

S T A R C A R E

STAR ASSIST (SETTING LIMITS ON ELECTRONIC GAMING) & UNDERSTANDING GAMING MACHINES

THE  STAR
SYDNEY

Star Assist only helps if you are honest with yourself and treat gambling as a serious activity.

COMPLAINTS

The Star has a complaints resolution process for gambling-related matters.

P: (02) 9777 9000

W: <https://www.star.com.au/sydney/aboutus/guest-feedback/complaint>

If the complaint cannot be resolved through our process, complaints can be directed to Liquor & Gaming NSW.

STAR ASSIST

We wish for all guests to gamble within their means and intentions. Anyone can be vulnerable to gambling harm at certain times. Star Assist can help you manage your own play on our gaming machines.

Star Assist allows any Account Holder of The Star Program to voluntarily set a daily limit on money and/or time spent playing gaming machines. A day is between 12.00am and 11.59pm.

All our gaming machines allow you to set up and use Star Assist. Only money and/or time spent playing gaming machines counts towards your set limits.

Star Assist cannot be set up on or work on Keno, TAB or touch-bet games (electronic table games).

HOW TO SET YOUR LIMITS

1. Insert your Card into a gaming machine
2. Select **SETTINGS**, then press **SERVICE MENU**
3. On the next screen select **LIMITS**
4. Then on the next screen press **SET LIMITS**
5. Select **MODIFY**, enter your **PIN**, then press the **GREEN TICK BOX**
6. Enter a spending and/or time limit, then press the **GREEN TICK BOX** to confirm

COOLDOWN

Star Assist also allows you to set a time period where your Card will not allow play on electronic gaming. A Cooldown period is in real time and can be 15 minutes, 1 hour, 12 hours or 24 hours.

EXPENDITURE LIMIT INCLUDES

Your cash spend and any Casino Dollars redeemed.

SETTING UP IS QUICK AND SIMPLE

If you are not an Account Holder of The Star Program, you can join by visiting the Guest Service Desk and providing us with appropriate ID.

You can set your limits up yourself using any of our compatible gaming machines; simply follow the instructions below.

For assistance, please ask an electronic gaming attendant, Guest Support team member or at the Guest Service Desk.

Star Assist will only work at each of our properties where you have set it up and expenditure at one property does not count towards your spending/ time limit at another property.

VIEW HOW MUCH YOU HAVE SPENT

To view the money and/or time spent until that point, on that day: Select **SETTINGS**, then press **SERVICE MENU**

On the next screen select **LIMITS**
Then on the next screen press **VIEW LIMITS**

WHEN YOU REACH YOUR LIMIT

The machine will lock and display this message: **DAILY SPEND LIMIT REACHED**. You will not be able to play any gaming machine with your Card inserted at that property, on that calendar day.

Note you can go over your spending limit on your final bet if your bet is greater than the amount of your limit remaining.

You can also exceed your limit by spending on table games, electronic tables (touch-bet), Keno and TAB.

You can still use your Card and Casino Dollars in other areas of the property, including for dining.

CHANGING YOUR LIMITS

You may change your limits at any time. However, once you have started playing, any increase or decrease to your limit takes effect from the following calendar day.

GUEST SUPPORT AT THE STAR

The Star has a Guest Support team, available at all times, to provide assistance to those concerned about their own or someone else's gambling.

The Star Sydney

P: 0418 881 420 (call or text anytime)

E: Guestsupport.syd@star.com.au

W: www.starentertainmentgroup.com.au/safer-gambling/

INDEPENDENT ADVICE AND SUPPORT SERVICES

Support is available for people affected by their own or another's gambling.

Help is close at hand



GambleAware.
All day, every day
1800 858 858.

TURNING-OFF MARKETING

Any Member of The Star Club may request to opt-out of receiving promotional material. Update your communications preferences through The Star App, via www.thestarclub.com.au, at a Kiosk, or by visiting the Guest Service Desk. Members may also opt out of receiving communications via the unsubscribe link emails received.

EXPENDITURE INFORMATION

Player Activity Statements which present your losses (and wins) are available to all Account Holders upon request and can assist with decisions about gambling.

Ask at the Guest Service Desk or request through our website or app.



PLAYING WITH A CARD

All guests are required to use their Card in order to gamble at The Star.

Using a Card also means The Star can provide customers with information about their visits and spending (Player Activity Statements).

The Star can also provide information about any spending and/or time limits you have set using Star Assist.

USING A CARD WILL NOT INCREASE OR DECREASE THE CHANCE OF WINNING

The Card system is not linked to the computer which generates the random numbers used to determine which symbols the reels stop at.

HOW GAMING MACHINES WORK

Gaming machines are each controlled by a computer and use an electronic random number generator to decide where the reels will stop with each spin.

Each number in the random combination corresponds to the different symbols on the reels. When the player presses a button to spin the reels, the computer uses the number randomly generated at that moment to decide which symbols the reels will display when they stop.

On most machines, the chance of obtaining the top combination of symbols may be as low as one in many million.

AFTER A WIN, MACHINES DO NOT STOP PAYING OUT OR LIMIT THE PLAYER'S WINS

The chances of a winning spin, free games feature, or a jackpot on the next spin are the same as they were before the win.

The gaming machine has no memory of what has previously been won or lost, every spin is independent and random.

A MACHINE THAT HAS NOT PAID OUT FOR A PERIOD OF TIME IS NOT MORE LIKELY TO PAY OUT OR NOT PAY OUT

Gaming machines operate randomly at all times, regardless of how much has been paid out previously. A machine which has not paid out for a period of time does not provide a greater chance of a win during a future play session. There is no way to predict when a win will occur.

EVERY SPIN IS INDEPENDENT AND RANDOM

Any player on a gaming machine will not have the results the previous or following players were certain to have. The random number generator continuously cycles through thousands of different number combinations every second, even when the machine is not being played. It is extremely unlikely that different players would have pressed 'spin' at exactly the same time, to result in an identical combination of symbols.

CASINOS CANNOT INCREASE OR DECREASE THE CHANCES OF A PLAYER WINNING

All gaming machines in NSW and QLD are controlled by computers and software which is approved by the Regulator (government) in that State.

We regularly service and check all gaming machines to ensure they operate as expected.

All of our gaming machines must have a minimum return to player (RTP) of 85%.

BETTING HIGHER OR LOWER AMOUNTS MAKES NO DIFFERENCE TO THE OUTCOME OF THE GAME

The amount of money spent previously in a session, or the size of any wager placed does not affect the outcome of the spin. The amount wagered only affects how much is won or lost on that spin.

The amount wagered can affect the chances of winning jackpots, with larger wagers increasing the opportunities to strike the jackpot. However, players must be aware that the chances of winning any jackpot are small and they will almost certainly lose more money than they could potentially win on any jackpot.

JACKPOTS AND LARGE WINS

Jackpots may be on a single machine or linked, with each gaming machine in a jackpot group contributing to that jackpot prize which is won at random by a machine in play.

Winning a jackpot involves extremely rare odds and should be viewed much like a lottery prize.

Feeling a desire to bet more or gamble more often, especially after a large win is cause for concern. Please speak to Guest Support or an independent advice and support service if you feel your gambling has increased after a large win.

Gambling should be for entertainment.

Random outcomes are always part of all games.

Over time, gambling will cost you money, not make you money.

VOLUNTARY GAMING SUSPENSION

Account Holders can choose to suspend their ability to gamble by deactivating their Card.

You are still able to enter any part of The Star properties in NSW and QLD.

For more information, please enquire with Guest Support or at the Guest Service Desk, or see our Safer Gambling webpage for an application form and full Terms & Conditions.

SELF-EXCLUSION

Safer Gambling exclusion orders are very useful to help someone have time away from the Casino (a break) or quit gambling.

Any guest may choose to self-exclude. The Casino can also issue an exclusion. We can investigate and act on concerns brought to us by friends or relatives of our guests.

Please contact Guest Support via the details in this brochure or request a self-exclusion online.

VOLUNTARY GAMING SUSPENSION AND SELF-EXCLUSION VIA ONLINE REQUEST AND SAFER GAMBLING POLICY

Scan the QR code below to access the voluntary gaming suspension form, self-exclusion form and the Safer Gambling Policy.



Terms & Conditions: Star Assist is subject to the terms and conditions of The Star Program, as amended from time to time, which should be read in conjunction with these terms. Refer to thestarclub.com.au website for current terms. You should set Star Assist limits based on your own individual circumstances. The Star Program properties will not make recommendations about limits for you. Despite our best efforts, we may sometimes experience technical malfunctions and system and other errors outside of our control which may mean that The Star Program, including Star Assist, does not function properly or accurately or is unavailable. If we do, The Star Program properties will not be liable to any person, including for the consequences to your Account and may adjust incorrectly accrued loyalty points, benefits and tier. CORP10119/NSW/300425