

CONDITIONS OF PLAY

Electronic Gaming Machine (EGM) and Jackpots Conditions of Play

The playing of EGMs at The Gateway Mildura is deemed to be an acceptance of the terms and conditions set out below.

These conditions are in addition to and do not affect any rights or obligations you or the Venue Operator may have under the *Gambling Regulation Act 2003* (the "Act"), the *Gambling Regulations 2015* (the "Regulations") or the *Victorian Gambling and Casino Control Commission Rules* (the "Rules") which can be inspected at the cashier station.

1. Persons under 18 years of age are prohibited from playing EGMs and participating in any **The Gateway Mildura** Jackpots.
2. The Management of this Venue has absolute discretion to decide whether a person is permitted to enter the gaming area and play the EGMs or allowed to remain in the gaming area. Persons whose conduct/behaviour in the gaming area is likely to offend may be asked to leave the gaming area or the Venue completely.
3. Only money in the currency of Australia made and issued under the Currency Act 1965 (Cwth) or under that Act, as amended and in force or any other method as approved from time to time under the Act or Regulations may be used to play EGMs.
4. A player may not be entitled to receive any prizes, including any stand-alone or linked Jackpot prizes if:
 - (a) it is reasonably suspected that an EGM or any related gaming equipment failed to function in the manner in which it was designed and programmed to function;
 - or,
 - (b) a player does not comply with or acts in breach of these Conditions of Play.

In the event of a dispute over a refusal to pay in the circumstances referred to in subsection 4(a), the venue will resolve the dispute in accordance with procedures approved from time to time by the Victorian Gambling and Casino Control Commission ("VGCCC").

5. Players must immediately notify the Management of this Venue as soon as they become aware of or suspect that an EGM or related gaming equipment failed to function in the manner in which it was designed and programmed to function. Failure to do so may result in any prizes won being considered void.
6. Players are prohibited by the Act from causing any interference with EGMs whether by tilting, rocking, banging or by any other means or in any way damaging or attempting to operate an EGM with any object or device other than Australian currency. Any breach of this condition may result in the removal of the player from **The Gateway Mildura** and/or future entry to this Venue being refused.
7. A player has the right to make a complaint relating to the conduct of gaming in this Venue. This complaint can be lodged with the Management of **The Gateway Mildura**. If a player is not satisfied with the response of the Management of this Venue to the complaint, the player may seek an investigation of the decision by the Victorian Gambling and Casino Control Commission ("VGCCC") or, if the matter relates to the Venue's compliance with its Responsible Gambling Code of Conduct, by following the complaints procedure outlined in the Code.
8. Credits less than the value of a whole dollar (\$1), should be played off by the player at the completion of their play, unless the EGM allows these credits to be cashed out, in some form.
9. Before inserting money to commence play, players should ascertain that no game credits are on the machine, as this is an indication that another player may have reserved the machine to take a break from play. If unused credits are on the machine, the matter must be referred to a Venue Attendant before commencing play.
10. Persons looking for and exploiting credits left unused on EGMs by other players may be asked to leave the Venue.

Jackpots

Players should note that not all EGMs in this Venue may be linked to and form part of a "linked Jackpot" system (which includes but is not limited to linked EGMs, the Jackpot Controller and the Host Computer).

11. If a player wants to play an EGM with a view to winning a linked Jackpot prize it is the player's responsibility to verify that the EGM being played is linked to a linked Jackpot system. An EGM that is linked to a linked jackpot system will have the words "Link", "Links" or similar displayed on each EGM that is linked to that jackpot system. If such a logo is not displayed or text on the EGM screen indicating that the EGM is linked to a linked jackpot does not appear, that EGM will not be linked to the linked Jackpot system at that time.
12. **The Gateway Mildura** Venue Operator may from time to time vary the frequency and amount of linked Jackpot prizes that are available to be won by players. Players will be notified of the current prize offered, by means of electronic jackpot displays and/or the screen message on the EGM and where applicable on promotional material displayed in the Gaming Room.
13. Linked Jackpot prizes will be awarded electronically on a random chance basis to players of EGMs displaying a logo or text on the screen indicating that the EGM being played is linked to a linked Jackpot system.
14. In the event of a message appearing on the display screen of an EGM indicating that the player of the EGM has won a Jackpot prize, the player must remain at the EGM until either the prize is paid in credits, or a Venue Attendant arrives. The player must follow the Venue Attendant's further instructions regarding the player's entitlement to claim the prize. If the player

does not remain at the EGM until the Venue Attendant arrives, the venue and the linked Jackpot operator may withhold payment of the prize until any dispute concerning the identity of the person entitled to claim the prize from that EGM is resolved.

15. In the event that a linked Jackpot win occurs, providing that the linked Jackpot win is confirmed as valid, the player will be awarded the amount displayed on the EGM.
16. In the event that a linked Jackpot win occurs in the middle of a game, subsequent screens within the same game may display the new jackpot value until the completion of the game.
17. In the event that an EGM is being played by more than one person at the time of a message appearing on its display screen indicating that the player of the EGM has won a linked Jackpot prize, then **The Gateway Mildura** may, in their absolute discretion, recognise multiple winners with equal right to share in the linked Jackpot prize.
18. In the event of a dispute between players concerning their entitlement to a linked Jackpot prize, the Venue's decision regarding the entitlement of the various parties will be made in good faith based on the circumstances at the time PROVIDED ALWAYS that the Venue may in their absolute discretion withhold payment of the prize pending resolution of the dispute between the players. The players will have no right to make any claim upon the Venue for any loss or damage they may suffer arising from the dispute or the Venue's decision to withhold payment pending its resolution.
19. In the event of successive jackpot wins appearing to be simultaneous wins because of the duration of the winning fanfare display, the venue will pay the player of the EGM, which the linked Jackpot system has recognised as being the entitled winner of each prize. This means the first winner will receive the first jackpot prize amount displayed and any subsequent winner will receive only the start-up amount plus any amount contributed since the first win. In this event, the correct win will be displayed on each of the winning EGMs.
20. Each specific jackpot prize offered may be won only once. In instances where an EGM receives notification of a jackpot win but no prize is awarded, the prize may have been awarded to another EGM. In such instances, the non-paid notification represents an invalid jackpot win message, and the prize will be paid to the player of the EGM to which the linked Jackpot system has awarded that specific jackpot prize.
21. EGMs may offer stand-alone Jackpots ("Progressive Prize Jackpots") in addition to the normal prizes and/or Linked Jackpot prizes available to be won. These EGMs be identified as such on the EGM display screen and on supporting promotional materials displayed on the EGM and/or in the Gaming Room, which sets out the eligibility and prize payment processes for those Progressive Prize Jackpots. Progressive Prize Jackpots are not linked to any other EGMs and only gaming activity on a single EGM will contribute to the Progressive Prize Jackpot pool(s) identified on that EGM.
22. Players wishing to discontinue playing an EGM that displays credits owing of more than \$1 must press "Collect/Take Win" to enable payment of those credits. If the credits owing are:
 - (a) less than the coin payout amount displayed on the EGM, the Player will receive that cash payment directly from the EGM;
 - or,
 - (b) more than the coin payout amount displayed on the EGM and the EGM is equipped with a Cash Ticket printer, A Cash Ticket will be produced for payment on presentation to the Gaming Room Cashier, EGMs that do not contain a Cash Ticket printer, will lock-up and display "Call Attendant". The payer must remain at the EGM until attended by Gaming Room Staff who will provide the player with an "Attendant Payment Cash Ticket" containing the prize details as displayed on the EGM. The player can then present the Attendant Payment Cash Ticket to the Gaming room Cashier for payment.
23. The management of **The Gateway Mildura** reserves the right to request proof of identity from patrons, including winners of stand-alone or linked jackpot prizes.

Payment of Prizes

EGM Jackpot prizes may be paid either in the form of credits on the EGM or either by a manual payment method depending on the type and level of the prize or via the Cash Redemption Terminal (CRT), (if available) depending on the type and level of the prize.

24. All accumulated credits or prize payouts, including Jackpot prizes, of \$2000 or more, must be paid by Venue cheque or electronic funds transfer (EFT) in accordance with section 3.5.33 of the *Gambling Regulation Act 2003*. Additionally, amounts of less than \$2,000 may be paid by cheque or EFT if requested. Cheques or EFTs cannot be made payable to cash or split between patrons and must be made payable in the name of the Player.
25. All prize payouts, including Jackpot prizes, equal to or greater than \$10,000 may take 24 hours to process. In the case of a win occurring over a weekend period, payment may be arranged for the next business day.
26. The Management of **The Gateway Mildura** reserves the right to:
 - (a) delay payment of a prize, subject to further verification of the player's entitlement;
 - or,
 - (b) request appropriate forms of personal identification from the player;
 - or,
 - (c) to a mutually agreed later time.

THE GATEWAY MILDURA

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