

Safe Play, Safe Gambling

Neo Resort Hotel – Australia’s Premier Casino Escape

Neo Resort Hotel, 27 Oceanview Crescent, Gold Coast, QLD 4217, Australia

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Welcome to Neo Resort Hotel

Step into the world of Neo Resort Hotel — where every detail is designed to exceed your expectations. Our resort is located in one of Australia’s most iconic coastal cities, offering an unmatched blend of serenity, luxury, and excitement. With panoramic ocean views, lush interiors, and a commitment to high-end hospitality, Neo is more than just a hotel — it’s a destination. We feature hundreds of gaming machines, poker tables, and classic games that blend tradition with innovation. Whether you’re a seasoned player or a curious first-timer, the excitement never stops. After your play, unwind in our spa, sip cocktails by the infinity pool, or dine at one of our world-class restaurants. It’s your escape — your way. We also offer tailored packages for weddings, business conferences, and private events. Our goal is to turn your stay into a story you’ll want to tell again and again.

■ This facility is for individuals aged 18 and over. Please gamble responsibly.

Neo PlaySafe – Our Responsible Gaming Approach

Neo PlaySafe is our commitment to promoting a safe, transparent, and enjoyable environment for every guest. We understand that gambling, while entertaining, comes with responsibility. Our approach doesn’t just react to problems — it anticipates them. We provide on-site education, active monitoring systems, and expert support staff trained in recognizing early signs of gambling-related harm. Neo PlaySafe encourages each guest to enjoy responsibly, understand their limits, and seek support when needed. We collaborate with leading organizations and update our practices regularly to reflect new research and community needs. With signage throughout our venue, easy-to-access resources, and trained professionals always available, responsible gambling is more than policy — it’s our promise.

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Visit the Neo PlaySafe Support Hub

Conveniently located just off the main gaming floor, the Neo PlaySafe Support Hub is your go-to place for assistance, education, and confidential support. Our team is multilingual, empathetic, and trained to handle concerns with compassion and care. Here, you can access responsible gambling brochures in various languages, speak privately with our staff, learn how to set personal limits, and even request player activity summaries to monitor your behavior. We offer face-to-face consultations and referrals to counseling services and community organizations. Whether you need help for yourself or are concerned about a friend or family member, we’re here — judgment-free and always ready to support.

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Self-Exclusion Options

Taking a break from gambling can be a healthy, proactive step — and at Neo Resort Hotel, we've made it as simple and supportive as possible. Our self-exclusion program is open to anyone who feels they need distance from gaming. Guests may exclude themselves for short or extended periods, and the process can be started either at the Support Hub or online. Our staff will walk you through the steps, explain the impact, and offer additional resources for your journey. Once enrolled, you'll be excluded from all gaming facilities and promotional content. Neo respects your privacy at every stage. All exclusion records are kept confidential and used only to enforce your protection.

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Revoking an Exclusion

If your exclusion period has ended and you believe you're ready to return, we require a thoughtful and structured reentry process. This includes an application, completion of counseling sessions, and a personal review with our PlaySafe team. Our staff is trained to evaluate readiness not just by paperwork, but by personal growth, reflection, and support systems. We aim to ensure that guests returning do so with a new mindset and proper tools in place. Your safety is our top priority, and approval is only granted when we're confident that the reasons for exclusion have been resolved responsibly.

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Monitoring Guest Behaviour

Neo Resort Hotel takes a proactive role in ensuring the wellbeing of every guest. We train our team to recognize over a dozen behavioral indicators associated with potential gambling harm. These include: - Obsessively focusing on a particular game or machine - Showing distress or agitation while playing - Making frequent, large cash exchanges - Gambling for extended hours without breaks or food - Using superstitious behaviors or 'lucky rituals' - Expressing regret, guilt, or blaming staff and machines We pair our human insight with advanced technology that flags unusual betting patterns. Our goal is not to judge but to support. If you or someone you know is showing signs of distress, we're here to help — immediately and discreetly.

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We're Here to Help

You are never alone at Neo Resort Hotel. Whether you need a quick conversation, long-term support, or help for someone else, our resources are always available. Call, visit, or explore the tools we've built to keep your experience safe and satisfying. Neo PlaySafe Support Hub: +61 7 5600 8899 Gambling Help Australia: 1800 858 858 www.gamblershelp.com.au Support is free, private, and always within reach.

■ Neo Resort Hotel's casino facilities are strictly for adults 18+. Please gamble responsibly and seek help when needed.