

Submission for Crown Royal Commission

From: Confidential
To: Contact (RCCOL) <contact@rccol.vic.gov.au>
Date: Wed, 21 Apr 2021 12:18:32 +1000
Attachments: Submission- cover-sheet_lp.pdf (758.55 kB); lobster_deal_21-apr-21.png (860.2 kB); 19-90_deal_21-apr-21.png (830.1 kB)

Hi there,

I am the owner of a small business, in particular a retail shop and cafe near the Casino for over 15 years.

It has always amazed me that Crown Casino can get away with providing amazing dining deals for RESTAURANTS ONLY WITHIN ITS GAMBLING FLOOR.

This has consistently happened continuously for the past 15 years (except during the Covid-19 lockdown).

Anybody who has been in the hospitality industry would know it is impossible for the Casino not to lose money on these dining deals.

This deals are *Loss-Leaders* for the Casino.

As an example, you can see today's offer on the Crown Casino website :

<https://www.crownmelbourne.com.au/restaurants/offers/flavours-season/offers/19-90-specials>

I have also attached screenshots from the Crown website.

These deals are designed to attract the public who never wanted to gamble to try gambling.


Not only that, they keep existing problem gamblers inside from taking a break and ever "seeing the light".

Afterall, it is cheaper to have an amazing dinner inside the gambling floor then to have a cold sandwich outside at the food court.

I am personally not a lawyer so I wouldn't know what regulation would govern this.







However, my common sense tells me this is anti-competitive for a monopoly to be allowed to do this.


Confidential

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LOBSTER SPECIAL





Available until 19 May 2021.


Available at Riverside, [Emporio Pizza & Pasta](#), [Margo's Café](#), [Sho Noodle Bar](#), [Tia To](#), and [Teak Restaurant](#).



For just **\$34.90** or **\$24.90** for [Crown Rewards](#) members when presenting their Crown Rewards card upon purchase, why not make it a meal to truly remember and experience the indulgence of a decadent Lobster.

Oven baked or braised, you can experience each restaurant's unique take on this seafood classic and feast on dishes such as baked Western Australian 1/2 Rock Lobster served with thermidor sauce, chips, broccoli, and garden salad or braised Western Australian Lobster with scallion ginger sauce, Asian greens and steamed rice.


**All participating venues are on the casino floor, patrons must be 18 years of age and not prohibited from entering the casino or the Crown Entertainment Complex for any reason. Offer available until 19 May 2021. Offer subject to availability, and available from selected lunch and dinner menus. Images are for illustrative purposes only. Crown practises responsible service of alcohol. Four hours free multi-level parking is subject to Car Parking Terms & Conditions displayed at Crown car park entrances. Enter multi-level car park via Haig St or Clarke St entrance. Free parking commences at time of entry and normal rates. All activities and events at Crown are operated in accordance with Crown's COVID-19 requirements and COVIDSafe Plan. These requirements may include mandatory wearing of masks, physical distancing, entry screening and other measures which are subject to change based on government advice. [Click here](#) for current requirements.*


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\$19.90 SPECIALS





Available until 19 May 2021.


Chef-prepared dishes showcasing the finest ingredients of the season are available at some of Crown's most loved dining venues.



For just \$19.90, Riverside, [Emporio Pizza & Pasta](#), [Margo's Café](#), [Sho Noodle Bar](#), [Tia To](#), and Teak Restaurant offer mouthwatering Monkfish dishes, including slow roasted Monkfish fillet served with white bean and bacon cassoulet and broccolini or mekong braised Monkfish and Pork Belly in a caramel sauce with wombok and steamed rice.

You will also receive **four hours of free multi-level car parking** and a **selected drink of choice** including house white or red wine, beer or a soft drink with your meal.

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