

# Faqaye Resort Hotel Australia

## Responsible Gambling & Guest Empowerment Guide

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## ■ Play Smart, Stay Safe – Faqaye Resort Hotel Australia

Welcome to Faqaye Resort Hotel – a premier destination on Australia's Gold Coast where entertainment meets mindfulness. We invite you to explore our vibrant casino experiences wrapped in elegance, surrounded by ocean views, and grounded in care.

At Faqaye, we believe that luxury and responsibility go hand-in-hand. That's why we've designed a guest experience that celebrates gaming with safety, clarity, and respect.

Our PlayWise Promise ensures that every moment spent here reflects balance and awareness: - We empower our guests to make thoughtful choices - We offer tools and technologies for responsible play - We value your wellbeing more than your wager

Faqaye isn't just a resort. It's a philosophy — where excitement is elevated and responsibility is always in style.

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■ 18+ ONLY — Responsible gambling is everyone's responsibility.

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■ Gambling activities at Faqaye Resort Hotel are strictly for guests aged 18 and over. We encourage all guests to embrace responsible gaming principles throughout their stay. Educational materials, expert support, and interactive tools are always available.

## ■ What Responsible Gambling Means to Us

At Faqaye Resort Hotel, responsible gambling is about more than guidelines — it's about culture. We define it as the ongoing commitment to help our guests enjoy their experience without losing control.

Our goal is to ensure that gambling remains a fun, social, and positive pastime. We encourage thoughtful play by: - Helping guests understand how games work - Promoting awareness of time and spending - Offering self-check tools and advisor support

Responsible gaming is not a rule — it's a mindset. At Faqaye, we make sure that mindset is easy to adopt.

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## ■ Your Safe Space: The Faqaye PlayWise Lounge

The PlayWise Lounge is your dedicated comfort zone — open 24/7 within the resort. It's a discreet, private space where you can: - Talk to advisors - Set or adjust play limits - Learn about game risks - Request exclusion or pause tools - Get brochures or translated materials

With peaceful design, multilingual staff, and on-site help, the Lounge reflects our priority: guest peace of mind.

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## ■ Your Time, Your Limits

Setting personal limits is the smartest way to stay in control. At Faqaye, we provide tools to help you: - Set session timers - Create daily or weekly budget limits - Receive time and money alerts - Pause play after long sessions

These tools are available via your room tablet, mobile app, or any casino console. Your limits, your way — always.

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## ■ **Opting Out: Pause With Confidence**

Sometimes the best move is to step away. Faqaye offers short-term and long-term self-exclusion programs, fully customizable and handled with full discretion.

You can opt out of gaming areas and marketing communications — online or in person. Whether it's a cooling-off period or a reset, we're here to support your choice.

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## ■ Stay Alert: Knowing the Signs

It's easy to lose track of time or emotions while gaming. That's why we encourage all guests to be aware of red flags such as: - Chasing losses - Neglecting other responsibilities - Gambling in secrecy - Feeling guilt or regret

Faqaye staff are trained to recognize and respond to these behaviors with care and confidentiality.

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## ■ Trained to Care: Our Team in Action

Every member of our team — from reception to gaming floor — is trained in SafePlay principles. They are here not just to serve, but to support.

Our team can: - Guide you to resources - Assist with limit setting - Recognize when to intervene - Maintain complete privacy in all interactions

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## ■ Tech with a Purpose

At Faqaye, technology helps you play smarter. We use modern tools that work in the background to support your choices: - Personalized dashboards - Win/loss summaries - Automated reminders - Voluntary session blockers

These aren't control tools — they're empowerment tools.

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## ■ Returning Refreshed: After a Break

Coming back after a pause? Welcome. We'll help you return safely with: - Pre-return consultations - Optional new limit setup - Onboarding reminders for responsible play - Soft re-entry and support

Every journey is different. We'll walk with you at your pace.

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## ■ Guests Make Us Better

We grow because of your voice. Faqaye listens to guest feedback, conducts community outreach, and updates programs regularly based on your experience.

Have suggestions? Visit the PlayWise Lounge or leave feedback at [faqayeresorthotel.com/feedback](http://faqayeresorthotel.com/feedback).

Together, we shape a gaming space that is safer, smarter, and more human.

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