

ETBROWN PLAYSAFE RESPONSIBLE GAMING PRINCIPLES FOR A SAFER EXPERIENCE

Our Casino Hotel

Located in the dynamic heart of Australia, Etbrown Casino Hotel delivers the perfect fusion of upscale comfort and thrilling casino excitement. Whether you're joining us for high-stakes games, a peaceful night in our refined rooms, or a gourmet culinary journey — every guest can expect a truly memorable stay.

Featuring modern gaming floors, elegant accommodations, and outstanding guest services, Etbrown reimagines relaxation with a touch of class. Business guests, leisure travelers, and adventure seekers alike are invited to experience the style, spirit, and charm that make our destination so distinctive. Discover the thrill, luxury, and warm Australian hospitality — all waiting for you at Etbrown Casino Hotel.



ONLY FOR 18 +



LOCATION

81 Riviera Boulevard, Gold Coast,
QLD 4226
Australia

CONTACT

+61 7 5300 8899
info@etbrowncasinoresort.com
hello@etbrowncasinoresort.com

ONLY FOR 18 +

PLAY RESPONSIBLY



Etbrown Casino Hotel welcomes only guests who are 18 years of age or older. We are committed to promoting responsible gaming and encourage all players to stay within their personal limits. Entry to our casino and gaming areas is strictly prohibited for individuals under 18. Your wellbeing is our priority — play smart, stay safe.

Responsible Gambling

BROWN PLAYSAFE

At Etbrown Casino Hotel, our priority is to create a gaming environment that is safe, responsible, and enjoyable for every guest. We believe gambling should be a source of fun, excitement, and positive social interaction.

While most of our visitors enjoy their time with us in a healthy and balanced way, we recognize that for some, gambling may come with risks that can affect their wellbeing, families, and the wider community.

That's why we place guest safety and care at the core of everything we do. Our goal is simple — to ensure that no one experiences harm as a result of gambling at Etbrown.

The Etbrown PlaySafe program is our refreshed and proactive approach to responsible gaming. Through this initiative, we aim to:

- Put guest wellbeing first in all decisions and services
- Prevent harm before it starts, not just respond to it
- Continuously improve by collecting feedback, engaging with professionals, and refining our support tools

Our PlaySafe Code of Conduct defines the steps we take to reduce the risks of gambling-related harm. It also explains the range of educational materials, protective features, and support services we offer — whether you need help, guidance, or just more information. As we move forward, we remain committed to improvement — and we value what you have to say. Your insights help us maintain a safe, respectful, and rewarding gaming environment for all.

Introducing The Code

IN LINE WITH APPLICABLE REGULATIONS, ETBROWN CASINO HOTEL IS DEDICATED TO CLOSELY OBSERVING GUEST BEHAVIOUR TO IDENTIFY ANY SIGNS OF GAMBLING-RELATED HARM. THESE WARNING SIGNS ARE CLASSIFIED INTO TWO MAIN TYPES:

- BEHAVIOURS THAT SUGGEST THE NEED FOR INCREASED MONITORING, AND
- BEHAVIOURS THAT REQUIRE PROMPT AND DIRECT INTERVENTION

OUR TRAINED TEAM — ALONG WITH SUPPORTIVE TECHNOLOGIES — WORK PROACTIVELY TO ENSURE THAT ANY CONCERNING PATTERNS ARE ADDRESSED EARLY, HELPING US MAINTAIN A SAFE, RESPONSIBLE, AND CARING ENVIRONMENT FOR ALL OUR GUESTS.

TO ENHANCE THESE EFFORTS, ETBROWN CASINO HOTEL MAY ALSO UTILIZE ADVANCED TECHNOLOGY TO DETECT BEHAVIOURAL PATTERNS THAT COULD BE ASSOCIATED WITH POTENTIAL GAMBLING HARM.



EtBrown PlaySafe Support Hub

THE ETBROWN PLAYSAFE SUPPORT HUB IS AVAILABLE AROUND THE CLOCK, OFFERING ALL GUESTS ACCESS TO DEDICATED SERVICES DESIGNED TO MAINTAIN A SAFE, COMFORTABLE, AND ENJOYABLE GAMING EXPERIENCE. CONVENIENTLY LOCATED INSIDE THE RESORT, JUST STEPS FROM THE CASINO FLOOR, THE HUB PROVIDES A CALM AND CONFIDENTIAL SPACE FOR THOSE SEEKING GUIDANCE OR ASSISTANCE.

OUR MULTILINGUAL SUPPORT TEAM IS READY TO WELCOME EVERY GUEST — REGARDLESS OF LANGUAGE OR BACKGROUND — ENSURING THAT YOU FEEL HEARD, UNDERSTOOD, AND SUPPORTED AT ALL TIMES.

WHETHER YOU'RE SEEKING PRACTICAL ADVICE OR SIMPLY SOMEONE TO TALK TO, HERE'S HOW THE ETBROWN PLAYSAFE TEAM CAN SUPPORT YOU:

- SHARE PRACTICAL TIPS AND TOOLS FOR A SAFER AND MORE ENJOYABLE GAMBLING EXPERIENCE
- OFFER PRIVATE REFERRALS TO PROFESSIONAL HELP, SUCH AS GAMBLING COUNSELLORS, FINANCIAL ADVISORS, OR LOCAL SUPPORT ORGANIZATIONS
- PROVIDE COMPLETE INFORMATION ABOUT ETBROWN'S SELF-EXCLUSION PROGRAMS
- SUPPORT GUESTS WHO ARE WORRIED ABOUT THE GAMBLING HABITS OF A FRIEND OR FAMILY MEMBER
- HELP WITH SETTING PERSONAL GAMING LIMITS USING OUR AVAILABLE TOOLS
- ASSIST WITH REVIEWING YOUR PLAYER ACTIVITY RECORDS, INCLUDING TIME SPENT, WINNINGS, AND LOSSES
- MANAGE REQUESTS TO UNSUBSCRIBE FROM PROMOTIONAL EMAILS OR SMS MESSAGES
- PROVIDE THE RESPONSIBLE GAMING CODE OF CONDUCT IN MULTIPLE LANGUAGES

AT ETBROWN CASINO HOTEL, WE PUT YOUR WELLBEING FIRST. THE PLAYSAFE SUPPORT HUB EXISTS TO MAKE SURE YOUR TIME WITH US IS SAFE, INFORMED, AND FULLY SUPPORTED — EVERY STEP OF THE WAY.

EXCLUSION OPTIONS AT ETBROWN CASINO HOTEL

AT ETBROWN CASINO HOTEL, WE PROVIDE FLEXIBLE AND SUPPORTIVE EXCLUSION PROGRAMS FOR GUESTS WHO CHOOSE TO TEMPORARILY OR PERMANENTLY STEP BACK FROM GAMBLING. WHETHER IT'S FOR PERSONAL REASONS OR CONCERN FOR SOMEONE CLOSE TO YOU, OUR TEAM IS HERE TO HELP YOU MAKE THE RIGHT DECISION IN A RESPECTFUL AND PRIVATE WAY.

VOLUNTARY SELF-EXCLUSION – TAKING A BREAK ON YOUR TERMS

OUR DEDICATED SUPPORT TEAM AT THE ETBROWN PLAYSAFE HUB IS AVAILABLE 24/7 TO ASSIST ANY GUEST WHO WISHES TO VOLUNTARILY REMOVE THEMSELVES FROM ALL GAMBLING AREAS. WITH JUST ONE REQUEST, SELF-EXCLUSION APPLIES ACROSS ALL ETBROWN CASINO HOTEL PROPERTIES.

TO MAKE THINGS EVEN EASIER, GUESTS CAN NOW COMPLETE THE SELF-EXCLUSION PROCESS ONLINE VIA OUR OFFICIAL WEBSITE. THE APPLICATION INCLUDES A STEP-BY-STEP FORM AND A SIMPLE PHOTO VERIFICATION.

ONCE SUBMITTED, OUR TEAM WILL REVIEW AND CONFIRM YOUR REQUEST VIA EMAIL.

WE STRICTLY PROTECT YOUR PRIVACY. ANY PERSONAL INFORMATION SHARED DURING THE PROCESS WILL REMAIN CONFIDENTIAL AND WILL NOT BE DISCLOSED TO THIRD PARTIES UNLESS REQUIRED BY LAW OR WITH YOUR WRITTEN PERMISSION.

AS PART OF OUR COMMITMENT TO RESPONSIBLE GAMING, ETBROWN CASINO HOTEL TAKES ALL NECESSARY STEPS TO ENSURE THAT SELF-EXCLUDED GUESTS ARE:

DENIED ACCESS TO ANY GAMING AREAS, AND

REMOVED FROM MARKETING AND PROMOTIONAL COMMUNICATIONS RELATED TO GAMBLING

IF YOU FEEL IT'S THE RIGHT TIME TO TAKE A PAUSE, PLEASE KNOW THAT YOU HAVE OUR FULL SUPPORT — DELIVERED WITH RESPECT, CARE, AND COMPLETE CONFIDENTIALITY.

ENDING YOUR EXCLUSION AT ETBROWN CASINO HOTEL

AT ETBROWN CASINO HOTEL, ANY SELF-EXCLUSION OR INVOLUNTARY EXCLUSION REMAINS ACTIVE UNTIL IT IS FORMALLY REVIEWED AND OFFICIALLY REVOKED IN WRITING BY OUR MANAGEMENT. GUESTS MAY REQUEST TO LIFT THEIR EXCLUSION ONLY AFTER THE MINIMUM EXCLUSION PERIOD HAS PASSED.

HOW TO APPLY FOR REVOCATION:

GUESTS WISHING TO RETURN TO OUR CASINO MUST COMPLETE THE ENTIRE REVOCATION PROCESS, WHICH INVOLVES THE FOLLOWING STEPS:

1. SUBMIT A REVOCATION REQUEST
 - THE FORM IS AVAILABLE AT THE ETBROWN PLAYSAFE SUPPORT HUB OR ONLINE AT:
WWW.ETBROWNCASINO.COM/PLAY-SAFE
2. PARTICIPATE IN PROFESSIONAL COUNSELLING
 - COUNSELLING IS ESSENTIAL TO EVALUATE YOUR READINESS TO RETURN, ADDRESS ANY PAST CONCERNS, AND ENSURE CONTINUED SUPPORT THROUGHOUT THE PROCESS.
3. ATTEND A PERSONAL INTERVIEW
 - A PRIVATE MEETING WITH A MEMBER OF OUR PLAYSAFE TEAM WILL BE ARRANGED TO DISCUSS YOUR SITUATION AND ASSESS PROGRESS.

APPROVAL IS NOT AUTOMATIC. ETBROWN CASINO HOTEL MUST BE CONFIDENT THAT THE UNDERLYING ISSUES WHICH LED TO YOUR EXCLUSION HAVE BEEN PROPERLY ADDRESSED. FINAL DECISIONS REST SOLELY WITH HOTEL MANAGEMENT.

TO CHECK YOUR ELIGIBILITY OR RECEIVE A FREE REFERRAL TO PROFESSIONAL SUPPORT, FEEL FREE TO CONTACT THE ETBROWN

PLAYSAFE TEAM:

 +61 7 5600 8899

 SUPPORT@ETBROWNCASINO.COM.AU

WHETHER YOU'RE CHOOSING TO TAKE A STEP BACK OR PLANNING A SAFE RETURN, WE'RE HERE TO SUPPORT YOU — EVERY STEP OF THE WAY.

Monitoring for Gambling Harm at Etbrown Casino Hotel

IN LINE WITH LEGAL REQUIREMENTS AND OUR COMMITMENT TO RESPONSIBLE GAMING, ETBROWN CASINO HOTEL TAKES AN ACTIVE ROLE IN OBSERVING GUEST BEHAVIOR FOR SIGNS OF POTENTIAL GAMBLING-RELATED HARM. THESE SIGNS ARE CATEGORIZED AS FOLLOWS:

- BEHAVIOURS THAT INDICATE A NEED FOR CLOSER MONITORING, AND
- BEHAVIOURS THAT REQUIRE IMMEDIATE STAFF INTERVENTION

TO SUPPORT OUR EFFORTS, WE MAY ALSO USE SMART TECHNOLOGY TOOLS TO HELP RECOGNIZE BEHAVIOR PATTERNS THAT COULD SIGNAL DISTRESS OR HARMFUL GAMBLING HABITS.

IF A GUEST DEMONSTRATES ANY OF THE FOLLOWING ACTIONS, OUR TEAM IS TRAINED TO STEP IN AND ASSESS WHETHER ADDITIONAL SUPPORT OR ACTION MAY BE REQUIRED:

- BECOMING OVERLY FOCUSED ON A SINGLE MACHINE OR GAME TABLE
- REQUESTING TO BREAK LARGE DENOMINATIONS INTO SMALLER BILLS BEFORE PLAY
- DESPERATELY SEARCHING FOR EXTRA MONEY IN POCKETS OR WALLETS
- JUMPING QUICKLY FROM ONE GAME TO ANOTHER IN AN ANXIOUS OR RESTLESS MANNER
- SUDDENLY INCREASING SPENDING HABITS DURING GAMEPLAY
- LEAVING THE PREMISES WITH NO MONEY LEFT
- SPENDING OVER \$300 IN A SINGLE GAMING SESSION (EXCLUDING PREMIUM AREAS)
- FREQUENTLY WAGERING \$3 OR MORE PER SPIN (EXCLUDING PREMIUM AREAS)
- OPERATING MULTIPLE MACHINES SIMULTANEOUSLY
- GAMBLING ALMOST EVERY DAY

COMPLAINING ABOUT LOSSES OR BLAMING THE VENUE OR MACHINES FOR POOR RESULTS

- EXHIBITING RITUALISTIC OR SUPERSTITIOUS BEHAVIORS (E.G., TALKING TO MACHINES, RUBBING THE SCREEN, OR USING LUCKY CHARMS)

SKIPPING MEALS TO CONTINUE UNINTERRUPTED PLAY


STAYING TO GAMBLE EVEN AFTER FRIENDS HAVE LEFT

AT ETBROWN, OUR GUESTS' WELLBEING IS OUR HIGHEST PRIORITY. WHEN THESE SIGNS APPEAR, OUR TRAINED STAFF WILL ACT WITH CARE, DISCRETION, AND PROFESSIONALISM — ENSURING OUR VENUE REMAINS A SAFE AND SUPPORTIVE SPACE FOR ALL.

Etbrown PlaySafe

Play smart. Stay safe. Enjoy more.

 **Etbrown PlaySafe Support Hub**

 **+61 7 5600 8899**

 **Gambling Help Australia – 1800 858 858**

 **www.gamblershelp.com.au**