



**PALASINO**

*at the heart of the game*

# Play Safe !

*Safe and Responsible  
Gambling.*



## How to Play Responsibly at PALASINO



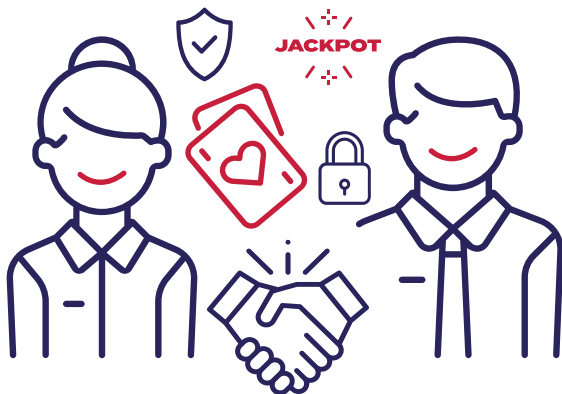
A visit to a casino is an opportunity to relax, have fun, socialise and of course participate in a game of chance. Gambling is by its very nature fun and exciting, and when combined with the unique atmosphere, a visit to a casino is always a very intense experience.

Gambling is inherently associated with risk-taking and the thrill of the anticipation of winning. Most visitors enjoy this kind of entertainment without any problems and enjoy the experience. However, there is a small group of people who may lose control of their behaviour. They will lose sight of the fact that gambling is a form of entertainment, but it can lead to various problems or even addiction.

## Responsible Gambling Program with PALASINO:



We educate all our staff in all gaming operations so that they can assist in identifying players who may have a gambling problem. We are working with non-profit agencies and government bodies dealing with this issue. PALASINO are linked to the central register of self-excluded players in the Czech Republic which is a legal requirement, and is administered by the Ministry of Finance of the Czech Republic. Within this system, people who have self-excluded or have a self-exclusion order are not allowed to enter any casino or in fact any other gambling establishment in the Czech Republic.



# The rules are the basis!



## So please always keep in mind the „rules“ of responsible and safe play:

- 1.** Betting and gambling should only be fun, it can never be a source of income.
- 2.** Set a maximum betting amount in advance and determine how much of your financial resources you are willing to spend on betting.
- 3.** Set a maximum amount you are willing to lose and stick to it / never exceed it.
- 4.** Play only with your own money, never borrow money to play.
- 5.** Take advantage of the option to set all game financial limits or the intensity and number of casino visits..
- 6.** Play only in a good state of mind, without alcohol or other intoxicants. And only if you do not see the game as a solution to personal problems.
- 7.** Always familiarize yourself with the rules of the game before playing.
- 8.** Always take regular breaks when playing.
- 9.** Never try to win back the money you lose.
- 10.** Control your behaviour during the game. And fill your free time with other entertainment.

## Are you playing it safe? Test yourself:

**If you feel that you are losing control of your gambling and it is no longer fun or enjoyable, try answering the following questions:**

1. Do I think about gambling often?
2. Did I bet more on the game than I could afford?
3. Do I feel I need to play with larger amounts of money to get the same feeling of excitement?
4. Have I ever returned to a casino repeatedly to win back money I lost?
5. Have I borrowed, lied or sold something to fund my gambling?
6. Have I ever felt that I might have a problem with gambling?
7. Have I ever been criticized by others for my playing or told to stop?
8. Do I feel like a loser and have negative feelings when I lose at gambling?
9. Has gambling caused me any health problems, including stress or anxiety?
10. Is gaming causing financial problems or strained relationships for me or my household?

**Most players with gambling problems will answer yes to at least 3 of these questions. If you need advice, please contact our staff directly or seek professional help.**

## Where can I get help and advice?

There is a free nationwide network to help players and their loved ones.

### Czech Republic

#### NATIONAL QUITLINE

Tel.: +420 800 35 00 00

Map of aid in the Czech Republic:

[www.drogy-info.cz/mapa-pomoci](http://www.drogy-info.cz/mapa-pomoci)

### Austria

#### KOSTENLOS UND ANONYM HOTLINE

Tel.: +420 0800 202 304

#### AMBULANTE BEHANDLUNGSEINRICHTUNG SPIELSUCHTHILFE

Siebenbrunnengasse 21/DG/1050 Wien

Tel: +43/1/544 13 57

Email: [therapie@spielsuchthilfe.at](mailto:therapie@spielsuchthilfe.at)

[www.spielsuchthilfe.at](http://www.spielsuchthilfe.at)

Alle Angebote der Spielsuchthilfe sind kostenlos (sowohl für Glücksspieler/innen als auch für Angehörige Spielsüchtiger).

#### SHG ANONYME SPIELER – W GIZICKI

Rudolf-Zeller-Gasse 69, Stg. 8, Tur 10/1230 Wien

Hotline: +43/660/123 66 74

Email: [shg@anonyme-spieler.at](mailto:shg@anonyme-spieler.at)

[www.anonyme-spieler.at](http://www.anonyme-spieler.at)

Mo-Fr, 8-20 Uhr. Alle Angebote sind kostenlos, vertraulich und auf Wunsch anonym.

#### SCHULDNERHILFE OBERÖSTERREICH

Stockhofstrasse 9/4020 Linz

Tel: +43/732/77 77 34

Email: [linz@schuldner-hilfe.at](mailto:linz@schuldner-hilfe.at)

[www.spielsuchtberatung.at](http://www.spielsuchtberatung.at)

Außenstellen: Rohrbach-Berg, Freistadt, Perg, Kirchdorf an der Krems.

#### AMBULANZ FÜR SPIELSUCHT

Wagner-Jauregg-Weg 15/4020 Linz

Tel: +43/50/554 62-29551

Email: [spielsucht.wj@gespag.at](mailto:spielsucht.wj@gespag.at)

[www.promenteooe.at/spielsucht](http://www.promenteooe.at/spielsucht)

## Germany

### DIE LANDESKOORDINIERUNGSSTELLEN GLÜCKSSPIELSUCHT

Kostenlos und anonym Hotlines:

0800 077 66 11, 0800 137 27 00

Fremdsprachige Angebote (foreign language):

**Türkisch / Türkçe:** 0800 326 47 62

ücretsiz ve anonim, Pazartesi saat 18-20

Çarşamba 20-22

**Russisch / Русский:** 0511 70 14 664 (Ortstarif)

[www.step-niedersachsen.de/magazin/gluecksspiel](http://www.step-niedersachsen.de/magazin/gluecksspiel)

**Polnisch / Polskie:** 01590 455 60 46 (Handytarif)

[www.caritas-os.de](http://www.caritas-os.de)

**Arabisch / عربي:**

0173 56 53 622 (Handytarif)

[www.gluecksspiel-berlin.de](http://www.gluecksspiel-berlin.de)

Bundesweite Anlaufstelle - Die Landeskoordinierungsstellen

Glücksspielsucht ([bundesweit-gegen-gluecksspielsucht.de](http://bundesweit-gegen-gluecksspielsucht.de)):

### LANDESTELLE GLÜCKSSPIELSUCHT IN BAYERN

Edelsbergerstrasse 10/80686 München

Tel: +49/089/55 27 359 0

Email: [info@lsgbayern.de](mailto:info@lsgbayern.de)

[www.lsgbayern.de](http://www.lsgbayern.de)

[www.verspielt-nicht-dein-leben.de](http://www.verspielt-nicht-dein-leben.de)

### Total self-exclusion:



Exclusion from participation in gambling is possible only by completing an official application form available on the internet, with your certified signature and sent to the address of the Ministry of Finance of the Czech Republic. Your entry in the register will then be binding for all gambling operators in the Czech Republic. As operators, we are not permitted to accept any other form of request for complete self-exclusion, except for setting your self-limitation while playing. Information regarding the completion of the application for entry into the register is available at the PALASINO reception.

### PALASINO

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[www.palasino.eu](http://www.palasino.eu)