

14 July 2025

The Gambling Commission
PO Box 137295
Parnell
Auckland 1052

By e-mail: info@gamblingcom.govt.nz

To whom it may concern

Submission on the application by Queenstown Casino for renewal of Casino Venue Licence under section 134 of the Gambling Act 2003.

1. Christchurch Casinos Limited (CCL) is the operator of Christchurch Casino.

Support of Application

2. CCL supports the application by Queenstown Casinos Limited to renew its casino venue licence.

3. Gambling in New Zealand casinos is regulated by the Gambling Act 2003 (Act). The Act imposes a number of harm minimisation obligations on casino operators, including:

- Developing a policy for identifying problem gamblers.
- Providing information and advice about problem gambling to, and assisting, people who they have reason to believe may be problem gamblers; and
- Issuing exclusion orders prohibiting such people from entering their gambling areas.

4. As a result, casinos in New Zealand provide a safer and more responsible gambling environment than other less regulated gaming venues. Christchurch Casino works collaboratively with the Sky City Casinos, including Queenstown and Dunedin Casino in relation to harm minimisation initiatives.

5. The multi-venue exclusion process is one such example of the collaboration between New Zealand casinos.

6. Exclusion orders are a key harm minimisation tool for those that may be vulnerable to problem gambling. The New Zealand casinos have worked together to implement a multi-venue exclusion process pursuant to which a person excluded from one New Zealand casinos is excluded from all other New Zealand casinos. This is supported by the use of

7. facial recognition technology at each casino which greatly enhances the ability of casinos to detect excluded persons.
8. Casinos are significant contributors to economic development generally in the regions in which they operate through their:
 - Levels of employment
 - Capital investment
 - Payments of payroll tax and gaming taxes
 - Roles as tourist destinations
 - Helping to create, and sustain a nighttime economy
 - Sponsorships
 - Community trust distributions, distributed by the respective charitable trusts and directly by the casinos

Attendance at the hearing

9. CCL does not wish to attend and be heard at the hearing.

Yours faithfully

Brett Anderson
CEO
Christchurch Casino