

QUEEN B's POKER PTY LTD

PLAYER WELLBEING & VOLUNTARY SELF-EXCLUSION POLICY

1. Purpose

Queen B's Poker provides poker tournaments as a social and entertainment activity.

Queen B's recognises that participation in poker-related activities may involve expenditure of money and time and that, for personal, financial, or wellbeing reasons, a player may wish to take a break from or cease participating in Queen B's events.

This policy provides a voluntary and confidential process through which a player may exclude themselves from Queen B's tournaments and, if they later choose, request to resume participation.

2. Scope

This policy applies to **voluntary self-exclusions initiated by a player**.

It does not apply to venue or administrative bans imposed by Queen B's for conduct, safety, game integrity, or other management reasons. Those restrictions are managed separately.

For operational purposes, both venue bans and voluntary self-exclusions are recorded as bans in CasinoWare so that a restricted player cannot be inadvertently registered. Queen B's categorises bans inside CasinoWare as follows:

- **Violation Code 1 – Queen B's/Admin Ban**
- **Violation Code 6 – Voluntary Self-Exclusion**

Violation Codes 2–5 are currently reserved for future use.

3. Requesting Self-Exclusion

A player may request voluntary self-exclusion from Queen B's tournaments at any time.

The player is not required to provide a reason for requesting self-exclusion.

The player will be asked to complete a **Voluntary Self-Exclusion Request Form, Speak to our customer liaison officer** and nominate the period for which they wish to be excluded. Minimum exclusion period is 3 months.

The exclusion takes effect when the request is received and implemented by Queen B's.

Where a player clearly requests self-exclusion but is unable or unwilling to immediately complete the form, staff should take reasonable steps to prevent further participation and refer the matter to an authorised staff member for appropriate follow-up and documentation.

4. Recording and Implementing an Exclusion

CasinoWare is Queen B's operational source of truth for determining whether a player is currently excluded from participation. An active restriction in CasinoWare must not be overridden unless the applicable reinstatement process has been completed.

Upon receiving a self-exclusion request, the responsible staff member must:

- confirm the player's identity;
- Have the Customer Liaison Officer meet with the player
- ensure the Voluntary Self-Exclusion Request Form is completed and retained;
- enter a ban against the player's record in **CasinoWare**;
- record the **Initiator as Player**;
- record **Violation Code 6 – Voluntary Self-Exclusion**;
- enter the applicable exclusion end date, or indefinite period, where appropriate;
- include a clear note in the available reason/comments field identifying the restriction as a voluntary self-exclusion;
- update the Queen B's exclusion register or other approved record; and
- where reasonably practicable, suppress direct promotional communications encouraging the player to participate during the exclusion.

Where there is any uncertainty or discrepancy concerning a player's exclusion status, the CasinoWare restriction must remain in place until the matter has been reviewed and resolved by an authorised Queen B's staff member.

5. Participation While Excluded

A player subject to an active self-exclusion must not be registered for or permitted to participate in a Queen B's tournament.

A request by an excluded player to participate does not cancel or override their self-exclusion.

Where CasinoWare identifies a player as banned, registration must not proceed until the nature and status of the restriction has been confirmed.

Staff must not informally remove or override a self-exclusion at the registration desk.

6. Requesting Reinstatement

A player who wishes to return following the nominated end of their exclusion must complete a **Request to Resume Participation & Player Acknowledgement Form**.

The request must be initiated by the player. Queen B's staff must not encourage, solicit, or induce an excluded player to resume participation.

The player must acknowledge that:

- they previously asked Queen B's to exclude them;
- they are now independently and voluntarily requesting to return;
- Queen B's has not encouraged or induced their return;
- they have considered the circumstances that led to their original request;
- they understand that participation involves expenditure of money and time; and
- the decision to resume participation is their own.

7. 72-Hour Reinstatement Period

Where a player requests reinstatement before their nominated exclusion period has ended, a 72-hour reinstatement period applies.

A self-exclusion is **not removed immediately** when a player requests reinstatement.

A minimum period of **72 hours** must pass from the date and time Queen B's receives the completed Request to Resume Participation & Player Acknowledgement Form before the player may participate again.

The player remains excluded throughout this period.

The CasinoWare ban must remain active until the 72-hour period has expired and reinstatement has been authorised.

A player cannot waive or shorten the 72-hour period by requesting to play earlier.

8. Approval and Removal of Self-Exclusion

Completion of a reinstatement request does not itself remove the player's exclusion.

Following expiry of the 72-hour period, an authorised Queen B's staff member must:

- confirm that the reinstatement requirements have been completed;
- confirm that at least 72 hours have elapsed;
- approve the reinstatement;
- record the effective date and time;
- release/remove the applicable CasinoWare ban;
- record who authorised and processed the release; and
- update the applicable register or record.

Queen B's retains discretion to decline or defer reinstatement where management reasonably considers that doing so is appropriate having regard to the player's previous communications, repeated exclusion and reinstatement requests, conduct, wellbeing, or other relevant circumstances.

9. Subsequent Self-Exclusion

A player whose self-exclusion has previously been removed may request another self-exclusion at any time.

There is no limit on the number of times a player may request self-exclusion.

Previous reinstatement does not affect the player's right to request another exclusion.

Repeated cycles of exclusion and requests for reinstatement may, however, be considered by Queen B's when determining whether a future reinstatement should be approved or deferred.

10. Support Information

Where appropriate, Queen B's will make information about independent support services available to players requesting self-exclusion.

Free and confidential gambling support is available through **Gambling Help Queensland on 1800 858 858, 24 hours a day, seven days a week.**

Providing support information does not represent a determination by Queen B's that its poker tournaments constitute gambling or that the player has a gambling-related disorder.

11. Privacy and Records

Self-exclusion information will be treated as confidential player information.

Queen B's will retain sufficient records to administer and demonstrate the operation of this policy, including:

- the player's self-exclusion request;
- the exclusion period;
- the applicable CasinoWare record;
- any reinstatement request;
- the commencement and completion of the 72-hour reinstatement period; and
- the person authorising and processing reinstatement.

Information will only be made available to staff or representatives who reasonably require it to administer the exclusion, Queen B's operations, or applicable legal requirements.

12. Staff Responsibilities

Staff involved in player registration or tournament management must:

- take requests for self-exclusion seriously and respond respectfully;
- implement and observe recorded exclusions;
- not knowingly register an excluded player;
- ensure voluntary self-exclusions are entered in CasinoWare using **Violation Code 6**;
- not remove or override a self-exclusion without completing the approved reinstatement process;
- maintain confidentiality; and
- escalate any uncertainty to an authorised Queen B's manager.

13. Nature of this Policy

This is a voluntary player wellbeing policy adopted by Queen B's Poker.

It provides a practical mechanism for players who wish to control or cease their participation in Queen B's tournaments. It does not represent that Queen B's operates a statutory gambling self-exclusion scheme.

Policy Owner: Queen B's Poker Pty Ltd

Version: 1.0

Effective Date: _____

Approved By: _____