



## **Terms and Conditions**

### **Cloaking of customer bags and personal items**

In the interests of safety and comfort for Crown's patrons and staff, Crown management requires all persons accessing the Crown Entertainment Complex (the Complex) to cloak certain items. A cloaking service is available free of charge for patrons subject to these Terms and Conditions and those contained on the cloakroom claim ticket (which may be changed or replaced from time to time). In the event of any inconsistency, these terms and conditions prevail.

The claim ticket must be completed and signed by the person cloaking the item at the time of cloaking. Cloaked property cannot be claimed without the claim ticket.

#### **Items to be cloaked include but are not limited to:**

- Brief cases/satchels or similar
- Shopping bags
- Overcoats
- Lap top computers
- Packages/bulky items
- Umbrellas

but do not include small handbags and wallets.

#### **Bulky Items**

Crown may, in its discretion, decline to cloak large or bulky items, such as suitcases, sports bags and equipment, backpacks, packages and boxes.

#### **Perishable Items**

Bags, packages and other items containing articles of a perishable nature, unsealed containers, bottles or cans of liquor or other dangerous, noxious, offensive or illegal items or substances cannot be cloaked.

#### **Abandoned Items**

Cloaked items not claimed within seven (7) days of being cloaked will be deemed lost property and Crown may dispose of or arrange for the sale of such items without notice.

#### **Cloakroom Locations**

The cloakrooms are located at the entrances to Sante, the Western Food Court and the Palladium.

#### **Inspection of Cloaked Items**

Upon request by Crown, persons must open for inspection any bag, package or other item (whether or not cloaked) which is in their possession when entering, leaving or at any time while within the Complex.

#### **Liability**

Each item is cloaked at the risk of the person cloaking such item. Crown will not be liable for any loss or damage to any item which is cloaked whatsoever and howsoever arising (including loss or damage caused by any negligent act or omission by Crown).

#### **Video Surveillance**

The cloakrooms may be under continuous video surveillance.

'Crown' means Crown Limited ABN 46 006 973 262, and includes, where appropriate, employees, officers, agents, contractors and sub-contractors of Crown.

## **Common Questions:**

### **1. Why do I have to cloak in my items?**

In the interests of safety and comfort for Crown's patrons and staff, Crown management requires all persons accessing the Casino to cloak certain items. A cloaking service is available free of charge for patrons subject to our Terms & Conditions.

### **2. Why do I have to sign a ticket?**

By signing the ticket you acknowledge that you accept the terms & conditions for cloaking. It also helps Crown in returning the cloaked items to the right person.

### **3. What happens if you lose or damage my item?**

Each item cloaked is at the risk of the patron. As a general rule Crown will not be liable for any loss or damage to any item. Department procedures & surveillance is provided to eliminate for this matter to occur.

### **4. Can Hotel guests cloak in their items?**

It is encouraged for all Hotel guests for both properties to cloak their belongings to Concierge department. This is simply because the department can assist with either short or long term storage facilities.