

# T O C S M R C T M S

## GENERAL

- One must be 19 years of age to enter premises or participate in gaming. Furthermore, identification may be requested from any patron at any time.
- Management reserves the right to refuse admission.
- No outside food or drink are permitted.
- All staff with the exception of Managers, Supervisors, and Gaming Security Officers are permitted to accept tips. Staff are prohibited from soliciting tips from guests.
- Money may not be lent or borrowed in or on facility property.
- No one appearing to be under the influence of drugs or alcohol will be served anywhere in the gaming facility.
- Chances Casino Kelowna does not accept cheques, with the exception of travelers' cheques and same day Chances Casino Kelowna Winners' cheques.
- Cheating at play, disruptive behavior, and theft will not be tolerated and will be reported immediately to the authorities.
- All disputes will be handled by a Supervisor on duty.
- If an irregularity is suspected, a prize payout will be postponed pending further investigation. Machine malfunction voids all pays and plays.
- Chances Casino Kelowna is a no backpack or large bag zone. To ensure the safety to all staff and patrons, Chances Casino Kelowna Security requests that all bags (backpacks, duffel bags etc.) be checked in with Guest Services through the Slot Entrance. Furthermore, Chances Casino Kelowna Security Officers reserve the right to inspect suspicious handbags, fanny packs, and/or purses. Patrons have the right to refuse this inspection of their belongings, however, this will result in the denial of entry to our facility.
- The use of all tobacco related products to be conducted in designated areas only and not within the building. Tobacco related products include, but are not limited to, all e-cigarettes, Vaporizers, and chewing tobacco.
- Offensive clothing and clothing with gang emblems, patches, gang colours or gang related paraphernalia are not allowed on the Chances Casino Kelowna Property.
- Charging devices is at the responsibility of the patron. Devices plugged in and charged at Chances Casino Kelowna are done so at the patron's risk.
- Players are required to produce valid government-issued photo identification where slot transactions exceed \$10,000 in a 24-hour period. If photo ID cannot be produced, the payment of a jackpot will be delayed until such time that the patron can produce photo ID.
- Any time a cheque is requested, identification must be produced. Cheques are only issued for verified wins.
- Vouchers (slot tickets) are valid only at the facility where they were obtained.
- Reserves will be issued to allow for breaks from gaming, not for playing other machines. A slot machine can be reserved for ten (10) minutes. Reserves may be issued to two (2) adjacent machines. A reserve may only be removed by staff or the patron who it was issued to, regardless of expiry. All reserve disputes will be dealt with by the Slot Supervisor on duty.

- Patrons are not permitted to keep found tickets or money. Any patron who turns in found monies shall be entitled to the funds if they remain unclaimed after thirty (30) days.
- All abandoned credits will be cashed out by a staff member.
- Chances Gaming Entertainment is governed by: the Criminal Code of Canada, Rules and Regulations respecting Lottery and Gaming of BCLC, BCLC Community Gaming Centre Standards, Policy & Procedures, BCLC Bingo Standards Policy & Procedures, and the Gaming Control Act.

## ALCOHOL SERVICE POLICY

- Only liquor purchased from Chances Casino Kelowna can be consumed on site.
- Servers will monitor the amount of alcohol individuals are served. "Serving it Right" techniques will be utilized to prevent an individual from becoming impaired or intoxicated.
- Patrons will be limited to one drink per hour (slow down) if it is observed that they may be approaching intoxication.
- If a patron shows signs of intoxication it is the responsibility of Chances Casino Kelowna to refuse alcohol service. Once refusal of service has been initiated, the patron shall have gaming privileges withdrawn and will be asked to leave the facility for a period of 24 hours.
- The RCMP will be notified if a patron has been asked to leave Chances Casino Kelowna due to intoxication and refuses.
- It is Chances Casino Kelowna's Duty of Care to ensure that intoxicated patrons do not drive from our facility. The RCMP will be notified if an intoxicated patron chooses to drive.
- All situations that arise related to alcohol service or slowing down of service will be documented.

## HEALTH & SAFETY POLICY (COVID-19)

- Patrons must follow all Health & Safety signage throughout the facility.
- Patrons and staff must maintain a physical distance of 6 feet or 2 metres from one another.
- Patrons and staff must wear a disposable or cloth mask.
- All room occupancy limits, and flow of traffic markings must be followed.
- The slot machines will be cleaned and sanitized between players and will be labelled once completed.

## Please respect our measures and do not enter our facility if:

- You are experiencing any flu-like symptoms such as a fever or cough; or
- You have recently travelled outside the country.



[chanceskelowna.ca](http://chanceskelowna.ca)

