

## Carol Stevenson1

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**From:** Customer Feedback <customerfeedback@communications.skycitygroup.com>  
**Sent:** Thursday, 17 July 2025 10:19 am  
**To:** gambling commission Mail in List - info  
**Subject:** SkyCity Queenstown Limited Application Submission 7/16/2025 10:19:20 PM

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To: The Gambling Commission

Submission Time: 7/16/2025 10:19:20 PM

Submitted By:

Hayley

Matthews

***Please select one of the following statements:***

I support the application by SkyCity Queenstown Limited to renew its Casino Venue Licence

***The reasons for my support / opposition / neutrality to the application are:***

I am writing in support of the continued operation and licensing of Queenstown Casino. As a small, well-managed establishment, Queenstown Casino plays a valuable role in the local entertainment landscape, offering a safe, welcoming, and professionally run environment for both residents and visitors. The size of the operation is one of its key strengths. It allows for a more personal and controlled atmosphere, where patrons can enjoy gaming and hospitality in a setting that feels secure and respectful. This scale also enables the staff to maintain high standards of service and oversight, ensuring that responsible gambling practices are upheld and that all guests are treated with care and attention. The staff at Queenstown Casino are consistently attentive, engaging, and professional. Their commitment to customer service and community values contributes significantly to the positive reputation the casino holds within Queenstown. The venue is clean, well-maintained, and operates with transparency and integrity. Queenstown Casino also contributes to the local economy, supporting jobs and tourism while maintaining a strong focus on compliance and community responsibility. Its continued operation enhances the vibrancy of Queenstown's hospitality sector. For these reasons, I strongly support the renewal of Queenstown Casino's license and encourage the relevant authorities to recognize the positive role it plays in our community.

***Please select one of the following statements:***

I would not like to attend and be heard at the public hearing of the application

***Please explain your connection with the casino***

***Why you are interested in the application?***

***Could you share a brief outline of the information you could provide at the hearing to assist the Gambling Commission in making their decision on the application.***

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