


STAR ASSIST

It's your choice



THE  STAR CLUB



THE EASY
WAY TO MANAGE
YOUR DAILY
GAMING ACTIVITY

By giving you the option of setting a daily limit, Star Assist has been designed to help you manage your gaming spend, or usage time, when playing compatible electronic gaming machines or slot machines. To take advantage of Star Assist, you simply need to be a Member of The Star Club and use your Membership Card when playing.

HOW DOES IT WORK?

To activate Star Assist, insert your The Star Club Membership Card into a compatible electronic gaming machine or slot machine. Nominate the \$ amount or usage time to set as a daily limit (based on a calendar day from 12:00am to 11:59pm). The limit/s will then be set on your Membership Card. The usage time and \$ amount are based on active play.

Note: Your pre-set limit only applies at the property where you set it up.

To Activate Star Assist

- Insert your Membership Card into a compatible electronic gaming machine or slot machine
- Select **SETTINGS**, then press the **SERVICE MENU** button
- On the next screen, select **LIMITS**
- Then on the following screen choose **VIEW LIMITS**, **SET LIMITS**, or **COOLDOWN**.

View Limits

When you select **VIEW LIMITS** you can choose to see **YOUR SPEND TODAY** or **YOUR TIME LIMIT TODAY**, or both.

Set Limits

This option allows limits to be set on gaming spend and/or usage time. Select **MODIFY** and enter your **PIN**. Now select the **GREEN TICK BOX**. Enter spend limit, or time limit, and select the **GREEN TICK BOX** to confirm (please be aware that time limit is actual time played, not real time).

Cooldown

This provides the ability to nominate a time period that you will be unable to play the electronic gaming machines or slot machines with your Membership Card inserted. This **COOLDOWN** period is in real time. You can choose a period of 15 minutes, 1 hour, 12 hours or 24 hours.

DO I HAVE TO USE STAR ASSIST?

No. The functionality has been developed so that you are in control. You choose if you'd like to use Star Assist, and then you control what limit you'd like to set if you choose to use it.

HOW DO I KNOW HOW MUCH I'VE SPENT?

When you enter the **VIEW LIMITS** screen, you have the option to view your current spend.

WHAT HAPPENS WHEN I REACH MY LIMIT?

The electronic gaming machine or slot machine will lock and the following message will appear: **DAILY SPEND LIMIT REACHED**.

You will no longer be able to play any electronic gaming machines or slot machines with your Membership Card inserted at that property, on that calendar day.

You may still use your Membership Card and Casino Dollars in other areas of the property, including for food and beverage purchases.

CAN I GO OVER MY LIMIT?

Yes, you can spend over your limit on a final bet. For instance, if your limit is \$100, you have spent \$98 and your last bet is \$5 (without winning) your total spend will be \$103. Just be aware that you can also go over your limit by spending on electronic gaming machines or slot machines without using your Membership Card, or by playing other games, like table games, Keno or TAB.

CAN I CHANGE MY LIMIT?

Once set, your limit is set for a standard calendar day, 12:00am to 11:59pm. You may change your limit at any point, however, once play has occurred on a pre-set limit in a calendar day, the limit increases or decreases are fixed for the remainder of that day.

DOES STAR ASSIST WORK FOR ALL MEMBERS OF THE STAR CLUB?

Yes. All Members of The Star Club are able to use Star Assist. You just need to have a current and active Membership Card.

CAN I USE STAR ASSIST LIMITS ON ALL GAMING?

No. Limits only work on electronic gaming machines or slot machines. Star Assist is NOT available on Keno, TAB, table games and some multi terminal gaming machines (Rapid and Touchbet games) and any spend on these devices will not count towards your gaming limit.

DO CASINO DOLLARS AND/OR CASH COUNT TOWARDS MY LIMIT?


Yes. Star Assist limits are based on a combination of your cash spend, plus your Casino Dollars redemption amount.

WILL I NEED TO SET UP THE LIMIT WHEN I VISIT ANOTHER PROPERTY OF THE STAR CLUB?

Yes. Your pre-set limit only applies at the property where you set it up.

IS THERE SOMEONE I CAN SPEAK TO IF I'M CONCERNED ABOUT MY GAMBLING?

A trained Guest Support Advocate from each of our properties can provide appropriate information and assist customers with gambling related problems or access to local gambling support services. Visit The Star Club Desk for assistance from our on-property team.



GAMBLING
HELPLINE AND
GAMBLE AWARE
1800 858 858

The Gambling Helpline and GambleAware is an independently run and free confidential service available 24 hours a day. These services offer support for individuals who are adversely affected by their own or somebody else's gambling behaviour.

THE  STAR
SYDNEY

TREASURY
BRISBANE

THE  STAR
GOLD COAST

Star Assist is subject to the terms and conditions of The Star Club membership, as amended from time to time, which should be read in conjunction with these terms. Refer to thestarclub.com.au website for current terms. You should set Star Assist limits based on your own individual circumstances. The Star Club properties will not make recommendations about limits for you.

Despite our best efforts, we may sometimes experience technical malfunctions and system and other errors outside of our control which may mean that The Star Club Program, including Star Assist, does not function properly or accurately or is unavailable. If we do, The Star Club properties will not be liable to any person, including for the consequences to your membership and may adjust incorrectly accrued loyalty points, benefits and tier.

Player activity statements for slot machine play are available on request in NSW. Help is close at hand. GambleAware gambleaware.nsw.gov.au
Gambling Helpline gamblinghelpqld.org.au 1800 858 858. BET WITH YOUR HEAD,
NOT OVER IT. CORP03431