

Safe Play, Safe Gambling

CrowMel Resort Hotel – A New Standard in Responsible Gaming

CrowMel Resort Hotel, 119 Sunset Bay Drive, Coral View, NSW 2508, Australia

Customer Support: +61 2 8123 4477

Step Into the World of CrowMel

CrowMel Resort Hotel is where luxury meets leisure in the heart of coastal New South Wales. Surrounded by breathtaking views, our resort delivers a premier casino experience wrapped in the warmth of Australian hospitality. Whether you're enjoying one of our signature suites, exploring our dynamic game floor, or savoring locally inspired cuisine, CrowMel offers a unique blend of excitement and serenity. Corporate retreats, private celebrations, or weekend getaways — there's a reason guests return again and again.

■ CrowMel Resort Hotel welcomes guests aged 18 and over. Please gamble responsibly.

CrowMel PlaySmart – Committed to Your Wellbeing

CrowMel PlaySmart is our commitment to fostering an environment where gaming is fun, fair, and safe. We offer education, assistance, and clear guidance to help you enjoy responsibly. Our team is trained to support you through tools, conversations, and referrals — all tailored to your comfort and privacy. CrowMel believes that care should be part of the game, and we integrate that belief across every touchpoint in our guest journey.

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Your Support Zone – PlaySmart Services

The PlaySmart Services Lounge at CrowMel is a peaceful area available 24/7 for guests seeking assistance or information about their play. With access to printed materials, one-on-one support, and multilingual help, we ensure no one feels left out. Our services include: - Tips for setting healthy boundaries - Customized play tracking summaries - Self-exclusion options and guidance - Links to independent help and advice centers - Removal from promotional communications

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Taking Control – Voluntary Exclusion

CrowMel empowers guests to make responsible decisions, including the choice to step away from gambling. Through our voluntary exclusion program, you can take a break — privately and on your own terms. Whether for a few months or a longer duration, exclusions are managed with dignity and discretion. This decision is always respected, and we ensure restricted access is honored throughout your stay.

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Returning to Play – Reinstatement Procedure

Once your exclusion term ends, CrowMel provides a safe pathway for reintegration. Guests wishing to return must complete a guided application, attend a wellbeing session, and meet with a PlaySmart advisor. We prioritize readiness and responsibility, ensuring each return is supported and secure. Final decisions are based on both professional and personal indicators of preparedness.

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Watching with Care – How We Monitor

At CrowMel, we stay attentive to protect our guests. Our staff and technology systems help detect behaviors that may signal a guest is in distress, such as: - Reluctance to stop playing - Visible anxiety or frustration during gameplay - Skipping meals or neglecting rest - Spending beyond intended limits - Expressing regret or desperation When concerns arise, we offer gentle, private support aimed at minimizing harm and restoring balance.

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CrowMel Is Here for You

CrowMel PlaySmart Lounge – Always Open Guest Helpline: +61 2 8123 4477 Gambling Support
Hotline: 1800 858 885 Visit: www.safergaming.org.au

■ CrowMel Resort Hotel's casino facilities are strictly for guests aged 18 and above. Please enjoy responsibly and know support is available.