

# **Chill View Hotel Portugal**

## **Responsible Gaming & Guest Care Guide**

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## Empowered Play. Elevated Responsibility.

Welcome to Reflexa Hotel Resort Australia, where style meets mindfulness and entertainment is elevated through purpose. Nestled along the stunning coastlines of Queensland, Reflexa is not just a resort — it's a sanctuary of leisure, luxury, and conscious experiences.

Here, we believe true enjoyment comes from freedom paired with awareness. That's why SafePlay Reflexa is our promise to every guest: a pledge to support, guide, and protect your journey into gaming entertainment.

We view responsible gaming not as a limitation, but as a foundation — one that ensures your time with us remains joyful, social, and under your control. Our environment is designed for clarity and comfort, with tools and resources to help you make informed choices from the moment you arrive.

Our Approach to SafePlay Reflexa: - We place your wellbeing at the heart of every decision - We provide tools that promote awareness, limits, and self-care - We train staff to detect early signs of concern and respond discreetly - We welcome open conversations and continuous feedback

From dynamic casino floors to tranquil lounge spaces, Reflexa is where responsible leisure becomes a lifestyle.

■ Reflexa Hotel Resort 70 Marina Bay Road, Gold Coast, QLD 4217, Australia 📞 +61 (7) 5522 8844 ■ [support@chillviewhotel.com](mailto:support@chillviewhotel.com) ■ [chillviewhotel.com](http://chillviewhotel.com) ■ Guests must be 18+. Gamble responsibly at all times.



## Understanding Responsible Gaming

Responsible gaming at Reflexa is rooted in self-awareness, control, and informed decisions. It's not about stopping the fun — it's about ensuring the experience remains positive, safe, and enjoyable.

We encourage our guests to treat gambling as a recreational activity, not a financial solution or emotional escape. Our role is to provide knowledge, resources, and space for reflection so that you can play with confidence and peace of mind.

Every game has its risks and limits, and understanding those boundaries helps you stay in control. Reflexa provides pamphlets, in-room information, and access to our SafePlay Advisors who can help you better understand how to gamble responsibly.



## **SafePlay Centre**

The Reflexa SafePlay Centre is a calm, welcoming space located right within our resort. This 24/7 service hub allows guests to access responsible gambling materials, consult with trained advisors, and take advantage of support tools in a private, respectful setting.

Guests can: - Get help with setting limits - Access their gaming activity summaries - Explore options for self-exclusion - Speak with support staff in multiple languages - Receive referrals to external counseling services

The SafePlay Centre is open to everyone — no judgment, just genuine care.



## **Staying in Control: Your Limits Matter**

Setting personal boundaries is a vital part of enjoying your time at Reflexa. Before stepping into our gaming areas, take a moment to define your limits.

We provide tools to help you set: - Daily time limits - Spending caps - Session reminders - Alerts when reaching pre-set thresholds

Guests can use our in-room devices or the Reflexa mobile app to adjust their preferences at any time. You're in charge — and our team is here to support you every step of the way.



## **Pause with Purpose: Self-Exclusion Options**

At Reflexa, taking a break is not only acceptable — it's encouraged. We offer flexible self-exclusion programs for guests who wish to pause their gaming experience.

You can choose a short- or long-term exclusion and opt out of promotional material as well. Everything is handled with privacy and professionalism.

Whether you're feeling overwhelmed, want to reflect, or simply need time away, our staff will help you through the process with care.



## **Signals That Matter: Know the Signs**

Recognizing signs of gambling harm early is key to preventing deeper issues. At Reflexa, we educate our guests and staff to be mindful of behaviors that could signal concern.

Some signs include: - Chasing losses - Gambling for emotional relief - Ignoring time or money spent - Withdrawing from social activities - Hiding gambling behavior from loved ones

If you notice any of these signs in yourself or others, visit the Reflexa SafePlay Centre to learn about tools and support services available.



## **Our Team, Your Support Network**

Every Reflexa team member is trained in guest care and responsible gambling practices. From the concierge to the casino floor, our staff are here to help.

We've built a culture of compassion and readiness, ensuring that: - You can ask for help without fear or shame - Our team knows how to respond to signs of distress - Support is available in multiple languages - Your concerns are treated confidentially

We're more than a resort — we're your support network.





## **Smart Systems for Safer Gaming**

Technology is a powerful ally in promoting safe gaming. Reflexa uses intelligent systems that help you monitor your habits, manage your budget, and keep your play time balanced.

Features include: - On-screen playtime notifications - Optional deposit limits - Self-assessment tools - Real-time win/loss tracking - Auto-break features after long sessions

These tools are here to guide — not restrict. They empower you to enjoy more and worry less.



## **Support Beyond the Break**

After a self-exclusion or voluntary break, returning to play can be a personal journey. Reflexa supports this reintegration with compassion and care.

We provide: - Return-readiness consultations - Refresher guides on responsible play - Optional new limit setups - Check-in support from our SafePlay team

Our goal is not just your return — it's your return with renewed clarity and enjoyment.



## **Together We Thrive: Community and Care**

Reflexa believes in a shared responsibility. We work with local organizations, regulators, and our guests to shape a culture of accountability and safe play.

Through community outreach, education programs, and guest feedback loops, we evolve continuously to serve you better.

Your voice matters. Let's build a stronger, safer gaming space together — where play is a joy, not a risk.