

## TERMS OF ENTRY

### ENTRY TO THE CASINO

The Casino Operator reserves the right to:

- refuse you entry to the Casino for any reason, including in accordance with the *Casino Control Act 1982*
- withdraw your right to remain at the Casino or the Casino precinct for any reason
- ask you to leave the Casino or the Casino precinct at any time without reason (including because of inappropriate behaviour or dress)
- refuse your entry if your dress is not of a neat and tidy appearance
- detect for the presence of metal objects with the use of metal detection technology
- inspect your personal items and bags (that are permitted in the Casino)
- confiscate potentially dangerous items including weapons and prohibited items

The Casino Operator also reserves the right to conduct filming or photography in the Casino and use such footage or photographs in promotional material

### PROOF OF AGE CHECK

- Prior to entering the Casino, you may be required to provide 'acceptable proof of age' evidencing that you are at least 18 years of age
- It is an offence for a person under the age of 18 years to be in any part of the premises defined as a 'Casino Licensed Area'
- Persons entering or attempting to enter the Casino with identification documents which the Casino Operator suspects of being forgeries, falsified, tampered with, or otherwise fraudulent will forfeit those documents to the Casino Operator and the Casino Operator is permitted to retain such documents and provide them to the relevant authorities

### PROHIBITIONS

Persons in the possession of, or wearing any of the following items are prohibited from entry to the Casino:

- Headwear which conceals a person's face in any way. Persons suffering a bona fide medical condition (whether or not caused by an injury) or wearing religious headwear are exempt from this provision
- Any form of footwear where a steel cap is fitted
- Security uniforms (representatives of the Casino Operator wearing security uniforms are exempt)
- Any form of disguise, including face paint
- Swimwear
- Backpacks, knapsacks, or luggage
- Shopping bags, parcels, cartons or containers where the item is deemed to be excessive so as to inconvenience other patrons

The Casino Operator reserves the right to issue exemptions in respect of the above from time to time

**You must not:**

- engage in any illegal or undesirable behaviour in the Casino, including cheating or the unlawful use of equipment contrary to the *Casino Control Act 1982*
- use any electronic equipment (including computers) that are capable of influencing the outcome or changing the probabilities or playing strategies to be used on a game
- bear offensive slogans, pictures, images or tattoos on your body, clothing, or personal items
- bring into the Casino any weapons or any items considered offensive
- use electronic devices to perform video or digital recordings within the Casino (including cameras and mobile phones)
- use a mobile phone or other electronic device at a gaming table while you have a wager in play
- use commercial radios within the Casinos with 'commercial radios' including appliances capable of receiving signals from a commercial or private radio station
- leave children unattended when you enter the Casino
- enter the Casino if you are an 'Excluded Person'
- lend money for profit or solicit funds or monies from another person
- engage in any undesirable behaviour that may result in the behaviour being referred to authorities and/or an exclusion from the Casino being issued. "Undesirable behaviour" includes but is not limited to aggressive/abusive behaviour to staff or other patrons and vandalism

**AUDIO AND CCTV SURVEILLANCE AND FACIAL RECOGNITION TECHNOLOGY**

The Casino Operator uses **audio recording and CCTV Surveillance** for security reasons

The Casino Operator also uses **facial recognition technology** to identify, exclude or remove from the premises individuals who the Casino Operator may lawfully deny access to, including "Excluded Persons", and for other purposes relating to gaming, safety and security and preventing illegal or undesirable activities

Facial images from CCTV Surveillance, facial recognition cameras or law enforcement bodies, and faceprints made from those images, may be stored and compared for the above purposes

The Casino Operator may disclose facial images and photos to, or receive them from, other Casinos in The Star Entertainment Group, related companies and service providers to use for purposes similar to the above. The Casino Operator may disclose audio/surveillance information to law enforcement agencies or regulatory authorities if the Casino Operator suspects illegal or undesirable activity

By entering, you consent to collection and use of your personal information in this way. **If you don't consent, you must not enter**

For further information, the Casino Operator's Privacy Policy (as updated from time to time) is accessible at <https://www.starentertainmentgroup.com.au/privacy-policy/>

**RESPONSIBLE SERVICE OF ALCOHOL**

The Casino Operator practises the responsible serving of alcohol. A copy of the Risk Assessed Management Plan, covering the Responsible Service of Alcohol, will be made available on request from the Safety & Security or Food & Beverage Management team

## **DESIGNATED OUTDOOR SMOKING AREAS**

Smoking is not permitted in any enclosed area within the premises including the car park. Designated Outdoor Smoking Areas are available throughout the premises

## **LOST PROPERTY**

All property including cash, unattended credits on gaming machines and gaming chips are to be handed to a Casino team member on being found. Failure to do this may result in the matter being referred to authorities and/or exclusion from the Casino

## **GAME RULES**

A copy of the Casino Operator's Gaming Rules and Gaming Guides are available at <https://www.star.com.au/brisbane/casino/guides-and-rules> (as updated from time to time)

## **GOVERNMENT INSPECTORS**

A representative of the Queensland Office of Liquor and Gaming Regulation (**OLGR**) may be in attendance at the Casino at certain times

Any patron complaints not resolved by Casino Operator management may be lodged with the OLGR. A complaint form can be obtained from the Casino Gaming Manager. Alternatively contact may be made with a member of OLGR via 13QGOV (13 74 68) or online at [www.justice.qld.gov.au](http://www.justice.qld.gov.au)

**The Star Management.**