



Date: / /

REQUEST FOR SELF EXCLUSION

By completing this request for self-exclusion, you elect to self-exclude from either The Star Casinos, or both of The Star Casinos and Crown Casinos. This request for self-exclusion will be followed by the issuance of **Self-Exclusion Orders**.

This is an important document. Self-exclusion requests can take up to 24 hours to be in effect. It is strongly recommended that, prior to signing this document, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

By completing this request for self-exclusion and electing below to self-exclude from Crown Casinos you will be excluded and prohibited from entering or remaining in the following casinos:

- **Crown Sydney VIP Casino** of 1 Barangaroo Avenue, Sydney NSW 2000;
- **Crown Melbourne Casino** of 8 Whiteman Street, Southbank VIC 3006; and
- **Crown Perth Casino** of Great Eastern Highway, Burswood WA 6100, (together, Crown Casinos).

By completing this request for self-exclusion and the QLD Form 3A Self Exclusion Notice, and electing below to self-exclude from The Star Casinos, you will be excluded and prohibited from entering or remaining in the following casinos:

- **The Star Sydney Casino** of 80 Pyrmont Street, Pyrmont NSW 2009;
- **The Star Gold Coast Casino** of 1 Casino Drive, Broadbeach QLD 4218; and
- **The Star Brisbane Casino** of 33 William Street, Brisbane City QLD 4000, (together, The Star Casinos).

If you select "The Star Casinos" or "The Star Casinos AND Crown Casinos" in this Request for Self-Exclusion, you are also required to complete and sign the QLD Form 3A Self Exclusion Notice.

SELF-EXCLUSION PROCESS

If you elect to self-exclude from only The Star Casinos, the applicable self-exclusion process for those properties will apply, and you may be required to complete further documentation. **Please note that Crown Sydney VIP Casino and The Star Sydney Casino are required by law to notify each other of any exclusion order issued to you.**

If you provide this request for self-exclusion to a Star Casino and have elected to self-exclude from both The Star Casinos AND Crown Casinos, you will be taken through The Star Casinos' self-exclusion process. Your self-exclusion records will then be provided to Crown Casinos and you will be issued self-exclusion orders by each of the Crown Casinos and The Star Casinos.

If you provide this request for self-exclusion to Crown Sydney VIP Casino and have elected to self-exclude from both The Star Casinos AND Crown Casinos, you will be taken through Crown Casinos' self-exclusion process. Your self-exclusion records will then be provided to The Star Casinos and you will be issued self-exclusion orders by each of The Star Casinos and the Crown Casinos



REQUEST FOR SELF EXCLUSION AND CONSENT

I, _____ hereby voluntarily request to be self-excluded from one or both The Star Casinos and/or Crown Casinos by electing one of the following options:

The Star Casinos

OR

The Star Casinos AND Crown Casinos

By electing to self-exclude from both The Star Casinos and Crown Casinos, I acknowledge, agree and consent to the following:

1. I will be issued self-exclusion orders from The Star Casinos relating to all The Star Casinos and self-exclusion orders and a self-exclusion agreement from Crown Casinos relating to all Crown Casinos.
2. A self-exclusion order from The Star Sydney Casino, Crown Sydney VIP Casino, Crown Melbourne Casino and Crown Perth Casino will remain in force until that self-exclusion order is revoked by the relevant casino operator.
3. I may apply to the relevant casino operator for revocation of my self-exclusion order from that casino operator and I agree to follow the process required by that casino operator.
4. I may apply to revoke a self-exclusion order issued by The Star Sydney Casino after six (6) months from the date the self-exclusion order was given. The Star Sydney Casino will not consider more than one (1) application for revocation from an individual in any 12-month period.
5. I may revoke a self-exclusion order from The Star Gold Coast Casino and The Star Brisbane Casino by written notice to:
 - a. The Star Entertainment QLD Limited in respect to The Star Gold Coast Casino; or
 - b. The Star Entertainment Brisbane Operations Pty Ltd in respect to The Star Brisbane Casino,but only within the first 24 hours from when I received an exclusion order from The Star Gold Coast Casino and The Star Brisbane Casino or otherwise following one (1) year from the date the exclusion order was issued. My exclusion order from The Star Gold Coast Casino and The Star Brisbane Casino will otherwise expire five (5) years after the day that the self-exclusion order was issued.
6. Any application for revocation of a self-exclusion order by me must be accompanied by a statement from a recognised counsellor with problem gambling qualifications or a clinical psychologist, approving your application for revocation.
7. I am deemed to have voluntarily selected a minimum self-exclusion period of 12 months from Crown Casinos.
8. Crown Casinos will not generally revoke a self-exclusion order within 12 months of the date of any breach of a self-exclusion order by me, or prior to the minimum self-exclusion period, and Crown Casinos may apply conditions on a revocation.
9. I undertake not to enter or gamble within any gaming areas of any casino that I have been excluded from and this undertaking is my personal responsibility and not that of the Crown Casinos or The Star Casinos, or any one or more of them.
10. I agree to release and indemnify all Crown Casinos and The Star Casinos and their related entities, together with their officers, employees, agents and contractors from any liability including any losses that arise in connection with this Application for self-exclusion and any breach of a self-exclusion order.
11. I understand and acknowledge that a casino operator will take a photograph of me if one is not provided on the lodgement of this request for self-exclusion, and will provide a copy of that photograph to the other casino operators I elected to



self-exclude from. I agree to provide any further evidence of my identity reasonably requested by a casino operator in connection with my request for self-exclusion.

12. If I receive advertising or promotional material concerning a casino from which I am self-excluded, I will NOT take it to indicate that the self-exclusion order has been revoked.

13. The Star Casinos and Crown Casinos use facial recognition technology to identify, exclude or remove from their premises individuals who have been issued with self-exclusion orders.

14. My facial image (whether already held or taken in relation to this request for self-exclusion, obtained from surveillance or facial recognition cameras or law enforcement or regulatory bodies, and faceprints made from those video images) will be taken, used, stored and disclosed by The Star Casinos and Crown Casinos for the purposes set out in this request for self-exclusion.

15. My personal information and sensitive information, including my facial image and all information relating to my request for self-exclusion, will be shared between The Star Casinos and Crown Casinos to facilitate my self-exclusion and otherwise used and disclosed in accordance with the Privacy Collection Statements below.

Privacy Collection Statement - The Star Casinos

The Star Sydney, The Star Gold Coast and The Star Brisbane (The Star Casinos) will collect your personal information in order to process your application for self-exclusion and, once an exclusion order is issued to you by The Star Casinos to exclude you from The Star Casinos. Personal information about you, including the information included in this application for self-exclusion, may be shared for these purposes between The Star Casinos and Crown Casinos, and may also be required to be disclosed to Liquor and Gaming NSW and/or the NSW Independent Casino Commission and the Office of Liquor & Gaming Regulation (Queensland).

The Star Casinos may use facial recognition technology to identify, exclude or remove from their premises individuals who The Star Casinos 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 these purposes. By entering The Star Casinos' premises, you consent to the collection and use of your personal information in these ways. Once an exclusion order is issued to you by The Star Casinos, you will be an excluded person.

By submitting the request of self-exclusion, you consent to The Star Casinos using any existing facial image of you that they hold and any new image of you that they collect (for example, if you attempt to enter one of The Star Casinos) for the purposes of its facial recognition technology.

By submitting an application for self-exclusion and selecting "The Star Casinos AND Crown Casinos", you consent to The Star Casinos:

- collecting your facial image from Crown Casinos for the purposes of the facial recognition technology;
- disclosing your facial image to Crown Casinos for the purposes of Crown Casinos identifying you as an "excluded person" and for related purposes; and
- otherwise disclosing your personal information to, or receiving your personal information from, Crown Casinos to facilitate your self-exclusion(s).

The Star Casinos may disclose your personal information (including facial images and photos) to their related companies and service providers to use for purposes similar to those outlined above. If you enter, or have entered, The Star Casinos premises you consent to The Star Casinos disclosing audio/surveillance information to law enforcement agencies or regulatory authorities if The Star Casinos suspect illegal or undesirable activity or as required by law.

By submitting the application for self-exclusion, you consent to The Star Casinos collecting, using and handling your personal information as outlined above and in accordance with The Star Casinos Privacy Policy. The Star Casinos Privacy Policy contains information about how you may seek to access or correct the personal information that The



Star Casinos hold about you, how you may complain about a privacy breach and how The Star Casinos will deal with a privacy complaint.

A copy of The Star Casinos Privacy Policy can be found at <https://www.star.com.au/privacy-policy>

Privacy Collection Statement - Crown Casinos

If you select "The Star Casinos AND Crown Casinos" in this form, 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 your self-exclusion, including communicating 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 taken in relation to this request for self-exclusion, 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, Liquor and Gaming NSW and/or 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 self-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 self-exclusion application. Please refer to Crown's respective privacy policies, available at each property's website, for full details including 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.

Date: / /

Participant's signature: _____

Print name:

Address:

Signature of witness _____

Date: / /

Name of witness (please print):

Position (if applicable):

Note: For in-person request, witness may be authorised representative of The Star Casinos.

Self-exclusion notice

Office of Liquor and Gaming Regulation (OLGR)

Office use only

Self exclusion notice received by:

Position held: _____

Location: _____

Date: ____/____/____

Exclusion reference number:

Player loyalty number or equivalent:

Photo received? Yes ☐ No ☐

Date self exclusion order given:

____/____/____

This form combines Approved Form 26A under the *Casino Control Act 1982*, Form 72A under the *Gaming Machine Act 1991*, Form 35A under the *Keno Act 1996* and Form 22A under the *Wagering Act 1998*.

Tick the applicable box

- ☐ Casino operator under the *Casino Control Act 1982*
- ☐ Licensee under the *Gaming Machine Act 1991*
- ☐ Agent under the *Keno Act 1996*
- ☐ General operator (e.g. UNITAB Limited or TAB agent) under the *Wagering Act 1998*

Instructions

Please complete in BLOCK letters. If you need help completing this form, visit our website www.business.qld.gov.au/liquor-gaming or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).

Form to be completed by gaming/wagering provider/operator.

The original is to be kept on file at site premises. Do not send to OLGR unless requested.

To the gaming/wagering provider/operator at:

_____ (venue)

I ask that you prohibit me from: (choose an option and tick as applicable)

☐ entering or remaining in:

_____ (casino)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

or

☐ entering or remaining in; or

☐ entering or remaining in a gaming machine area/s on the following licensed premises:

_____ (club/hotel)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in keno gaming at; or

☐ entering or remaining in the following approved place/s of operation for keno gaming:

_____ (casino/club/hotel/TAB)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in approved wagering at; or

☐ entering or remaining in the following approved place/s of operation for approved wagering:

_____ (casino/club/hotel/TAB)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

Patron's details

Family name: _____

Given name(s): _____

Alias(es): _____

Date of birth: ____/____/____

Address: _____

Postcode: _____

Phone no (business): _____

Phone no (private): _____

Mobile _____

Email: _____

I am asking for this exclusion for the following reasons:

Provision of recent photo

1. If the self-exclusion relates to a casino, this notice must be accompanied by a recent photo as required by S91N(2) of the *Casino Control Act 1982*. The casino operator will usually arrange for this photo to be taken.
2. If the gaming/wagering provider/operator requests a photo to confirm your identity, you must provide a recent photo.

Recent photo provided Yes ☐ No ☐

Signature of patron: _____

Date: ____/____/____

Signature of witness: _____

Date: ____/____/____

Note: Witness may be gaming/wagering provider/operator or a person nominated by the patron.

Name of witness: (please print) _____