

## Information on Voluntary Gaming Suspension

This notice details how you may make a voluntary request to be prevented from gaming at The Star Sydney Casino, The Star Gold Coast Casino and The Star Brisbane Casino (collectively, **The Star Casinos**).

### Requesting a Voluntary Gaming Suspension

1. You may voluntarily request to be prevented from gaming at The Star Casinos by completing a Voluntary Gaming Suspension form online at <https://www.star.com.au/safer-gambling> or by visiting a Guest Service Desk at The Star Sydney Casino.

### Operation of Voluntary Gaming Suspension

2. On receipt of your request The Star Casinos will immediately take steps to prevent you from gaming at The Star Casinos. This will include any player card that was issued to you being suspended for use at The Star Casinos.
3. A voluntary gaming suspension is available for such length of time requested by you, which must be for a minimum of 24 hours and must not exceed 365 days from when The Star Casinos receive your request.
4. A voluntary gaming suspension does not include Keno and TAB wagering. To restrict access to these products, you must seek separate assistance from Keno and/or TAB via the following links:
  - Keno: <https://www.keno.com.au/responsible-gambling/home>
  - TAB: <https://help.tab.com.au/s/>
5. You may request to extend the duration of your voluntary gaming suspension prior to its expiry by written notice to Guest Support Sydney at [guestsupport.syd@star.com.au](mailto:guestsupport.syd@star.com.au).
6. Unless otherwise notified by The Star Casinos, the voluntary gaming suspension does not restrict your ability to enter The Star Sydney complex, use non-gaming offerings or redeem benefits on dining and hospitality goods and services. However, you will be prohibited from entering The Star Gold Coast Casino and The Star Brisbane Casino during your voluntary gaming suspension.
7. The Star Casinos reserve the right to remove your eligibility to participate in any marketing or promotional activity during your voluntary gaming suspension.

### Revocation of Voluntary Gaming Suspension

8. You may request to revoke your voluntary gaming suspension prior to its expiry (but not within the first 24 hours of the voluntary gaming suspension) by providing written notice to Guest Support Sydney at [guestsupport.syd@star.com.au](mailto:guestsupport.syd@star.com.au) or by visiting the Guest Service Desks at The Star Casinos.
9. The Star Casinos reserve the right to issue an exclusion (including a withdrawal of licence) based on relevant information regarding your gambling behaviour and risk of gambling harm at any time.

## Disclosures and Consents

10. The Star Casinos reserve the right to request a photograph of, or any further identification from, you for the purpose of actioning a request for a voluntary gaming suspension.
11. By making a request for a voluntary gaming suspension, you consent to The Star Casinos collecting, storing and using your personal information, including using a photograph of you in The Star Casinos facial recognition systems, for the purpose of actioning your request and enforcing the voluntary gaming suspension and for other purposes relating to gaming, safety and security and preventing illegal or undesirable activities.