

# BROWN PLAYSAFE GUIDELINES FOR RESPONSIBLE GAMING

## Our Casino Hotel

Nestled in the vibrant heart of Australia, Brown Casino Hotel offers an exceptional blend of luxury hospitality and world-class gaming entertainment. Whether you're here for a thrilling casino experience, a relaxing stay in our elegant rooms, or a fine dining adventure, Brown Casino Hotel promises unforgettable moments for every guest. With state-of-the-art gaming facilities, stylish accommodations, and premium service, we redefine what it means to unwind in sophistication. From business travelers to holiday seekers, we welcome everyone to indulge in the energy and elegance that define our unique destination. Come experience excitement, comfort, and Australian hospitality — all under one roof.



## LOCATION

88 Riviera Boulevard, Gold Coast,  
QLD 4226, Australia

## CONTACT

+61 7 5600 8899  
[info@browncasinoresort.com](mailto:info@browncasinoresort.com)  
[hello@browncasinoresort.com](mailto:hello@browncasinoresort.com)

# PLAY RESPONSIBLY



Brown Casino Hotel is strictly for guests aged 18 and over. We promote responsible gambling and urge all visitors to play within their limits. If you are under 18, entry to the casino and gaming facilities is strictly prohibited.

Responsible Gambling

# BROWN PLAYSAFE

## Introducing The Code

At Brown Casino Hotel, we are committed to ensuring that every guest enjoys a safe, responsible, and engaging gaming experience. Our vision is to make gambling a source of fun, excitement, and social enjoyment for all who walk through our doors. While many of our guests enjoy their time at Brown Casino in a positive and healthy way, we understand that for some, gambling can sometimes lead to challenges that impact their wellbeing, families, and the broader community.

That's why we take player safety seriously. Our aim is clear — we do not want any guest to experience harm due to gambling at Brown. Brown PlaySafe represents a modern and improved approach to responsible gaming. With this initiative, we focus on:

- Placing our guests' wellbeing at the heart of everything we do
- Shifting our approach from simply reacting to gambling harm, to actively preventing it
- Committing to ongoing progress by listening to feedback, collaborating with industry experts, and continuously refining our guest experience

The PlaySafe Code of Conduct outlines Brown Casino Hotel's responsibility to take all necessary measures to minimize gambling-related harm. It also introduces our range of programs and tools — from providing educational resources and safe-play features, to offering support for those seeking help.

As we continue to grow and improve, we welcome our guests' voices. Your feedback is essential to helping us deliver the safest, most enjoyable, and responsible gaming environment possible.

**IN ACCORDANCE WITH RELEVANT REGULATIONS, BROWN CASINO HOTEL IS COMMITTED TO ACTIVELY MONITORING GUESTS FOR SIGNS OF GAMBLING-RELATED HARM. THESE SIGNS FALL INTO TWO CATEGORIES: INDICATORS THAT WARRANT CLOSER OBSERVATION, VƏ INDICATORS THAT CALL FOR IMMEDIATE INTERVENTION**



**TO SUPPORT THIS EFFORT, WE MAY ALSO USE TECHNOLOGY TO HELP IDENTIFY PATTERNS OR BEHAVIOURS LINKED TO GAMBLING HARM.**



# Brown PlaySafe Support Hub

THE BROWN PLAYSAFE SUPPORT HUB IS OPEN 24/7 TO PROVIDE ALL GUESTS WITH ACCESS TO HELPFUL SERVICES THAT PROMOTE A SAFE AND ENJOYABLE GAMING ENVIRONMENT. CONVENIENTLY LOCATED WITHIN THE HOTEL RESORT NEAR THE CASINO FLOOR, THE HUB OFFERS A PEACEFUL AND PRIVATE SETTING FOR GUESTS SEEKING ASSISTANCE OR INFORMATION.

OUR MULTILINGUAL TEAM IS HERE TO ENSURE THAT EVERY GUEST FEELS UNDERSTOOD, SUPPORTED, AND WELCOME — NO MATTER THEIR BACKGROUND OR LANGUAGE.

WHETHER YOU'RE LOOKING FOR GUIDANCE OR JUST A CONVERSATION, HERE'S HOW THE BROWN PLAYSAFE TEAM CAN ASSIST YOU:

SHARE TIPS AND RESOURCES FOR A MORE ENJOYABLE AND SAFER GAMBLING EXPERIENCE

OFFER PRIVATE REFERRALS TO PROFESSIONAL SUPPORT SERVICES, INCLUDING GAMBLING HELP, FINANCIAL ADVISORS, AND LOCAL ORGANIZATIONS

PROVIDE FULL DETAILS ON BROWN CASINO HOTEL'S SELF-EXCLUSION OPTIONS

SUPPORT AND ADVICE FOR GUESTS CONCERNED ABOUT A LOVED ONE'S GAMBLING HABITS

HELP WITH SETTING PERSONAL PLAY LIMITS USING AVAILABLE TOOLS

ASSIST IN ACCESSING PLAYER ACTIVITY SUMMARIES, SHOWING TIME SPENT AND WIN/LOSS RECORDS

PROCESS REQUESTS TO STOP RECEIVING MARKETING COMMUNICATIONS

SUPPLY TRANSLATED VERSIONS OF OUR RESPONSIBLE GAMBLING CODE OF CONDUCT

AT BROWN CASINO HOTEL, YOUR WELLBEING IS OUR PRIORITY. THE PLAYSAFE SUPPORT HUB IS HERE TO ENSURE YOUR EXPERIENCE REMAINS POSITIVE, INFORMED, AND FULLY SUPPORTED — EVERY STEP OF THE WAY.

## EXCLUSION OPTIONS AT BROWN CASINO HOTEL

AT BROWN CASINO HOTEL, WE OFFER FLEXIBLE EXCLUSION PROGRAMS DESIGNED FOR GUESTS WHO WISH TO PAUSE OR COMPLETELY STEP AWAY FROM GAMBLING. WHETHER IT'S FOR YOUR OWN WELLBEING OR OUT OF CONCERN FOR SOMEONE ELSE, SUPPORT IS ALWAYS AVAILABLE.

### TAKING A BREAK: VOLUNTARY SELF-EXCLUSION

OUR DEDICATED TEAM AT THE BROWN PLAYSAFE SUPPORT HUB IS AVAILABLE 24/7 TO ASSIST ANY GUEST WHO DECIDES TO VOLUNTARILY REMOVE THEMSELVES FROM GAMING ACTIVITIES. BY CHOOSING SELF-EXCLUSION, GUESTS WILL BE RESTRICTED FROM ALL BROWN CASINO HOTEL GAMING AREAS ACROSS ALL OUR PROPERTIES — IN A SINGLE REQUEST.

TO MAKE THE PROCESS EASIER, SELF-EXCLUSION CAN ALSO BE COMPLETED ONLINE THROUGH OUR OFFICIAL WEBSITE. THE APPLICATION IS SIMPLE AND INCLUDES AN EASY-TO-FOLLOW FORM AND A SELF-VERIFICATION PHOTO. ONCE SUBMITTED, OUR TEAM WILL REVIEW THE REQUEST AND CONFIRM YOUR EXCLUSION VIA EMAIL.

WE ARE COMMITTED TO MAINTAINING STRICT CONFIDENTIALITY. ANY INFORMATION PROVIDED DURING THE SELF-EXCLUSION PROCESS WILL NOT BE SHARED WITH THIRD PARTIES UNLESS WE ARE LEGALLY REQUIRED TO DO SO, OR IF YOU PROVIDE EXPLICIT CONSENT.

BROWN CASINO HOTEL TAKES PROACTIVE STEPS TO ENSURE THAT SELF-EXCLUDED INDIVIDUALS ARE:  
RESTRICTED FROM ENTERING THE CASINO AREAS

EXCLUDED FROM RECEIVING GAMBLING-RELATED ADVERTISEMENTS OR PROMOTIONAL MATERIALS  
IF YOU FEEL IT'S TIME TO TAKE A BREAK, KNOW THAT WE ARE HERE TO SUPPORT YOUR DECISION — PRIVATELY, RESPECTFULLY, AND RESPONSIBLY.

## ENDING YOUR EXCLUSION AT BROWN CASINO HOTEL

AT BROWN CASINO HOTEL, ANY SELF-EXCLUSION OR INVOLUNTARY EXCLUSION REMAINS IN EFFECT UNTIL IT IS FORMALLY REVIEWED AND OFFICIALLY LIFTED IN WRITING BY OUR MANAGEMENT TEAM. GUESTS MAY APPLY TO HAVE THEIR EXCLUSION REVOKED ONLY AFTER THE REQUIRED MINIMUM EXCLUSION PERIOD HAS PASSED.

### STEPS TO REQUEST A REVOCATION:

GUESTS WHO WISH TO RETURN TO THE CASINO MUST COMPLETE THE FULL REVOCATION PROCESS, WHICH INCLUDES THE FOLLOWING STEPS:

SUBMIT A REVOCATION APPLICATION FORM  
AVAILABLE AT THE BROWN PLAYSAFE SUPPORT HUB OR ONLINE AT  
[WWW.BROWNCASINOHOTEL.COM/PLAY-SAFE](http://WWW.BROWNCASINOHOTEL.COM/PLAY-SAFE)  
COMPLETE PROFESSIONAL COUNSELLING

THIS HELPS ASSESS YOUR READINESS TO RETURN, UNDERSTAND THE RISKS, AND ENSURE ONGOING SUPPORT THROUGHOUT THE PROCESS.

ATTEND A PERSONAL INTERVIEW

A SCHEDULED MEETING WITH A BROWN PLAYSAFE TEAM MEMBER IS REQUIRED TO REVIEW YOUR SITUATION AND PROGRESS.

FOR AN APPLICATION TO BE APPROVED, BROWN CASINO HOTEL MUST BE CONFIDENT THAT THE CONCERNS LEADING TO THE EXCLUSION HAVE BEEN APPROPRIATELY ADDRESSED. APPROVAL IS NOT GUARANTEED AND IS ENTIRELY AT THE DISCRETION OF THE BROWN CASINO HOTEL MANAGEMENT.

TO CHECK YOUR ELIGIBILITY OR TO RECEIVE A FREE REFERRAL TO SUPPORT SERVICES, PLEASE CONTACT THE BROWN PLAYSAFE TEAM AT:

 +61 7 5600 8899

 [SUPPORT@BROWNCASINOHOTEL.COM.AU](mailto:SUPPORT@BROWNCASINOHOTEL.COM.AU)

WE ARE HERE TO SUPPORT YOUR JOURNEY, WHETHER YOU'RE TAKING A STEP BACK — OR COMING BACK WITH A RENEWED FOCUS ON SAFE PLAY.

# Observable Signs of Gambling Harm

IN ACCORDANCE WITH RELEVANT REGULATIONS, BROWN CASINO HOTEL IS COMMITTED TO ACTIVELY MONITORING GUESTS FOR SIGNS OF GAMBLING-RELATED HARM. THESE SIGNS FALL INTO TWO CATEGORIES: INDICATORS THAT WARRANT CLOSER OBSERVATION, VƏ INDICATORS THAT CALL FOR IMMEDIATE INTERVENTION.

TO SUPPORT THIS EFFORT, WE MAY ALSO USE TECHNOLOGY TO HELP IDENTIFY PATTERNS OR BEHAVIOURS LINKED TO GAMBLING HARM.

IF A GUEST EXHIBITS ANY OF THE FOLLOWING OBSERVABLE BEHAVIOURS, OUR TEAM IS OBLIGATED TO TAKE APPROPRIATE STEPS TO FURTHER ASSESS THE SITUATION AND DETERMINE IF GAMBLING HARM MAY BE PRESENT:

- BECOMES FIXATED ON WINNING AT A SINGLE MACHINE OR TABLE
- REQUESTS TO BREAK LARGE BILLS INTO SMALLER NOTES BEFORE STARTING TO GAMBLE
- FRANTICALLY SEARCHES FOR MORE MONEY IN THEIR WALLET OR PURSE
- MOVES QUICKLY FROM ONE GAME OR MACHINE TO ANOTHER IN A RESTLESS MANNER
- DRAMATICALLY INCREASES THEIR SPENDING WHILE GAMBLING
- LEAVES THE VENUE WITHOUT ANY REMAINING MONEY
- SPENDS \$300 OR MORE IN A SINGLE SESSION (NOT INCLUDING PREMIUM AREAS)
- REGULARLY BETS \$3 OR MORE PER SPIN (OUTSIDE PREMIUM AREAS)
- PLAYS ON MULTIPLE MACHINES AT THE SAME TIME
- GAMBLES ON MOST DAYS OF THE WEEK
- COMPLAINS ABOUT LOSING OR BLAMES THE CASINO OR MACHINES FOR THEIR OUTCOMES
- DISPLAYS SUPERSTITIOUS OR RITUALISTIC BEHAVIORS (E.G., TALKING TO MACHINES, RUBBING THE SCREEN, OR USING LUCKY ITEMS)
- SKIPS MEALS TO CONTINUE GAMBLING UNINTERRUPTED
- CONTINUES PLAYING EVEN AFTER FRIENDS HAVE LEFT THE VENUE

OUR PRIORITY IS THE WELLBEING OF OUR GUESTS. WHEN THESE SIGNS ARE PRESENT, BROWN CASINO HOTEL STAFF ARE TRAINED TO RESPOND WITH CARE AND DISCRETION, ENSURING WE UPHOLD A SAFE AND SUPPORTIVE ENVIRONMENT FOR ALL.

# **Brown PlaySafe**

**A safer, smarter way to  
play**

**Brown PlaySafe Support**

**Hub: +61 7 5600 8899**

**Gambling Help Australia:**

**1800 858 858**

**[gamblershelp.com.au](http://gamblershelp.com.au)**