrants to be physically present);
 - 5.7.9 how the winner of a Promotional Prize will be notified;
 - 5.7.10 how the results of a Promotional Prize will be published;
 - 5.7.11 details of the prizes and their value including any conditions relating to receiving, using or accepting prizes; and
 - 5.7.11.1 If the prize is machinery or an electric appliance, details shall also include:
 - i) Make
 - ii) Model;
 - iii) Accessories.
 - 5.7.11.2 If the prize is a motor vehicle, details shall also include:
 - i) Make
 - ii) Model;
 - iii) Accessories; and

- iv) whether registration and other on-road costs are included.

5.7.11.3 If the prize is travel, details shall also include:

- i) number of persons entitled to take advantage of the travel prize;
- ii) what is included (airfares, transfers, other transport, duration, accommodation standard, meals);
- iii) restrictions on when the travel must be taken;
- iv) if spending money is included.

5.7.11.4 If the prize is real estate, details shall also include:

- i) the type of dwelling;
- ii) plans;
- iii) contract details;
- iv) easement details;
- v) address or other location;
- vi) what is included – conveyancing, legal costs, fixtures, furniture.

5.8 When an entrant is not required to be present at a draw to win a Promotional Prize, reasonable endeavors must be made by the Casino Operator to notify the winner of any Promotional Prize within 2 days of the draw by the following methods:

- 5.8.1 face-to-face; or
- 5.8.2 mail; or
- 5.8.3 telephone; or
- 5.8.4 email.

5.9 The casino operator shall provide the NICC with full details of the terms and conditions of any offer by the Casino Operator of a Promotional Prize at least 24 hours prior to the commencement of any promotion.

- 5.9.1 In the event the Casino Operator amends the terms and conditions of any promotion conducted under these rules after the commencement of the promotion, the Casino Operator must re-submit the amended terms and conditions to the NICC as soon as possible.

5.10 The Casino Operator shall inform a patron/s as soon as practicable of the reason(s) for refusing to award them a Promotional Prize. The Casino Operator must retain:

- 5.10.1 All details of claims for a Promotional Prize over \$100 which are denied by the Casino Operator. These details shall include the names

and addresses of the claimants and the reason(s) why the claims were not met.

- 5.11 In the event of a dispute relating to the terms and conditions of a Promotional Prize promotion, the decision of the Casino Operator is final. Where any person is not satisfied with a decision of the Casino Operator relating to a promotion, the person will be advised of their right to lodge a complaint with an inspector under section 33 of the *Gaming and Liquor Administration Act 2007*.
- 5.12 Should the Casino Operator determine that the integrity of the promotion and/or draw has been compromised it may either postpone the promotion and/or draw until such a time as the integrity of the promotion and/or draw has been validated or cancel the draw. Should this occur the Inspector is to be notified within 48 hours.

6. Slot Tournaments

6.1 Definitions

6.1.1 In these rules, unless the contrary intention appears:

“Entry Fee” means the fee charged by the casino to a patron to be eligible to participate in a slot machine tournament.

“Play-Off” means any session of play the purpose of which is to determine a winner and/or placegetter(s) of a session where two or more tournament players have finished that session with an equal value of credits other than zero.

“Session” means a set time period, measured using a clock or determined by some other means, at the completion of which the winner and/or placegetter(s) advance to a further or final session.

“Slot Tournament Machine” means a device reserved for the playing of Slots Tournaments and is not able to register an entitlement for payout or cash.

“Slot Tournament Monitoring System” means an electronic, computer or communications system or device that is so designed that it may be used, or adapted, to send or receive data from slot machine tournament software in relation to the security, accounting or operation of slot tournament machines.

“Tie” means that two (2) or more tournament players have equal value amounts of tournament credits at the conclusion of a heat or final;

“Tournament” means a competition played on a slot tournament machine, that has tournament software installed and is restricted to persons who have completed an entry form and have paid the prescribed entry fee;

“Tournament Credits” are displayed on a slot tournament machine and are only used for establishing player rankings at the completion of any tournament round. For the

avoidance of doubt, Tournament Credits are not used for the purposes of wagering and have no cash value and are not redeemable; and

“Tournament Manager” means a licensed person(s) appointed by the Casino Operator and responsible for the overall conduct and control of the tournament.

6.2 Application of Gaming Machines Rules

6.2.1 The rules for playing Gaming Machines shall apply except where the rules are inconsistent with the rules for Slot Tournament play in which case the Slot Tournaments rules shall prevail.

6.3 Playing of Slots Tournament Machines

6.3.1 The instructions on how to play each slot tournament machine is displayed on the slot tournament machine artwork or screen.

6.3.2 Play options shall be in accordance with the instruction as displayed on the slot tournament machine's artwork or screen. Such options shall be initiated by the player activating the relevant function(s) of the slot tournament machine.

6.3.3 The slot tournament machine credit meter can be incremented by winnings from slot tournament machine play.

6.3.4 Slot tournament machine play shall be initiated by activating the appropriate commencement function during the prescribed tournament duration as detailed in the Tournament Terms and Conditions.

6.3.5 A player's winnings/credits/jackpots shall be displayed on:

6.3.5.1 the slot tournament machine; or

6.3.5.2 the slots tournament display leader board.

6.3.6 Winnings from slot tournament machine play shall increment the tournament credit meter (as per 6.3.3).

6.3.7 Credits displayed on the credit meter do not entitle the player to any money, they are only to be used to register a point score for the tournament.

6.3.8 The slot tournament machines will not be connected to the CMS.

6.4 Entry fees/prize pool for tournament

6.4.1 The Casino Operator may charge tournament players a fee to enter a tournament and may add value to the prize pool in the form of cash, goods or services.

6.4.2 All entry fees received by the Casino Operator shall be included in a prize pool for distribution to the winning tournament players in accordance with the conditions of play and no entry fee or part thereof shall be refunded to any person unless specifically permitted by the conditions of entry.

6.4.3 The Casino Operator may guarantee the prize pool based on a minimum number of entries being received. Should the number of entries be less than the minimum requirement, the Casino Operator may reserve the right to cancel the tournament.

6.4.4 The Casino Operator may cancel the tournament without liability. In the event of cancellation all entry fees will be refunded.

6.5 Tournament conditions

6.5.1 The Casino Operator is to publish and provide to each tournament player a copy of the tournament conditions.

6.5.2 The tournament conditions must include, but is not limited to, the following:

- (a) the amount of the entry fee;

- (b) the structure of the tournament, including the number and duration of rounds or sessions and the number of slot tournament machines to be active in each round or session, the method of progression from round to round or session to session, repechage, catch-up or secondary rounds or sessions;
- (c) the conditions of play applicable to the allocation of slot tournament machines;
- (d) in respect of eligibility for entry:
 - (i) a statement that only persons entitled to enter the casino and gamble are eligible to enter the tournament; and
 - (ii) if the Casino Operator is reserving the right generally to deny entry to the tournament, a statement that the Casino Operator may refuse any application; and
 - (iii) if the Casino Operator is applying general selection criteria to determine eligibility to enter the tournament, those criteria;
- (e) the terms of entry (including the period within which a tournament player may withdraw without financial penalty), the application form and the minimum and maximum numbers of tournament players;
- (f) the prizes and the method of payment and any undertaking, reservation or guarantee given by the Casino Operator, if applicable;
- (g) a statement that the tournament is conducted by the Tournament Manager in accordance with the tournament conditions and the applicable rules of the game and that, in the event of any inconsistency, the rules prevail.

6.5.3 The Tournament Manager may require each tournament player to agree in writing with the approved Rules and Conditions of the tournament prior to accepting entry into the tournament.

6.6 Conduct of Play

6.6.1 The Tournament Manager shall designate the slots tournament machines to be used in the conduct of the tournament.

6.6.2 The Tournament Manager may alter the starting time of any session, if reasonable notice has been given to the tournament players.

6.6.3 The Tournament Manager may determine the method of allocating slot tournament machines to tournament players and the order of play.

6.6.4 Where a tournament player does not take an allotted slot tournament machine at the specified time or is absent during a session the Tournament Manager may declare the tournament player's position cancelled and the tournament player disqualified. Once disqualified a tournament player will not be entitled to a refund of the entry fee except on the approval of the Tournament Manager.

6.6.5 At the completion of each session of play, electronic gaming staff shall total the value of tournament credits on each credit meter of each remaining tournament player. This amount is to be recorded and given to the Tournament Manager who will determine and announce the winners or place getters.

6.6.6 At the conclusion of each session of play, electronic gaming staff are to ensure that all tournament credits have been deleted from the tournament credit meter.

6.6.7 A player who fails to increment any tournament credit during the session shall be disqualified.

6.6.8 A tournament player shall wager only on their allocated machine.

6.7 Session winners/placegetters

6.7.1 The number of tournament players to advance to the next round will be determined at the start of the tournament.

6.7.2 The winner(s) of each session will be the tournament player(s) on each slot tournament machine with the highest value of tournament credits at the end of the session.

6.7.3 If at the completion of each session the remaining number of tournament players having an equal value of tournament credits exceeds the number of tournament players to advance to the next session, a play off will be conducted amongst those tournament players. At the end of each round of play a count of the tournament player's tournament credits shall be conducted until an order is determined.

6.7.4 If two (2) or more tournament players are eliminated in the same round of play, a count of tournament credits will determine the placings unless two or more tournament players have equal tournament credits, in which case the tournament player whose credits reached the amount last will be deemed to have been eliminated first.

6.8 Tournament General Provisions

6.8.1 Tournament players may not advise or seek advice from other tournament players or persons not involved in the tournament during play.

- 6.8.2 In the event of a dispute relating to the rules or conditions of entry, the decision of the Tournament Manager will be final and the game will not proceed until the dispute is settled.
- 6.8.3 A tournament player may be disqualified if found to contravene any of these rules. No such tournament player shall be entitled to a refund of entry fee.
- 6.8.4 A player shall not be entitled to play more than one slot tournament machine at a time, unless otherwise stipulated by the tournament conditions.
- 6.8.5 Players are required to notify the Casino Operator in the event of any malfunction of a slot tournament machine at which they are playing. Failure to do so, and the retention of any prizes, tournament credits or free play as a result of a slot tournament machine malfunction, may be considered to be a contravention of these rules.
- 6.8.6 Tilting, rocking, or in any way damaging or interfering with a slot tournament machine, or attempting to operate a machine with any object or device may be considered to be a contravention of these rules.
- 6.8.7 A person shall not, either alone or in concert with any other persons, use or control at or near a slot tournament machine or location related to the playing of slots tournament machines a calculator, computer, or other electronic, electrical or mechanical apparatus or device that is capable, with respect to a slot tournament machine or a part thereof, of interfering with an outcome or the proper or normal operation of a slot tournament machine or a part thereof.
- 6.8.8 Rule 6.8.7 shall not apply to use or control by an agent or employee of the Casino Operator or an inspector where such person is acting in the course of their duty.

- 6.8.9 Where the Tournament Manager is satisfied that a person has contravened any provision of rule 6.8.5, 6.8.6, 6.8.7, or 6.8.8 the Tournament Manager may:
- 6.8.9.1 declare that person to be eliminated from the tournament;
 - 6.8.9.2 direct that the person shall be excluded from further participation in playing of slots tournament machines;
or
 - 6.8.9.3 recommend the person be excluded from the casino in line with the provisions of section 79 of the *Casino Control Act 1992*.
- 6.8.10 The Tournament Manager may invalidate the outcome of a game or tournament if:
- 6.8.10.1 the game is disrupted by civil commotion, fire, riot, brawl, robbery, an act of God; or
 - 6.8.10.2 any fraudulent act is perpetrated by any person that, in the opinion of the Tournament Manager, affects the outcome of the game; or
 - 6.8.10.3 one or more slot tournament machines are found to have malfunctioned in a manner that affects the outcome of the tournament.
- 6.8.11 A person who interferes with, disturbs, or intimidates other slot tournament players or casino employees is in breach of these rules.

7. General Provisions

- 7.1 A player shall not be entitled to play more than one gaming machine at a time
- 7.2 The player of a gaming machine is required to clear credits from the gaming machine when a close of play warning or notification is initiated.
- 7.3 Players are required to notify the Casino Operator in the event of any malfunction of a gaming machine at which they are playing. Failure to do so, and the retention of any prizes, redeemable ticket issues or free play as a result of a gaming machine malfunction, may be considered to be a contravention of these rules.
- 7.4 Tilting, rocking, or in any way damaging or interfering with a gaming machine, or attempting to operate a machine with any object or device other than incrementing the credit meter according to rule 2.3, may be considered to be a contravention of these rules by the player.
- 7.5 A person shall not, either alone or in concert with any other persons, use or control at or near a gaming machine or location related to the playing of gaming machines a calculator, computer, or other electronic, electrical or mechanical apparatus or device that is capable, with respect to a gaming machine or a part thereof, of interfering with an outcome or the proper or normal operation of a gaming machine or a part thereof.
- 7.6 Rule 7.5 shall not apply to use or control by an agent or employee of the Casino Operator or an inspector where such person is acting in the course of their duty.
- 7.7 Where an Assistant Gaming Manager (or above) position is satisfied that a person has contravened any provision of rules 7.4, 7.5, 7.6, 7.11, 7.12, 7.13 or 7.14 Assistant Gaming Manager (or above) position:
- 7.7.1 declare that any wager made by the person is void;

- 7.7.2 direct that the person shall be excluded from further participation in the playing of gaming machines; or
 - 7.7.3 recommend the person be excluded from the casino in line with the provisions of section 79 of the *Casino Control Act 1992*.
- 7.8 An Assistant Gaming Manager (or above)_position may invalidate the outcome of a game if:
 - 7.8.1 the game is disrupted by civil commotion, fire, riot, brawl, robbery, an act of God; or
 - 7.8.2 any fraudulent act is perpetrated by any person that, in the opinion of the Assistant Gaming Manager (or above) position, affects the outcome of the game.
- 7.9 Where the outcome of a game is invalidated under rule 7.8, all wagers made by the players for that particular result may be refunded provided that an Assistant Gaming Manager (or above) may direct that the wager of any player referred to in rule 7.8.2 be forfeited.
- 7.10 Any person who engages in Syndicated Play is in breach of these rules.
- 7.11 Any person who induces a player at a gaming machine to vacate a gaming machine, or to engage in Syndicated Play is in breach of these rules. Any person who solicits such an inducement is also in breach of these rules.
- 7.1 A person who interferes with, disturbs, or intimidates other gaming machine patrons or casino employees is in breach of these rules.
- 7.14 Players and spectators are not permitted to have side bets with or against each other.
- 7.15 Where, in the opinion of an Assistant Gaming Manager (or above) position, a person is not actively playing a gaming machine and is:
 - 7.15.1 occupying a gaming machine; or

7.15.2 occupying an adjacent area such that it restricts another patron from gaining access to play a gaming machine;

an Assistant Gaming Manager (or above) position may direct the person to vacate the gaming machine or adjacent area. If a person refuses to comply with this directive, that person is in breach of these rules.

7.16 Any dispute or complaint concerning a casino game shall be referred for decision in the first instance to a Gaming Services Host, subject to a review (if requested) by an Assistant Gaming Manager (or above) position.

7.17 In any dispute arising from the play of the game, the decision of the Casino Operator is final. Where any person is not satisfied with a decision of the Casino Operator relating to the conduct of gaming, the person will be advised of their right to lodge a complaint with an inspector under section 33 of the *Gaming and Liquor Administration Act 2007*.

7.18 A copy of these rules shall be made available for inspection upon request.