

PLAY FOR FUN

FAIR PLAY CASINO PREVENTION POLICY - CONSUMER VERSION

The atmosphere, the sounds, the lights... And of course, the chance to win money! Gambling can be fun, exciting and a nice way to spend your free time. It usually doesn't do any harm either. However, if you realise you're no longer having fun playing, it's best to stop. After all, gambling should remain nothing more than a hobby.

What are the risks?

The thrill of the game triggers all kinds of physical and mental responses. You may become frustrated and feel irritated. Or you might only be playing to win. In some cases, this causes you to play too often or to spend too much money. You might even end up addicted to gambling. We don't want that, and you shouldn't want that either. What we do want is for you to know exactly what the risks are and when you should stop.

How do you keep it fun?

Set limits for yourself and play within those limits. Decide how often you'll go to the casino, how long you'll stay there and how much money you'll spend. We have a few tips for you:

- 1. Only play with money you can afford to lose and accept your losses**
It goes without saying that you always want to win. Just the same as everyone else. Unfortunately, though, that doesn't always happen. Keep this in mind before you start playing. Only use money you have 'left over'. For example, use money you don't need for rent, for shopping or for a gift for your partner. Enjoy the game and the feeling of 'going out'. Don't let winning or losing determine how much fun you're having. Don't forget: when you're out of money, you're out of money. Recognise when you're out of money and accept your losses.
- 2. Determine how much money you'll play with beforehand**
Think about how much money you're able to spend before you start playing. Stick to this amount and stop when all that money is spent. Tip: leave your ATM card and credit card at home.
- 3. Collect your winnings on time**
Did you win? Great! Decide how much of it you're allowed to keep playing with and how much you'll definitely take home with you. Stop in time and collect your winnings.

What do we do to make sure gambling stays a hobby?

You can trust that we'll do our absolute best to ensure that you continue to find joy in playing. We make sure that you are playing in a secure environment and that you feel safe at our casino. You can find information about responsible gambling at our casino. You can take a test to see whether you are playing responsibly. In addition, you can find information about the risks of gambling and addresses of places where you can receive help. You can also always speak with our casino staff. They are trained to help you keep your gambling under control. You can also get in touch with the Responsible Gaming department at our head office. They would be glad to give you some advice.



WHAT KIND OF PLAYER ARE YOU?

Know yourself. How much are you risking when you go to the casino?

Are you a responsible player?

The responsible player

- You gamble because you think it's fun. You do it for fun as well as to relax. You never get stressed from gambling.
- You don't mind losing. You've set yourself a limit on how much money you're allowed to spend. You stick to this limit.
- You've set yourself a limit on how often and how long you're allowed to play. You stick to this limit.
- You take regular breaks. You don't keep playing the whole time.

- You only spend money that you can afford to lose.
- You stop if you lose. You don't try to 'win back' the money.
- You play with family or friends. People around you know that you go to the casino.
- You don't think about gambling or the casino all the time.

Does this sound like you? Then you're on the right track. You're at a low risk.

The problem player

- Gambling is playing an ever-increasing role in your life. It's the only way you want to spend your time.
- You tell yourself you'll never gamble again. Yet you go back to doing it every time.
- You get very irritated or angry if you lose.
- Gambling costs you more and more money. You spend more money than you can afford to lose.

- You bet higher and higher amounts to get your thrills. You do it to 'win back' money you lost.
- You start to have money problems. You only ever play to win.
- You play more and more often and longer than you were planning to.
- You spend more and more time thinking about gambling, winning and the casino.

- You think about ways to get more money so that you can gamble.
- You have to borrow money to solve your money problems.
- Friends or acquaintances make comments about the fact that you gamble too much.
- You've stopped paying attention to your family, your friends, your studies or your job.

- You feel guilty about the fact that you're gambling.
- You lie more and more often about how long you are gambling for and how much money you are losing.
- No one knows how often you go to the casino because you keep it a secret.

Do a few of these signs sound familiar to you? If so, you are at risk. You don't always have control over your gambling or you're in the process of losing control. Not only is gambling no longer fun, it also has unpleasant consequences for you. Watch out: if you continue, this will only get worse! Speak to a member of our casino staff. They are trained to help you get your behaviour back under control.



Do a lot of these signs sound familiar to you? Then you no longer have any control over your gambling. You're a problem player. Admit to yourself that you have a problem and do something about it! You can read about what you can do in this leaflet.

What should you do if you've lost control?

Your health is more important than playing a slot machine. Your relationships with friends and family are also much more important. Speak with a member of our casino staff about this. They will direct you to our Responsible Gaming department. The Responsible Gaming manager will invite you to have a discussion on how to help you. You will receive information and advice, and, if they feel it is necessary, they will refer you to professional help.

Are you afraid you're losing control?

Do you want to play less or stop completely? Or do you want to regain control over your behaviour? Our casino staff will be happy to give you information and advice. Talk to them about it. They can make arrangements with you. For example, you can arrange for them to no longer let you into the casino. Alternatively, they can help you with the Play Responsibly app. You don't have to go it alone. Ask us for help!

WE ARE EXTRA ATTENTIVE

Are you between the ages of 18 and 25?

We pay special attention to you if you are a young adult. Being a young adult means that you're at a higher risk of becoming addicted. You're even more sensitive to excitement and winning than when you're a bit older. You go to the casino to win money, and that is not a good reason. We see a lot of young adults who stop paying attention to their family, surroundings, work or studies because of gambling.

Have you asked us to stop letting you in?

You can ask us to stop letting you into a certain casino. We can also advise you to ask us to do so. You will then be added to a 'white list'. As a result, you will not be allowed into that casino for six months. We are strict when it comes to enforcing this. You can also ask us to ensure that every casino in your area stops letting you in.

How does it work if you ask to no longer be let in?

Do you want to be banned from only one casino? If this is the case, you can talk to a member of the casino staff. Do you want to be banned from more than one casino? If this is the case, you will have to speak with the Responsible Gaming Manager. They will provide you with information and encourage you to seek help. They can refer you to addiction treatment programmes or to Gamblers Anonymous.

To be added to the 'white list', you need to do the following:

- Fill in a form together with the casino employee. Provide your address.
Sign at the bottom of the form.
- Send us a passport photo as well as a copy of your passport or driving licence.
We need this information in order to perform checks at the door.

From that point on, you will no longer be allowed in the casino for six months. You can ask whether you're allowed to enter again after six months. You will then once again have to talk to a member of the casino staff. We can make special arrangements during this conversation, for example about how long you're allowed to stay in the casino. During the first month, we will pay extra close attention to whether you have your gambling under control.



WHAT ARE THE ODDS OF ACTUALLY WINNING?

The odds of you losing money are slightly greater than the odds of you winning money. You might think you can influence your odds of winning. This is not the case. If you win, it'll only be by chance. It has nothing to do with how good you are or how much money you put in the machine. Whether you've reserved a machine or not has no influence on the results either.

WHO ARE WE?

We are Fair Play Casino, part of the Janshen-Hahnraaths Group. We have been active in the Dutch market as a gambling establishment for 60 years. We like to take a long-term view of things. That's why we think it's important to prevent our customers from becoming problem players. We would like our contact with players to be pleasant by ensuring that they have fun playing.

Play responsibly

Everything about the way we run our company is aimed towards trying to prevent gambling from becoming an addiction. We have many years of experience in doing so. Players can participate in games if they do so responsibly. That is our guiding principle. What we mean by this is that they have fun playing and know their own limits. We ensure that players become aware of their own limits as well as the risks.

HOW CAN YOU GET IN TOUCH WITH THE RESPONSIBLE GAMING DEPARTMENT?

You can call +31 (0)45 5 428 428 Monday to Friday from 8:30 am to 5:00 pm.

FAIR PLAY CENTERS BV

P.O. box 3009, 6460 HA Kerkrade

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fairplay.nl

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