



GUIDELINES ELECTRICAL FAILURE AT VENUE

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In case of an electrical failure at the venue –

- Report failure to the monitoring licensee.
- Ask patrons to remain at their machines, if practical, while preliminary investigations are conducted into the cause of the failure; (or evacuate the gaming machine area if deemed necessary for safety reasons).
- Advise patrons that accumulated credits are secure and will be able to be redeemed once power has been restored to the gaming machines.
- If the failure affects the entire venue, contact the venue's electricity supplier to determine cause and expected restoration time and advise patrons accordingly.
- If the failure is localized to within the gaming machine area, contact the venue's electrical contractor to attend and assess / investigate the failure.
- If the electrical failure is expected to be for an extended period of time, explain the situation to patrons and evacuate the gaming machine area.
- If the gaming machine area has to be evacuated, record the following patron details if they have credits outstanding on a gaming machine: name, address and contact phone number, floor position number of gaming machine being played and the patron's estimate of the number of credits on the gaming machine at the time of the power failure.
- In the case of an evacuated gaming machine area, when power has been restored, isolate the gaming machines that patrons were on when the power failure occurred and confirm credits by accessing the game play history. Print or record the credits and other details of the last game from the game play history in case of potential patron dispute. Note any discrepancy between the patron's estimate and the actual number of credits and investigate where required. Confirm that credits won as a result of any game being played at time of failure have been added by the gaming machine to the credit meter.
- Collect credits from gaming machine by appropriate method (hopper pay, printed cash ticket or book pay voucher).
- If unable to print a ticket or perform hopper pay, then collect credits via book pay voucher.
- Contact affected patron/s to inform that power has been restored and advise that outstanding credits are available for collection from the cashier station. Request patron brings proof of identification to the venue to collect credits from cashier.
- Ensure credits have been collected from affected gaming machines before allowing game play to resume.
- If a customer dispute arises as a result of the electrical failure, follow the Dispute Resolution Procedures.