

0001 - RECLAIMING BUTTON PICKS

Policy Information

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Policy Statement

This policy outlines the process required to be undertaken to reclaim button picks or like items (being any item or device designed to hold down or continuously depress an electronic gaming machine button) from members who are using them.

Information

- Authority/Responsibility
 - VIP Operations and Service Manager
 - Gaming Machines Area Manager
 - Riverside Manager

Procedures

1	All staff are to actively monitor for patron use of button picks to depress EGM buttons for the purposes of continuous play
2	In the event a patron is seen to be using a button pick for continuous play, the staff member is to contact; <ul style="list-style-type: none"> • Mahogany Room/Teak Room - VIP Operations & Service Manager • Riverside Room – Riverside Manager • MGF – Gaming Machines Area Manager
3	Once notified the Manager is to approach the patron and request to reclaim the button pick advising the patron;

	<ul style="list-style-type: none"> Following a VCGLR directive, Crown Melbourne must ensure that button picks or like items are not used by patrons for gaming on electronic gaming machines.
4	Should the patron refuse to give the button pick back, the Manager is to escalate to the Snr Operations and Service Manager who will speak with the patron directly.
5	<p>Following a button pick re-claiming conversation the following details are to be recorded on the 'Button Pick Reclaim Tracking Log' located at</p> <p><i>G:Groups/Gaming/Responsible Gaming/Button Pick Reclaim Tracking Log</i></p> <ul style="list-style-type: none"> Date Time EGM Location Manager Manager ID Outcome
6.	At the end of each gaming day the 'number' of Button Pick re-claim conversations held are to be recorded on the VIP Daily Operations Report.