

# Education and detailed consumer information



## Gaming on gambling machines can be addictive!

The qualities most people associate with a visit to a casino include entertainment, relaxation, leisure enjoyment and much more. Not everyone who regularly visits a casino or seeks entertainment in a gambling machine is necessarily addicted. Gaming on gambling machines carries a risk of addiction, however. That is why too-frequent or overly-risky gaming can lead to a loss of control over one's own gaming behaviour.

For those who lose control over their gaming behaviour, the element of fun becomes secondary, and everything revolves around the gaming itself. For those affected, the desire to "win back" lost money can lead to a compulsion to play with increasing frequency and with ever-higher stakes.

## The purpose of this brochure is to inform you about...

- ...how to retain control over one's gaming behaviour and stop problematic gaming behaviour arising ("The 10 golden rules for the prevention of problem gaming").
- ...how to determine that one's own gaming has assumed problematic proportions ("self-test").
- ...where to find more information on the topic of "gaming with awareness" and find help with problem gaming ("information and support services").

## The ten golden rules

For the prevention of problem gaming

It is not easy to stick to these rules. Nevertheless, follow them and you will find it easier to avoid problematic gaming behaviour!

**1** Play only for entertainment

**2** Impose a fixed limit on yourself

**3** Learn about the course of the game and your chances of winning

**4** Do not neglect other hobbies

**5** Set the playing frequency and duration

**6** Play only with money that you do not need for other things

**7** Never play with borrowed money

**8** Take regular breaks from gaming

**9** Do not try to win back money you have lost

**10** Stop playing the game after a winning streak

## CHECKLIST: Analyse your gaming behaviour quickly and simply

- |    |  |     |    |
|----|--|-----|----|
| 1. | I frequently try to compensate for my losses by staking fresh amounts. | Yes | No |
| 2. | I no longer have my gaming under control.                              | Yes | No |
| 3. | I conceal my gaming from family or friends.                            | Yes | No |
| 4. | After gaming, I am often filled with remorse.                          | Yes | No |
| 5. | I can no longer go without gaming for an extended period of time.      | Yes | No |
| 6. | Gaming is an escape for me in times of stress, problems or worries.    | Yes | No |
| 7. | I have had to borrow money to be able to play.                         | Yes | No |
| 8. | My private / professional life suffers from my gaming.                 | Yes | No |

If you answer **“yes”** to any of these statements, this is an indication of problem gaming that should be taken seriously. Talk to a person you trust or take advantage of one of the options offered below or on the page opposite. Free of charge, of course, and, if you like, anonymous.

### Information and support services

Gambling addition is not an unavoidable destiny or a character flaw, but instead a recognised disease. There are a large number of advisory services and self-help groups in Germany that do excellent work and can help you.

Do you have the feeling that you have lost control over your gaming, or are you looking for more information on the topic of “problematic gaming behaviour”?

You will find flyers for local support services in the casinos. Alternatively, simply contact one of the service staff. Under [www.spiel-bewusst.de](http://www.spiel-bewusst.de) you will also find the contact details of a variety of support services.

All our casinos offer the possibility of self-exclusion and exclusion by third parties throughout Germany using the OASIS exclusion system. Feel free to contact us!

We also offer you the opportunity of a personal consultation with one of our staff, free of charge. Our employees maintain close contact with support services, and will be pleased to refer you to the counselling service that is right for you, upon request.

Simply contact one of the service staff in the casino, or give us a call. Your concerns will be handled discreetly under all circumstances!

### Support in the event of problematic gaming behaviour:

**0800/77238368 or 0800/PRAEVENT\***

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

Further information on the topics of “gaming with awareness”, protection of players and minors, statutory regulations governing commercial gambling machines as well as problems with gaming behaviour is available in various languages under:

**[www.spiel-bewusst.de](http://www.spiel-bewusst.de)**