

Samsu Resort Hotel Australia

SmartPlay Guest Experience & Responsible Gaming Guide

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■ Welcome to Samsu Hotel Resort Australia

Welcome to Samsu Resort Hotel, a symbol of elegance, freedom, and thoughtful hospitality along the golden coastlines of Queensland, Australia. Our hotel is not just a place to stay — it's a journey into a world of luxurious relaxation, responsible entertainment, and personalized guest care.

Samsu is where innovation meets integrity. Every detail, from our refined accommodations to our expansive gaming lounges, is designed to deliver unforgettable experiences while honoring each guest's values and wellbeing. Through our flagship SmartPlay Initiative™, we've created a dynamic environment where entertainment and responsibility go hand-in-hand.

Guests enjoy access to private terraces, chef-curated dining, rejuvenating wellness programs, and the latest in immersive gaming — all within a resort that promotes awareness, care, and clarity. Whether visiting for a serene getaway or a thrilling holiday, we welcome you to discover the balanced luxury of Samsu Resort Hotel.

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■ All gaming and wagering services at Samsu are strictly reserved for guests aged 18 and over. Our SmartPlay standards ensure that your experience remains enriching and secure at every step.

■ Please remember: All gaming services at Samsu Resort Hotel are strictly available to guests aged 18 years and over. We are committed to maintaining a secure and responsible environment where conscious play is not only encouraged but expected.

Samsu's SmartPlay Initiative™ ensures that guests are continuously supported with clear boundaries, well-being tools, and staff trained to protect your gaming experience. Stay within your limits. Play for fun. Reach out if you need support — we are here 24/7.

■ What PlayConscious Means

SmartPlay at Samsu is our dedicated framework for promoting safety, accountability, and joy across all guest experiences. We encourage guests to enjoy gaming as an entertaining pursuit while recognizing the importance of maintaining self-awareness and limits.

Through multilingual guides, on-site experts, and digital dashboards, we help you set realistic boundaries for your gameplay — ensuring every moment is well-informed and fully supported.

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■ The Heart of Wellness: Samsu's Support Hub

Located adjacent to our main casino entrance, the Samsu SmartPlay Support Hub operates 24/7 to serve all guest needs. It is a tranquil, private environment where individuals can explore their concerns, ask questions, or receive tailored support.

Our team includes multilingual wellness specialists trained in harm minimization, self-regulation techniques, and emotional first aid — helping you navigate challenges or simply check in with your wellness.

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■ Design Your Limits

Every guest is encouraged to create personalized play settings. These tools include: - Time-based alerts during gameplay - Budget caps for daily, weekly, or session-based play - Real-time summaries of wins, losses, and time spent - Access to gaming history for self-assessment

Our SmartPlay dashboard is available via the in-room tablet, mobile app, or on gaming kiosks throughout the hotel.

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■ Take a Pause, Find Your Balance

Guests who feel the need for a reset may request a Play Pause at any time. This feature allows short-term or long-term exclusion from casino services.

Requests are processed discreetly, and you can choose to opt out of communications or set re-entry conditions. Samsu staff will assist in reviewing your options and ensuring that your break is meaningful and restorative.

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■ Signs of Harm: Awareness Is Protection

Being able to identify the signs of at-risk behavior helps maintain a healthy relationship with gaming. Common indicators include: - Feeling anxious or frustrated when losing - Hiding time spent gambling from others - Frequently exceeding intended budgets - Gambling as an emotional escape

We encourage guests to talk to our wellness advisors if they recognize any of these patterns. Early support makes a lasting difference.

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■ Compassionate Staff, Committed to You

From the moment you arrive, our team is here to ensure not just your comfort — but also your clarity. Each staff member at Samsu receives regular training in responsible service, mental wellness, and emergency referral protocols.

We're not just hosts — we're supporters, and you're never alone in your journey.

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■ Smart Systems That Empower You

We've integrated smart safety features throughout the resort to promote autonomy without restriction: - Visual alerts and "Are You Okay?" reminders - Session timers to prevent excessive play - Anonymous self-check quizzes and reflection tools - Interactive kiosks with digital assistance at any time

These innovations are guest-driven, meaning you choose what tools to activate, adjust, or turn off.

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■ Return to Play: Coming Back Mindfully

If you've previously paused play, returning is a personal journey. We make the process safe and simple with: - Readiness assessments - Personalized return plans - New play limits and wellness tools - Continued access to advisors and resources

Our goal is not just to welcome you back — but to ensure your return is stable, enjoyable, and well-supported.

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■ The Guest Voice That Shapes Our Future

Every comment, suggestion, or compliment from our guests is valued. Through post-visit surveys, real-time chat support, and the SmartPlay feedback portal, we learn and adapt.

Your insights power innovation. Help us shape the next generation of conscious hospitality at Samsu Resort Hotel — where responsibility is as elegant as the view.

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