

4 November 2016

Shauna Gaebler  
Consumers of Mental Health WA (Inc)  
P.O. Box 176  
Cannington WA 6987

Dear Shauna,

**Brass Monkey Hotel**

I refer to your letter dated 2<sup>nd</sup> November 2016 addressed to the Manager at Brass Money Hotel.

Australian Leisure and Hospitality Group Pty Ltd ("ALH") owns and operates the Brass Monkey Hotel. The complaint has been taken very seriously and as a result, been escalated to senior management at our head office in Melbourne.

The Brass Monkey Hotel held a Halloween Event on the 31 October 2016. The theme and associated images were never intended to cause any offence.

ALH acknowledges mental health is a serious issue in the community and sincerely apologises for any distress caused. We would like to express our regret in using a theme that may have caused stigma or stereotypes of people affected by mental health issues. As stated above, the Hotel only intended to hold a Halloween themed event and not something that may have caused offence.

We acknowledge that it is a sensitive issue and will be mindful of the entertainment themes for future events held at the hotel.

If you have any further enquires, feel free to contact me on 0427 654 536.

Yours sincerely,



Tim Osborne  
State Manager WA