Responsible Conduct of Gaming:

Maroubra Seals is committed to providing a consistently high standard of customer service in all aspects of our operations, including the provision of gaming. The Club will ensure the provision and use of gambling products occurs in a safe and enjoyable manner. Customer welfare and sustainable gambling shall be a high priority. Responsible gambling and harm minimisation measures will be fully compliant with legislation and the Club Gaming Code of Practice.

Our Commitment

- We promote gambling as a form of entertainment, not a way to make money.
- We aim to minimise harm by ensuring safe play, transparency, and access to support services.
- Staff employed in our gaming areas are RCG-trained and available to help at any time.

Safe Play Guidelines

We encourage members to:

- Set time and spending limits.
- Take regular breaks while playing.
- Only gamble what you can afford to lose.
- Avoid gambling when distressed or under the influence of alcohol.

Protecting Our Members

To ensure a responsible gaming environment:

- Minors are not permitted in gaming areas.
- Intoxicated patrons will not be allowed to gamble.
- ATMs are located away from gaming rooms.
- The club does not offer credit for gambling.
- Information on odds, rules, and safe play is clearly displayed.

Self-Exclusion & Support

If gambling is becoming a concern for you or someone you know, we can help.

Self-Exclusion

Members and guests can request to self-exclude from the gaming room or the entire venue. Our staff will assist you confidentially and respectfully.

BetSafe Support Services

As a **BetSafe** club, we offer:

- Free confidential counselling
- 24/7 support
- Assistance for individuals and families
- Easy access to self-exclusion options

📞 **BetSafe Support Line:** 1300 238 723
🌐 **betsafe.com.au**

Additional Support

Gambling Help NSW
📞 1800 858 858
🌐 gamblinghelponline.org.au

Our Promise

We are committed to continuous improvement and ensuring our gaming environment remains safe, fair, and responsible. If you have queries or need assistance, please speak with one of our Duty Managers.

seals@maroubraseals.com.au

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