

VICTORIAN COMMISSION FOR
GAMBLING REGULATION RULES – CASINO
Gambling Regulation Act 2003 – section 3.5.23 (3)



Victorian Commission
for Gambling Regulation

VICTORIAN COMMISSION FOR GAMBLING REGULATION RULES – CASINO

PART 1 – PRELIMINARY

1. These Rules may be cited as the *Victorian Commission for Gambling Regulation Rules – Casino* (“the Rules”).
2. (a) These Rules are in addition to the requirements of the *Gambling Regulation Act 2003*, the *Casino Control Act 1991* (“the Act”), all relevant Regulations and a casino operator’s system of internal controls and administrative and accounting procedures for the casino approved under section 121 of the Act.

(b) These Rules revoke all previous Rules made by the Victorian Commission for Gambling Regulation, or its predecessors, under section 3.5.23(3) of the *Gambling Regulation Act 2003* or section 78 of the *Gaming Machine Control Act 1991*.

PART 2 – BREACH OF THE RULES

3. If a casino operator decides that a person has breached one of these Rules or the Act in relation to, or when playing, a gaming machine, a casino operator may prohibit the person from entering or remaining in the casino under section 72 of the Act.

PART 3 – CONDUCT OF GAMING

4. A player is entitled to receive a cash or cheque payment from a casino operator, in place of an equivalent value of gaming machine winnings or credits, only when the player has verified the amount of payment and then acknowledges receipt of the correct payment by signing the appropriate form.
5. If a player does not want to play out any remaining credits on a gaming machine that amount to less than \$1.00, the casino operator must not refuse to make a manual or ‘hand’ payment of the credits to the player.
6. Subject to rule 7, a casino operator must pay, immediately upon request, monetary prizes, coin issues, token issues, and coin or token redemption in the form requested by the player, except where the Act requires payment in a specific form.

7. (a) If a casino operator has a concern about a person’s entitlement to receive a prize, coin issue or token issue, including for reasons that the person may have acted fraudulently or used a prohibited device, or a gaming machine or gaming equipment may have malfunctioned, the casino operator may –
 - (i) request appropriate forms of personal identification from the player;
 - (ii) withhold the payment of any prize, coin issue or token issue or demand the return of any prize, coin issue or token issue from the player until the casino operator has completed an investigation and made a determination;
 - (iii) confiscate a prohibited device in the possession of a person in accordance with section 80(3) of the Act; and
 - (iv) cause the person who was in possession of a prohibited device to be detained in accordance with section 81 of the Act.
- (b) In these Rules, “prohibited device” means any equipment, device or thing that permits or facilitates cheating or stealing.

8. All coins or tokens in gaming machines remain the property of the casino operator until won by or refunded to a player in accordance with the Act, the correct operation of the machine and the approved rules of the game and these Rules.
9. A malfunction of a gaming machine or gaming equipment, including jackpot display meter or jackpot controller, voids all gaming machine game plays, winning of jackpots, prizes and payments. All prizes won or monies paid from a gaming machine or gaming machine equipment that has malfunctioned remain the property of the casino operator. The casino operator may adjust the value of the jackpot prize in accordance with approved procedures.

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10. Unless otherwise permitted or instructed by a Gaming Machine Operations Manager or Gaming Machine Area Manager, a player may play up to three gaming machines provided that-
 - (i) The gaming machines are adjacent to each other and all on the same side of a bank of gaming machines; and
 - (ii) The player has not been requested by a Gaming Machine Operations Manager or Gaming Machine Area Manager to surrender the additional gaming machine(s) to allow other players to play one of the gaming machines.
11. The multi gaming machine player can choose which of the gaming machines he or she wishes to continue playing, unless otherwise instructed by a Gaming Machine Operations Manager or Gaming Machine Area Manager.
12. The player of a gaming machine must clear credits from the gaming machine when a “close of play” warning or notification is broadcast by the casino operator.
13. A person must not tilt, rock or in any way damage or interfere with a gaming machine or attempt to operate a gaming machine with any object or device other than legal tender, valid gaming tokens or authorised Crown issued card.
14. A person must not occupy a gaming machine without actively playing it or occupy an area adjacent to it so that he or she restricts another player from gaining access to play that gaming machine.
15. Where a gaming machine does not provide a ‘reserve button’ to reserve a gaming machine, an employee of the casino operator may, at the request of the gaming machine player, reserve or hold a particular gaming machine for a reasonable period so as to allow that player to obtain more coin or to attend to any personal matter. Unless this request occurs, a player does not have any reservation rights over any particular gaming machine.
16. A person must not interfere with any part of a gaming machine being played by a player to the annoyance of the player.
17. A person must not hinder, harass, intimidate or interfere in any way with another person’s playing of a gaming machine or with any employee of the casino operator performing duties related to a gaming machine.
18. “Syndicate Play” occurs when two or more persons act in concert to affect the chance of any person or persons winning a linked jackpot arrangement. A person must not engage or participate in Syndicate Play. Where a casino operator suspects on reasonable grounds that two or more persons are engaged in Syndicate Play, the casino may restrict the play of those persons.
19. A person must not induce a gaming machine player to vacate a gaming machine or to engage in Syndicate Play, whether by threats, unpleasant behaviour, financial offer or any other method.
20. A person must not solicit or accept an inducement to engage in Syndicate Play.

PART 4 – PLAYER COMPLAINTS

21. A player may complain to a casino operator about their experience of playing a gaming machine or the operation of a gaming machine.
22. Where a player complaint remains unresolved or the player is dissatisfied with the outcome of a complaint, the player must be advised of the presence of, and their right to refer the complaint to, an inspector appointed by the Executive Commissioner of the Victorian Commission for Gambling Regulation.

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