

# Gaming-related information

concerning gaming procedures at gambling machines pursuant to § 33c of the German Trade Regulations ("GewO") (duty to provide information pursuant to § 7 of the German State Treaty Amending the Gaming Act ("Glücksspieländerungsstaatsvertrag") 2012)



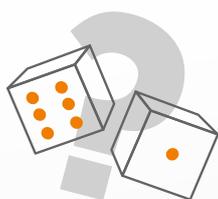
Pursuant to § 6 of the German Youth Protection Act (Jugendschutzgesetz – "JuSchG"), young persons under the age of 18 are prohibited from visiting casinos and from gaming on gambling machines! In addition, we also require a minimum age of 21 at some of our sites.

## Overview of the gambling machine (using the example of a LÖWEN Group\* machine):

1. Info screen: The winnings plans are displayed here!
2. Coin slot
3. Note insertion and dispenser
4. Screen with game selection
5. Information about money bin, point money, and bet amount at the bottom of the screen
6. Pictogram with warning "Excessive gaming can cause problems!" and telephone number of the hotline (BZgA)
7. Control buttons\*: Super-start, game selection, risk ladder/set, risk card/max set, bet amount, start/take
8. Cash tray
9. Activate
10. Info button: You can view the rules of the game here



\* Terms and names of components of the gambling machine may vary from brand to brand.



Gaming on gambling machines and their results, i.e. price or loss, are based on the principle of randomness. The gamer has no influence over these factors.

The description of the gaming machine is provided as an example. If you have any questions about the functions, please contact the local service personnel.

New legislation came into force for gaming machines on 11 November 2018. This new regulation was passed by lawmakers to further strengthen player protection in future.



### In the version of the 6th Amendment to the SpielV, which came into force on 11 November 2014

1. For five seconds of play, the maximum bet is 20 cents and the maximum winnings are 2 euros. (§ 13 No. 2 SpielV)
2. Total expenditure (bets less the winnings) may not exceed 60 euros during the course of a single hour. (§ 13 No. 4 SpielV)
3. Total winnings less the bets may not exceed 400 euros during the course of an hour. (§ 13 No. 5 SpielV)
4. Considered over a longer period, no amount higher than 20 euros, on average, may be left remaining in the cash register (§ 12 Para. 2 No.1 SpielV). In practice, this amount ranges from 11 to 14 euros. (relates to products pursuant to TR4.1)
5. SpielV does not stipulate a payout rate. The rate arising in during play depends inter alia on the mathematics of the individual game. Given the random nature of the results, the player has no influence on the outcome of the game. This means the prospects of winning are a function of chance. Every player has the same chances of winning or losing. (pursuant to § 12 No. 2.2 SpielV)

## The four biggest casino gambling myths



"I always go to **my** machine", I'm luckier there!"

**Wrong!**

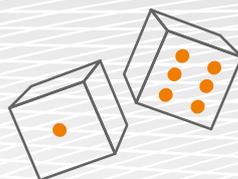
A faultless machine is like any other in this series. The devices have just as little "memory" as dice or coins. Chances are determined randomly!



"I play this game **better** than others, which is why I win more frequently!"

**Incorrect!**

Some games require skill or experience. Unfortunately, it is not possible to outwit chance. The chances of winning a prize are the same everywhere and for everyone.



"I've won nothing so many times in a row, it just **has to** work now!"

**Also wrong!**

The result is completely random each time the dice are cast. The dice have no memory or pity. They ignore the previous results, irrespective of whether they were good or bad.



"My little **ritual** before the game helps me win more frequently!"

**Unlikely!**

Little rituals before the game are fun and feel good. They lend us support and help us concentrate. They do not, though, have any influence on the game.

### Basic information about playing on gambling machines (using the example of LÖWEN Group machines\*):

- Gambling machines can be activated with an activation card or activation code (in the case of machines after V2). Service personnel may only hand out one activation medium to each guest.
- Gambling machines in Germany must be operated with cash (coins or notes) denominated in euros. Only up to 20 euros may be entered in the money bin. The money remains on the money bin, the gambling machine may no longer automatically deduct money bin sums. The guest debits cash bids from the money bin himself by pressing the „Deposit“ button. Using the „Bet“ button, points are posted to the bank, depending on the amount of the bet.
- 5 cents (as a rule, corresponds to 5 points). Game credits are also known as levels\*.
- For each animated game (turn of the reels), points are deducted from the points by the bank, depending on the selected level\* (as a rule 5-200 points).
- Winnings from these games are accordingly credited to the bank as points. Using the „Superstart“\* button, points are continuously deducted by the bank in line with the selected level\*.
- The selected level\* is displayed on the lower right-hand side of the screen, and is indicated accordingly. Cash winnings of different magnitudes are secured by pressing the collect button, and are credited to the money bin. At the same time, points are deducted by the bank. Breaks after 1 hour (60 minutes) and after 120 minutes of gaming, with automatic payout of the money bin. Machine rests, and is reset to zero after three hours. This is shown in the display.
- You can always find the precise winning plans (symbols, pay lines, values) for specific games within the menu of the gambling machine. If you have any questions, please do not hesitate to contact the service staff.
- In the event of error messages on the screen of the machine, please contact the service staff directly.

\* Terms and names of components of the gambling machine may vary from brand to brand.

Further information on the topics of "gaming with awareness", protection of players and minors, statutory regulations governing commercial gambling machines as well as questions relating to your gaming behaviour is available in multiple languages under [www.spiel-bewusst.de](http://www.spiel-bewusst.de).

**You can speak to a personal support individual under the following telephone number:**

**HELPLINE 0800/77238368 or. 0800/PRAEVENT\***

**\*free of charge from all German telephone networks**

**or send an e-mail to: [helpline@gsp-spielerschutz.de](mailto:helpline@gsp-spielerschutz.de)**