

## **Commitment to Responsible Gambling**

*The Castello's Pakenham Hotel is committed to providing the highest standards of customer care and responsible gambling. Our Responsible Gambling Code of Conduct describes how we do this.*

*Responsible gambling in a regulated environment is when consumers have informed choices and can exercise a rational and sensible choice based on their circumstances. It means a shared responsibility with collective action by the gambling industry, government, individuals and communities.*

The Castello's Pakenham Hotel Responsible Gambling Code of Conduct is available to all customers in community languages upon request.

The Castello's Pakenham Hotel Responsible Gambling Code of Conduct is also available in community languages on our website.

**[www.castellos.com.au](http://www.castellos.com.au)**

Further information regarding responsible gambling can be found on any of the following websites;

The Commonwealth Government's website 'Money Smart'

**[www.moneysmart.gov.au](http://www.moneysmart.gov.au)**

Gambling support services information and self-exclusion programs can be found at the State Government's problem gambling support website

**[www.problemgambling.vic.gov.au](http://www.problemgambling.vic.gov.au)**