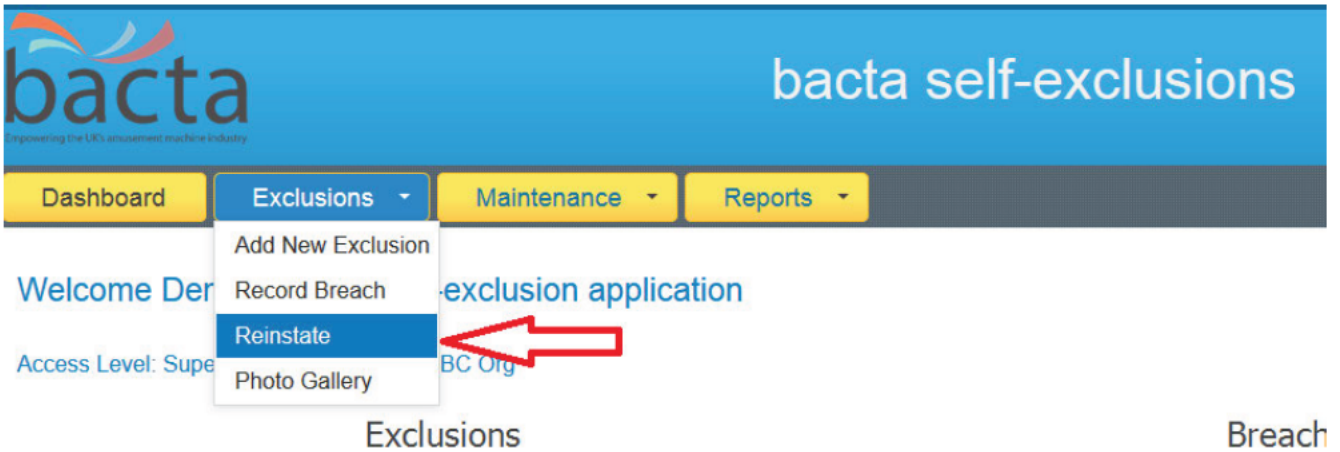


10. REINSTATE EXCLUSION

This feature is available only if the user account is enabled to use this feature.

IMPORTANT: A Reinstatement can be recorded from the photo gallery as described in the Photo Gallery section or from the top menu as described below

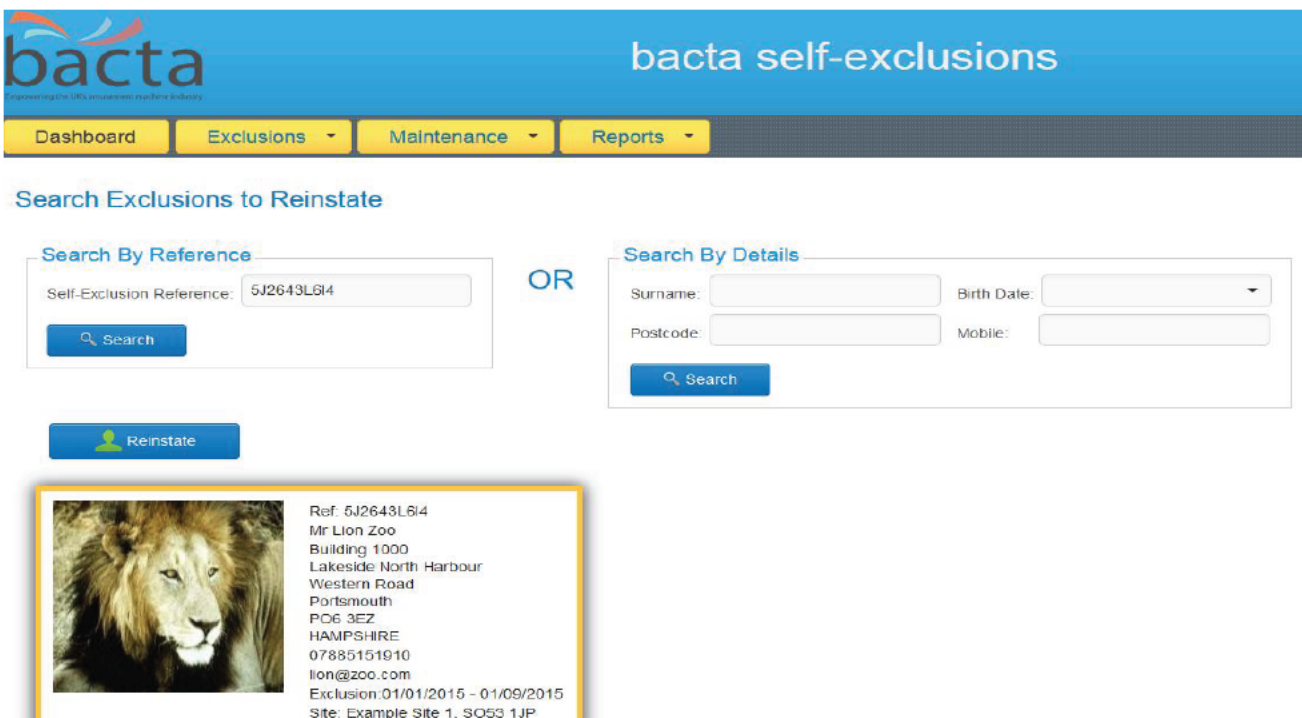
STEP 1: Navigate to Exclusions > Reinstatement



STEP 2: Search for the exclusion either by using the reference number or by details

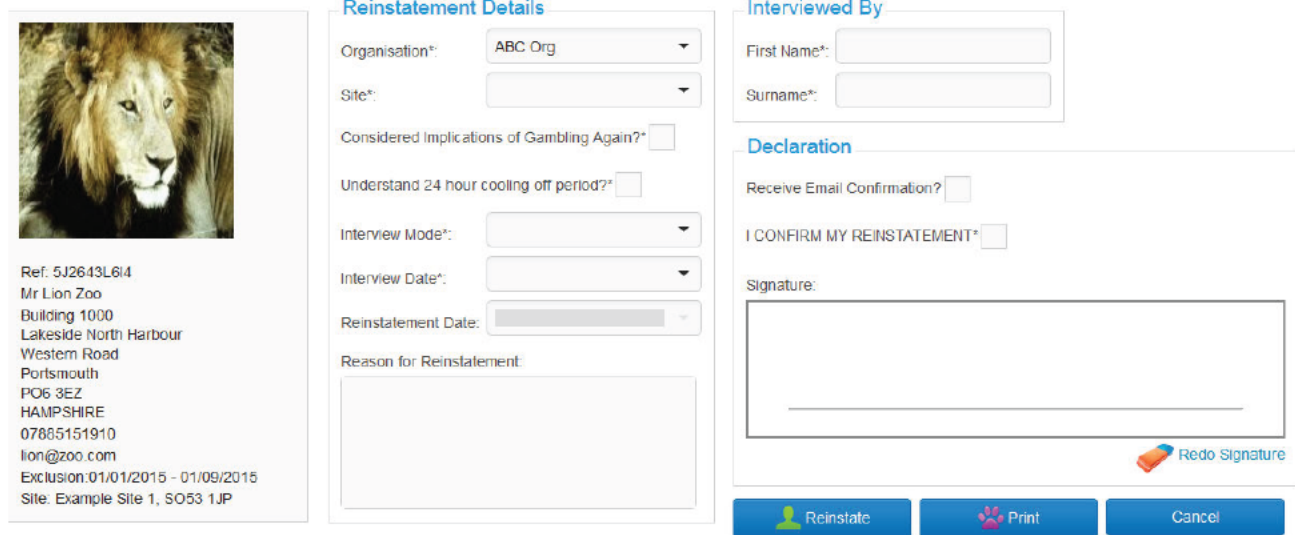
If the exclusion is in your vicinity and is in the hiatus period, then the exclusion is displayed.

STEP 3: Click on the record you wish to Reinstatement. Then click on Reinstatement button.



STEP 4: The Application provides you with a form on which to record the reinstatement details.

Reinstate Self-Exclusion



The screenshot shows a web form for reinstating self-exclusion. On the left, there is a profile picture of a lion and contact information for 'Mr Lion Zoo'. The main form is divided into three sections: 'Reinstatement Details', 'Interviewed By', and 'Declaration'. The 'Reinstatement Details' section includes dropdown menus for 'Organisation*' (ABC Org), 'Site*', 'Interview Mode*', and 'Interview Date*', a date picker for 'Reinstatement Date*', and a text area for 'Reason for Reinstatement:'. There are also checkboxes for 'Considered Implications of Gambling Again?' and 'Understand 24 hour cooling off period?'. The 'Interviewed By' section has input fields for 'First Name*' and 'Surname*'. The 'Declaration' section has checkboxes for 'Receive Email Confirmation?' and 'I CONFIRM MY REINSTATEMENT*', a signature line, and a 'Redo Signature' button. At the bottom, there are three buttons: 'Reinstate' (with a person icon), 'Print' (with a printer icon), and 'Cancel'.

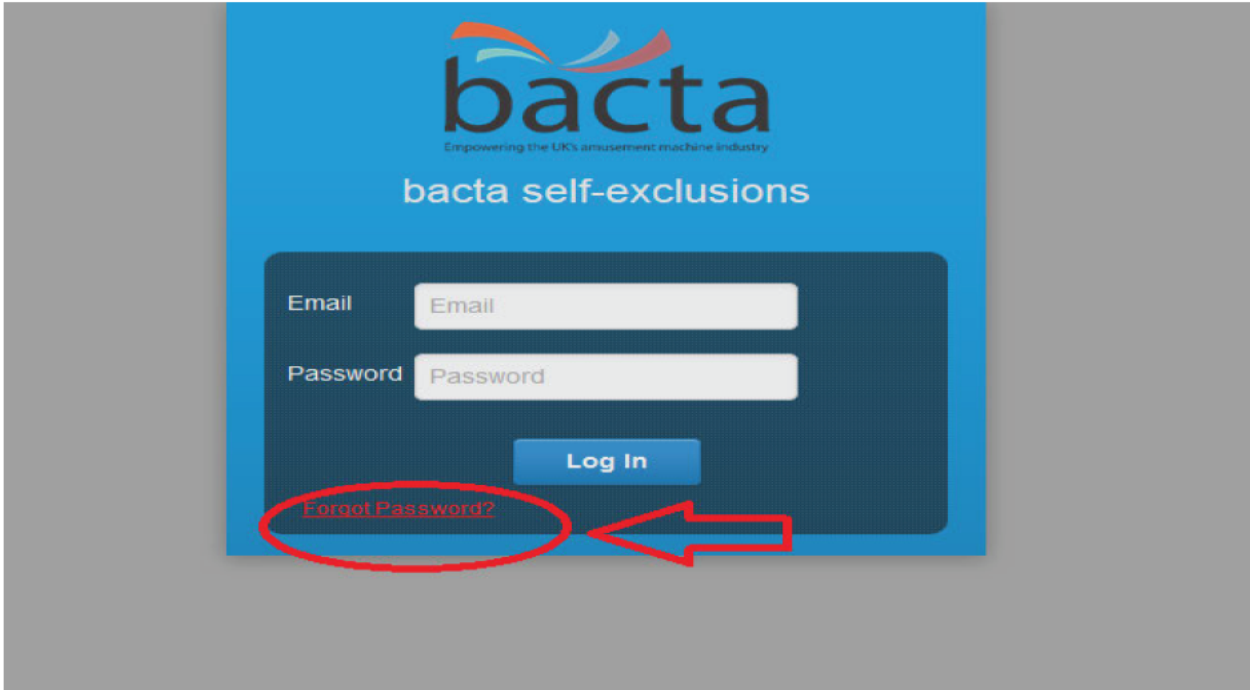
Enter the details and click on the Reinstatement button. On successful save, the browser will display the success message. If not an error message is displayed by highlighting the fields that require correction. You will need to hover on the icon to see the error relating to the field.

Now when you navigate to photo gallery this exclusion will no longer be displayed

LAST BUT NOT THE LEAST: ALWAYS LOG OUT FROM THE APPLICATION

11. FORGOT PASSWORD

If you forget your password click on the Forgot Password link in the login screen.



Then enter your login email address and your bacta organisation reference number. Click on Email me new password. The new temporary password will be sent to you.

When you login with this new temporary password you will be forced to change your password for the first time.

NOTE: Other than this the user password will expire every 60 days. When you login, you will be forced to change your password

End of document

TAB 14



bacta

Empowering the UK's amusement machine industry

SILVERTIME
AMUSEMENTS

Complaints & Disputes Policy & Procedure

**VERSION 15 – FEBRUARY 2015
IN EFFECT FROM 8 MAY 2015**

PS/2015/Dec19/v15/01

GAMBLING ACT 2005

Licence Conditions and Codes of Practice

Customer Complaints

Terms & Conditions

Policy & Procedure

These are the Company's Terms and Conditions by which customer complaints are dealt with. Also included is the Company's policy and procedure document and complaint form. Copies of the complaint procedure and form are available on site for the benefit of customers making a complaint about the outcome of their gambling.

A 'complaint' means a grievance about any aspect of the licensee's conduct of the licensed gambling activities, and should be raised with the company as follows:

- The complaint should initially be raised with an available member of staff at the venue at the time of the incident giving cause for complaint.
- If the member of staff approached is unable to deal with the complaint or the matter is not resolved to the customer's satisfaction, then it should be directed to the duty manager at the venue at the earliest opportunity.
- Should the matter still not be resolved, the customer will be provided with a copy of the policy & procedure document, together with a complaint form that should be completed by the customer and submitted to the Company for consideration by a director or appointed senior manager.
- If the matter remains unresolved, the customer should be referred to an alternative dispute resolution (ADR) entity with whom the Company is registered with. The complaint will not be considered by the ADR entity unless:
 - **the matter relates to the outcome of the complainant's gambling transaction; and**
 - **it is not resolved during the three-stage complaint procedure as outlined above.**

It is permissible for an ADR entity to have terms enabling it to reject complaints referred for dispute resolution if the complaint is frivolous or vexatious, but the Company will not refuse to refer disputes on those grounds.

The Company will ensure that:

1. information about the complaint procedure is set out in these terms and conditions;
2. such information is readily accessible on our gambling premises to be taken away;
3. information includes details of how to make a complaint to the Company and the identity and contact details of the person deputed to handle the complaint;
4. the information names the ADR entity to whom disputes can normally be referred and, where necessary, details of any limitation on the nature and subject matter of disputes with which a particular ADR entity deals.
5. customers are given a copy of the complaint policy and procedure document on request or on making a complaint; and
6. all complaints are handled in accordance with the procedure.

Should the Company refer a complaint to ADR entity other than one in respect of which contact details were given in accordance with 1 to 6 above it will, at the same time as making the reference, inform the Commission of the reference and reason for selection of the ADR entity concerned.

The Company keeps a record of all complaints that are not resolved at the initial three-stage complaint procedure.

The Company arranges for a copy of the decision on, or a note of the outcome of, each dispute referred to an ADR entity to be provided to the Commission, either by the ADR entity or by the Company. This information is provided in such format and within such timescale as the Commission may from time to time specify.

The Company also arranges for any outcome adverse to the Company of any proceedings taken against the licensee (in whatever jurisdiction) by a customer in relation to a gambling transaction to be notified to the Commission as a key event; but excluding proceedings allocated to the County Court small claims track or equivalent in jurisdictions outside England and Wales.

Under no circumstances are members of staff put in physical danger nor will they be subjected to abuse. If a customer is threatening, then that person will be offered the complaint policy & procedure document together with a complaint form, and be referred to the Company's strict policy of 'No Abuse'. If the customer continues to be threatening the circumstances will be treated in accordance with a disturbance on the premises, and the person will be asked to leave, and the police contacted to assist if necessary.

Which complaints are covered?

A complaint, in the context of the LCCP, means a complaint solely about the conduct of the Company's activities. A dispute means a complaint which has not been resolved by the operator's complaints procedure to the satisfaction of both parties, and relates to the outcome of a gambling transaction.

Responsibility of the Employer.

The Company has a written procedure in place to:

- advise employees of the name of the appointed person who is to be contacted about complaints;
- ensure that all complaints are handled in accordance with the procedure throughout the investigative process;
- have arrangements in place for reference by a customer of a dispute to an alternative dispute resolution service for disputes (an 'ADR entity'); and
- maintain a record of all complaints, and those that evolve into disputes. All instances where the complaint is referred to an ADR entity will also be recorded together with the outcome.

Responsibility of the Employee

Members of staff not authorised to deal with complaints, or where the customer is not satisfied with the initial outcome, will ensure that:

- the complainant is informed of the name of the appointed Company representative who will deal with the complaint, together with the appropriate contact details of that person;
- the complainant is issued with the Company's complaint policy & procedure document and complaint form;
- the circumstances are recorded as contemporaneous notes as soon as possible following the incident and the notes are signed, dated and timed by the member of staff dealing. The notes are to be comprehensive and a true record of events, and
- members of staff, unless properly authorised by the Company, are not allowed to voice their own opinion as to the merits or otherwise of a complaint. Procedure is strictly adhered to.

Complaint Procedure

The Company endeavours to provide a high quality service to its customers and members of staff are trained how to deal with complaints at the initial stage. However, if you believe that things have gone wrong and your complaint was not resolved to your satisfaction at our premises, then please inform us as we take such reports seriously.

The Company will review your complaint and will be dealt with by:

(name)..... who is (job title)

at (address).....

Email Address:

How to make a complaint

- Complaints, which we will deal with confidentially, should be submitted in writing, by letter or e-mail.
- The attached form should be used to record and submit complaints.
- Give as much detail as possible including details of independent witnesses and any other relevant information in order to assist the Company in the investigative process.

What happens next?

The Company will investigate and provide a full explanation of what we have done within **15 working days** of receiving a complaint. If this is not possible we will explain why and give a date by which a full response can be expected.

If you are not satisfied with our response

If you are still not satisfied with our response to the complaint, you may consider writing to an alternative dispute resolution (ADR) entity requesting that the matter be reviewed, enclosing all previous correspondence relating to the complaint including the original complaint form. The ADR entity will acknowledge receipt of your correspondence without undue delay and, after review, inform you of its findings and recommendations, usually within **60 days**. The review process is thorough and based upon the information that both parties and other independent sources provide.

This Company is registered with the following ADR entity:

Name of ADR Entity: **BACTA ADR Service**

Email Address: enqs@bactaadrservice.org.uk

Website: www.bactaadrservice.org.uk

Postal Address: **29-30 Ely Place, London EC1N 6TD**

It is highly recommended that you visit the ADR entity's website (as above) so that you are fully aware of the procedural rules and other related information.

Complaint Form

CUSTOMER

Name:

Address:

..... Postcode

Daytime Telephone No. :

E-mail address:

Signature: Date:

Is this an initial complaint or a follow up to a previous incident?

.....

.....

VENUE WHERE COMPLAINT OCCURRED

Reference (if known):.....

Company:

Name of Premises:

Address:

.....

Name(s) of staff member(s) that you initially raised your complaint with:

.....

.....

Date of Incident:

Time of Incident:

Names & Addresses or contact telephone numbers of any independent witnesses.

.....

.....

.....

Name and Category of Gambling Machine subject of complaint:

A clear and comprehensive account of the complaint and what you are seeking as redress to resolve the matter:

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.....*Please use continuation sheet(s) if required.*

Signed..... (Complainant) (date)

For Office Use Only

Appointed Manager dealing: (Mobile Number)

Complaint Acknowledged (Y/N): (date)

Details of action to resolve taken by Company:

If complaint still unresolved by Company

Complainant referred to ADR Entity (Y/N); (date)

Name of ADR Entity:



Company Complaint Policy & Procedure Document given to Complainant(Y/N): (date)

TAB 15

Inspection guide - Adult Gaming Centres

Premises name and address	
Premises person(s) present	
Authorised Officer(s)	
Signature of Authorised Officer(s)	
Date and time of the assessment	
	Please tick sections completed
1. Pre-Assessment Checks	
2. Visual Assessment	
3. Operator Policies - Protection of Children	
4. Operator Policies – Customer Interaction	
5. Additional Questions	
6. Action Points	

1) Pre-assessment checks

<p>1.1) <u>Relevant when assessing policies for preventing Under Age Gambling (SRCP 3.2)</u> (England and Wales only) Has the operator formed a Primary Authority partnership with another Local Authority? If so, who is the Primary Authority?</p>	<p>Primary Authority Name:</p>
<p> If the operator has agreed a National Inspection Plan or primary authority advice in place, officers do not need to review policies and procedures relating to age verification. However, they are encouraged to ask questions/ test knowledge to check that children are protected from being harmed or exploited by gambling.</p>	
<p> A list of current Primary Authority Partnerships relating to gambling operators is available on the Gambling Commission website</p>	
<p>1.2) Reviewing the following documents may be useful when preparing for an assessment:</p> <ul style="list-style-type: none"> • The premises licence and any attached conditions • The premises plan attached to the licence • The operator’s Local Risk Assessment (if a copy has been submitted to you) 	

2) Visual Assessment

Compliance with these provisions can usually be established through a visual assessment, but may require further information from staff members

<p><u>2.1) Plan (MC - SI 2007 / 1409/SSI 2007/266)</u> Does the plan match the layout of the premises?</p>		Yes	0	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p> Plans must include: the boundary of the premises, external and internal walls, points of exit and entry (plus a description of where exit leads to and entry leads from). A variation application (s.187 of the Gambling Act 2005), along with an updated Local Risk Assessment, will be required if there has been a 'material change' to the layout since the licence was last issued.</p>				
<p><u>2.2) Premises Summary Display (MC – SI 2007 / 1409/SSI 2007/266)</u> Is a summary of the premises licence displayed in a prominent place within the premises?</p>		Yes	0	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p><u>2.3) Under 18 Notices (MC - SI 2007 / 1409/SSI 2007/266)</u> Is there a notice stating that no person under the age of 18 is permitted to enter the premises and is the notice displayed in a prominent place at every entrance?</p>		Yes	0	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p><u>2.4) No Alcohol Signage (MC - SI 2007 / 1409/SSI 2007/266)</u> Is there a notice explaining that no alcohol shall be consumed on the premises when facilities for gambling are being provided? In Scotland this notice must also specifically state that the sale of alcohol is prohibited.</p>		Yes	0	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p><u>2.5) Problem Gambling Materials (SRCP 3.3)</u> Is information readily available to customers on how to gamble responsibly and seek help in respect of problem gambling? Things to consider and evidence:</p>		Yes	0	<input type="checkbox"/>
		Improvement Needed	5	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p>Is information displayed prominently on posters appropriate to the size and layout of the premises? <input type="checkbox"/></p>				
<p>Is information contained in leaflets that may be taken away or through the use of links for online or smart technology? <input type="checkbox"/></p>				
<p>Can information be obtained by customers discreetly? <input type="checkbox"/></p>				
<p><u>2.6) Lottery Tickets (MC - SI 2007 / 1409/SSI 2007/266)</u> Is the premises being used to sell tickets for a lottery?</p>		Yes	10	<input type="checkbox"/>
		No	0	<input type="checkbox"/>
<p> The mandatory conditions attached to premises confirm that neither National Lottery products nor tickets in a private lottery may be sold on the premises. In England and Wales tickets for customer lotteries also cannot be sold. Operators can sell society lottery tickets subject to the society holding the relevant permission (an operating licence from the Commission if a large society lottery or a local authority registration if a small society lottery.) In some instances, the operator may also require an External Lottery Manager licence from the Commission (for more detail see para 34.15 of the GLA 5th edition).</p>				

<p><u>2.7) Gaming Machines Available for Use</u></p> <p>AGC premises licences in existence before 13 July 2011:</p> <p>Is the premises offering a maximum of 4 Category B3/B4 Machines <u>or</u> do Category B3/B4 Machines make up no more than 20% of the total number of machines?</p> <p>AGC premises licences granted on or after 13 July 2011:</p> <p>Do Category B3/B4 Machines make up no more than 20% of the total number of machines?</p> <p>Premises can also offer any number of Category C and D machines</p>	<table border="1"> <tr> <td>Yes</td> <td>0</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>10</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	0	<input type="checkbox"/>	No	10	<input type="checkbox"/>
Yes	0	<input type="checkbox"/>					
No	10	<input type="checkbox"/>					
<p>i You may find that the premises has a number of hand-held devices containing gaming machine content. These devices are defined as gaming machines. They can be counted towards the total number of machines when calculating whether no more than 20% of the machines are of category B3/B4. However, for this to apply the devices must be 'available for use' i.e. if a player could take steps to use the device without the assistance of the operator.</p> <p>i Stakes may be paid by cash or non-cash forms of payment, except that credit cards cannot be used directly or indirectly to pay for any gaming machine use. Debit cards may only be used as an indirect form of payment e.g. to purchase a token or smart card that is subsequently put in the machine. (SI 2007 / 2158 and SI 2007 / 2319).</p>							
<p><u>2.8) Gaming Machine Display Requirements SI 2007 / 2319 and SI 2007 / 2320</u></p> <p><u>Do all gaming machines display:</u></p> <ul style="list-style-type: none"> • What category it is? • The name and telephone number for assistance with problem gambling? • That the machine is not to be used by child/ young person unless it is a category D? • The percentage return to player? 	<table border="1"> <tr> <td>Yes</td> <td>0</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>10</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	0	<input type="checkbox"/>	No	10	<input type="checkbox"/>
Yes	0	<input type="checkbox"/>					
No	10	<input type="checkbox"/>					
<p>i The information above needs to be readily accessible by a person using the machine. It may be found on the machine cabinet or within the information shown on screen.</p>							
<p><u>2.9) ATM Location (MC - SI 2007/1409/SSI 2007/266)</u></p> <p>Is the ATM located in a place that requires any customer who wishes to use it to cease gambling at any gaming machine in order to do so?</p>	<table border="1"> <tr> <td>Yes/ N/A</td> <td>0</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>10</td> <td><input type="checkbox"/></td> </tr> </table>	Yes/ N/A	0	<input type="checkbox"/>	No	10	<input type="checkbox"/>
Yes/ N/A	0	<input type="checkbox"/>					
No	10	<input type="checkbox"/>					
<p><u>2.10) Access Between Licensed Premises (MC - SI 2007/1409/SSI 2007/266)</u></p> <p>Is there access to the AGC from premises with:</p> <ul style="list-style-type: none"> • An unlicensed family entertainment centre gaming machine permit? • A club gaming or club machine permit? • An alcohol licensed premises with a gaming machine permit? 	<table border="1"> <tr> <td>Yes</td> <td>10</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>0</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	10	<input type="checkbox"/>	No	0	<input type="checkbox"/>
Yes	10	<input type="checkbox"/>					
No	0	<input type="checkbox"/>					
<p><u>2.11) Hours of Operation (DC - SI 2007 / 1409/SSI 2007/266)</u></p> <p>There are no statutory restrictions on opening hours for AGCs, but individual premises may have different hours as conditions attached by the licensing authority</p> <p>Is the premises compliant?</p>	<table border="1"> <tr> <td>Yes</td> <td>0</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>10</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	0	<input type="checkbox"/>	No	10	<input type="checkbox"/>
Yes	0	<input type="checkbox"/>					
No	10	<input type="checkbox"/>					
<p><u>2.12) Christmas Day (GA05 Section 183)</u></p> <p>The premises shall not be used to provide facilities for gambling on Christmas day.</p> <p>Is the premises compliant?</p>	<table border="1"> <tr> <td>Yes</td> <td>0</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td>10</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	0	<input type="checkbox"/>	No	10	<input type="checkbox"/>
Yes	0	<input type="checkbox"/>					
No	10	<input type="checkbox"/>					

3) Operator Policies - Protection of Children
Establishing compliance will require viewing policies and discussion with staff members

<p>3.1) Policies for preventing Under Age Gambling (SRCP 3.2)</p> <p>i England and Wales please also check Primary Authority status before asking these questions (see section 1.1 above)</p> <p>Does the licensee have and put into effect policies and procedures designed to prevent underage gambling?</p>		Yes	0	<input type="checkbox"/>
		Improvement needed	5	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
<p>Things to consider and evidence when answering the question above:</p>				
<p>Are staff members trained on the prevention of underage gambling on induction to the company? <input type="checkbox"/></p>				
<p>Is training regularly updated – can this be evidenced within staff training logs? <input type="checkbox"/></p>				
<p>Are checks of age carried out on apparently underage customers? Can this be evidenced? <input type="checkbox"/></p>				
<p>Is service refused to adults accompanied by a child or young person? <input type="checkbox"/></p>				
<p>Are only suitable forms of I.D. accepted by the operator? (Driving Licence, Passport, Military I.D, PASS Logo I.D?) <input type="checkbox"/></p>				
<p>Is there an awareness of the legal requirements on returning stakes and not paying prizes to underage customers? <input type="checkbox"/></p>				
<p>Does staff training cover all relevant prohibitions against inviting children or young persons to gamble or to enter gambling premises? (GA05 sections 46 and 47) <input type="checkbox"/></p>				
<p>3.2) Test Purchasing (SRCP 3.2)</p> <p>Larger Operators</p> <ul style="list-style-type: none"> Does the licensee conduct test purchasing or take part in collective test purchasing programmes? <p>Smaller Operators</p> <ul style="list-style-type: none"> Does the licensee monitor the effectiveness of their policies and procedures for preventing underage gambling? 		Yes	0	<input type="checkbox"/>
		No	10	<input type="checkbox"/>
		Staff unable to answer/ Unknown		<input type="checkbox"/>
<p>i Smaller operators could monitor effectiveness through participation in collective test purchasing programmes.</p>				
<p>i A distinction between larger and smaller operators is made based on their operating licence fee category within SRCP 3.2. This information may not be available at the time of assessment. Please contact your local Gambling Commission Compliance Manager if clarification is needed.</p>				
<p>3.3) Under 18s Employment</p> <p>Is the operator employing anyone under the age of 18 to carry out the functions shown below?</p>		Yes	10	<input type="checkbox"/>
		No	0	<input type="checkbox"/>
<p>i It is an offence to employ:</p> <ul style="list-style-type: none"> a person under 18 to provide facilities for gambling (GA05 Section 51) a person under 18 to perform any function on the premises where gaming machines are sited or in connection with a gaming machine (GA05 Section 54) a person under 18 to perform any function on the premises where a premises licence has effect and where the gambling activity is being carried on (GA05 Section 55) 				
<p>3.4) Supervision</p> <p>Is the premises appropriately supervised to ensure that children are prevented from entering/ participating in gambling?</p>		Yes	0	<input type="checkbox"/>
		Improvement Needed	5	<input type="checkbox"/>
		No	10	<input type="checkbox"/>

4) Operator Policies – Customer interaction/Protection of customers
Establishing compliance will require viewing policies and discussion with staff members

4.1) Policies for Customer Interaction (SRCP 3.4.1) Has the licensee put into effect policies and procedures for customer interaction where they have concerns that a customer may be at risk of or experiencing harms associated with gambling Things to consider and evidence:	Yes	0	<input type="checkbox"/>
	Improvement needed	5	<input type="checkbox"/>
	No	10	<input type="checkbox"/>
Are staff members trained on the protection of customers on induction to the company?			<input type="checkbox"/>
Is training regularly updated – can this be evidenced within staff training logs?			<input type="checkbox"/>
Are employees trained in recognising types of behaviour that may be indicative of being-at risk of or experiencing harms associated with gambling?			<input type="checkbox"/>
Are staff members trained to deal with customers showing signs of distress?			<input type="checkbox"/>
Does the licensee use all available sources of information to identify customers who may be at risk of or experiencing harm?			<input type="checkbox"/>
Is the licensee able to evidence that customer interaction has been undertaken in appropriate circumstances?			<input type="checkbox"/>
Do records show circumstances where customer interaction has been ruled out?			<input type="checkbox"/>
Are staff members able to talk about how a customer interaction has had a positive impact?			<input type="checkbox"/>
Is the licensee able to evidence that there is an evaluation process to understand the impact of customer interaction?			<input type="checkbox"/>
4.2) Policies for Self Exclusion (SRCP 3.5) Does the licensee have and put into effect procedures for self-exclusion? These procedures must include:	Yes	0	<input type="checkbox"/>
	Improvement needed	5	<input type="checkbox"/>
	No	10	<input type="checkbox"/>
Employee induction and refresher training to ensure the system is enforced			<input type="checkbox"/>
A register of those excluded, with appropriate records (i.e. name, address)			<input type="checkbox"/>
Photo ID (or an effective alternative) and a signature			<input type="checkbox"/>
Signposting to counselling and support services			<input type="checkbox"/>
The removal of excluded persons found on the premises			<input type="checkbox"/>
Consideration of the premises layout - Is the premises appropriately supervised to ensure that customers are protected?			<input type="checkbox"/>
Minimum exclusion period of between 6 and 12 months with the option to extend for periods of at least 6 months			<input type="checkbox"/>
Following a period of self-exclusion, customers who make a request to begin gambling again must be given one day to cool off before being allowed access to gambling facilities. The contact must be made via telephone or in person			<input type="checkbox"/>
Removal of customer from marketing databases during period of exclusion			<input type="checkbox"/>
Policy to guard against self-excluded individuals using another person to gamble on their behalf			<input type="checkbox"/>
Informing staff of individuals who have breached agreements			<input type="checkbox"/>
4.3) Multi-Operator Self-Exclusion Scheme (SRCP 3.5.6) Does the licensee offer the ability for customers to exclude from similar local venues through participation in a multi-operator exclusion scheme?	Yes	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

4.4) Advising Employees on Socially Responsible Gambling (SRCP 7) Has the licensee ensured that employees involved in the provision of facilities for gambling are made aware of advice on socially responsible gambling and where to get help should their own gambling become hard to control?	Yes	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

5) Additional Questions

5.1) Premises Licence Availability (GA05 s185) Is the premises licence (including the premises plan) kept on the premises and available on request?	Yes	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

5.2) Reward Schemes – Terms and Conditions (SRCP 5) Are the terms and conditions of any customer incentive or reward schemes clearly set out and readily available to customers?	Yes	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

i Things to consider:

- Marketing and advertising must not be misleading
- ‘Free bet’ or ‘bonus’ offers must comply with the CAP/BCAP ‘Guidance on the rules for gambling advertisements
- Terms and conditions must be made available for their duration of the promotion
- Staff members should be able to explain the terms and conditions of incentives and reward schemes offered to customers.

5.3) Complaints and Disputes (SRCP 6) Has the licensee put into effect appropriate policies and procedures for accepting and handling customer complaints and disputes in a timely, fair open and transparent manner? Things to consider and evidence:	Yes	0	<input type="checkbox"/>
	Improvement needed	5	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

Can customers refer any dispute to an Alternative Dispute Resolution (ADR) entity if not resolved to their satisfaction within 8 weeks?

Is dispute resolution free of charge for customers?

Terms must not restrict the customer’s right to bring court proceedings against the licensee. Terms may provide for the resolution to be binding on both parties if the customer agrees to a resolution with the assistance of an ADR.

There must be clear and accessible information on how to make a complaint, the complaints procedure, timescales for responding and the escalation procedure.

Policies and procedures must be implemented effectively and kept under review

i In this Code, ‘ADR entity’ means a person offering alternative dispute resolution services whose name is on the Gambling Commission’s list of approved providers. The list is on the Commission’s website and is updated from time to time.

5.4) Local Risk Assessment (SRCP 10) Can the operator evidence policies, procedures and control measures to mitigate risks identified within the Local Risk Assessment?	Yes	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

Has the operator taken into account relevant matters identified in the licensing authority’s policy statement?	Yes/ N/A	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

5.5) Licensing Authority Conditions Is the premises adhering to any additional premises licence conditions?	Yes/ N/A	0	<input type="checkbox"/>
	No	10	<input type="checkbox"/>

i Licensing Authorities may have requested/ received further information relating to physical aspects of the premises during the application stage (for example: CCTV, supervision of gaming machines, floor staff location). The appropriateness of these arrangements can be checked at assessment.



Where a condition is attached to a premises licence to require door supervisors, if the Private Security and Industry Act 2001 means that they must be SIA registered then that also becomes a condition of the premises licence (GA05 Section 178).



Registration of S.I.A licence holders can be found at www.sia.homeoffice.gov.uk

Assessment Score:

...../ 260

6) Action Points

Question Number	Issue/ Resolution



'Assessment outcome letters' are available for you to use and can be downloaded from the LLEP website. Where possible, please share this letter, or the notes shown above, with your Gambling Commission Compliance Manager.

TAB 16



这是违法的
对于 18 岁以下的人
进入这些场所

保障控制

玩水果机的最佳方法

- 选择水果机
- 选择最佳时间
- 选择最佳位置
- 选择最佳策略

GameCare: 0800 1020113 | gamecare.org.uk



运行中的闭路电视
为了您的安全 24 小时视频
正在录制中

如果您看起来未满 25 岁
您可能被要求提供 ID



挑战 25

我们不会容忍虐待

员工和客户有权
在我们的设施中工作和使用
没有身体或威胁
言语攻击。
违者将被起诉。

这是非法的

为了
任何酒精
待消费
在这些场所。



禁止抽烟
这是违法的
在这些场所吸烟

药物

任何人发现
拥有、使用或
分发任何类型的
药物时或报告给
警察和禁止
从这些场所



It is against the law
for persons under the age of 18
to enter these premises.



It is against the law
for persons under the age of 18
to enter these premises

STAY IN CONTROL

The Golden Rules of parking

- 1. Do not park in a fire lane
- 2. Do not park in a disabled space
- 3. Do not park in a loading zone
- 4. Do not park in a cycle zone
- 5. Do not park in a bus zone
- 6. Do not park in a school zone
- 7. Do not park in a pedestrian zone
- 8. Do not park in a residential zone
- 9. Do not park in a commercial zone
- 10. Do not park in a public square



CCTV in operation
for your safety 24 hour video
recording is in operation

IF YOU LOOK UNDER 25
YOU WILL BE ASKED FOR
ID

CHALLENGE 25

We will not tolerate abuse.
Staff & Customers have the right
to work in & use our facilities
without threat of physical or
verbal assault.

Offenders will be prosecuted

It is illegal
for
ANY ALCOHOL
to be consumed
on these premises



STAY IN CONTROL
 The Golden Rules of playing Free Machines

- Play responsibly & keep the cash playing time
- Use 5p with lower risk on 0.20p to 1p
- Set a limit on how long you play for
- Play with your money on TV & online
- Never gamble your money back

Call Care Line 800 801113 gamcare.org.uk


CCTV in operation
 for your safety 24 hour video
 recording is in operation

**IF YOU LOOK UNDER 25
 YOU WILL BE ASKED FOR ID**
IF YOU ARE UNDER 25
 YOU MUST PRODUCE ONE OF THE FOLLOWING:
 - PHOTOGRAPHIC ID (PASSPORT)
 - PHOTOGRAPHIC ID (DRIVER'S LICENCE)
 - PHOTOGRAPHIC ID (MILITARY ID)
 - PHOTOGRAPHIC ID (NATIONAL ID CARD)

CHALLENGE 25

We will not tolerate abuse!
 Staff & Customers have the right
 to work in & use our facilities
 without threat of physical or
 verbal assault.
 Offenders will be prosecuted.

It is illegal
 for
ANY ALCOHOL
 to be consumed
 on these premises.


NO SMOKING
 It is against the law
 to smoke in these premises

TAB 17

STAYING IN CONTROL

THE GOLDEN RULES OF PLAYING FRUIT MACHINES



**Playing machines is buying fun,
NOT investing money**

Only play with money you can AFFORD to lose

Set LIMITS on how much you will spend

Playing within your means can be FUN and exciting

**Spending outside your means can create
PROBLEMS for yourself and others**

If you feel you are in difficulty with your gambling or know someone who is and
Would like help: Call the national helpline operated by Gam Care 0800 8020 133
or chat online at www.gamcare.org.uk



GamCare is the national centre for information, advice and practical help
Regarding the social impact of gambling. Their helpline is run by trained
Staff who can offer counselling, information and advice to problem gamblers,
Family members and to friends of gamblers.



保持控制

玩水果机的黄金法则



玩机器就是买乐趣, 不投资钱

只玩你能承受损失的钱

设置您将花费多少的限制

量入为出是有趣和令人兴奋的

超出您的能力范围的支出可以创造
自己和他人的问题

如果您觉得自己在赌博方面遇到困难或认识的人
需要帮助: 拨打 **Gam Care** 运营的全国求助热线 **0800 8020 133**
或在 www.gamcare.org.uk 在线聊天



GamCare 是提供信息、建议和实际帮助的国家中心
关于赌博的社会影响。他们的求助热线由训练有素的
可以为问题赌徒提供咨询、信息和建议的工作人员,
家人和赌徒的朋友



保持控制

玩水果機的黃金法則



玩機器就是買樂趣, 不投資錢

只玩你能承受損失的錢

設置您將花費多少的限制

量入為出是有趣和令人興奮的

超出您的能力範圍的支出可以創造
自己和他人的問題

如果您覺得自己在賭博方面遇到困難或認識的人
需要幫助: 撥打 **Gam Care** 運營的全國求助熱線 **0800 8020 133**
或在 www.gamcare.org.uk 在線聊天

TAB 18

STAY IN CONTROL

Is problem gaming affecting you,
or those close to you?



掌控
自我

问题赌博是否正在影响您或与您
关系密切的其他人的生活?



ZACHOWAJ KONTROLĘ

CZY PROBLEMATYCZNE ZACHOWANIA HAZARDOWE
DOTYCZA CIĘBIE LUB TWOICH NAJBLIŻSZYCH?



GARDEZ LE CONTROLE

LE JEU COMPULSIF VOUS AFFECTE-T-IL / VOUS-MÊME OU VOS
PROCHES?



BLEIBEN SIE IN KONTROLLE

HABEN SIE ODER EIN ANGEHÖRIGER EIN SPIELPROBLEM?



MANTENGA EL CONTROL

LA LUDOPATIA LE AFECTA A USTED O A OJENES LE RODEAN?



НЕ ТЕРЯЙТЕ САМОКОНТРОЛЯ

ВЫ ИЛИ БЛИЗКИЕ ВАМ ЛЮДИ ПОДВЕРЖЕНЫ ПРОБЛЕМАМ
ЗАВИСИМОСТИ?



OVLÁDNĚTE TO

JE VE VAŠEM PŘÍPADĚ HRANI PROBLÉMEM, KTERÝ MÁ VLIV
NA VAŠ ŽIVOT NEBO OVLIVŇUJE VAŠE NEJBLIŽŠÍ?



PĂSTRĂȚI CONTROLUL

DEPENDENȚA DE JOCURI DE NOROC VĂ AFECTEAZĂ PE
DUMNEAVOASTRĂ SAU PE CEI ÎNĂPĂRIAT?



NEZAUDÉJIEZ KONTROLI

VAI JÓIS VAI JÓSU TÜVINEKUS IR SZÁRULATI KÁRIBANÓ
AZARTSPÉLÉM?



ÖN IRÁNYÍTSON!

PROBLÉMÁT OKOZ ÖNNEK VAGY AZ ÖN KÖZVÉDELÉSI ÖRHH
A SZERENCSEJÁTEK?



ЗАПАЗЕТЕ КОНТРОЛ

ПРОБЛЕМНИЯТ ХАЗАРТ ЗАСЯГА ЛИ ВАС ИЛИ БЛИЗКИТЕ ВИ?

National Gambling Helpline

0808 8020 133

www.gamcare.org.uk



Whenever you play machines it is always wise to remember that:

- Gambling is a fun and exciting form of entertainment which provides an enjoyable experience.
- Playing slot machines is an attractive way of taking a risk as long as the risk taking is kept under control.
- The great majority of people who play slot machines or gamble in other ways enjoy the experience without any problems but a very small number lose control of what they are doing.
- For these players gambling ceases to be fun.
- Their life can be dominated by gambling.
- Problem gamblers will continue playing whether winning or losing. They will use their own and other people's money in order to keep playing. As gambling takes over their life, many other things can suffer; family life, their job and other interests.

Gambling becomes a problem when you:

- Gamble until all your money has gone.
- Borrow or steal money to continue gambling.
- Gamble to change your losses.
- Neglect other interests, family and friends to gamble.

Whenever you play machines it is always wise to remember that:

- You are buying entertainment, not investing your money.
- You should only spend money you can afford to lose
- In advance of playing you should set strict limits on how much you will spend.
- Problems will arise if playing machines becomes the most important part of your life.
- Playing should take up only a relatively small amount of your life and interest.
- Playing within your means is likely to be fun and exciting.
- Spending outside your means is likely to create problems for you and others.
- You shouldn't play to escape from worries or pressure.

Someone who thinks they might have a gambling problem should ask themselves if:

- They lose time from education or work or other commitments because of gambling.
- They gamble to get money to pay debts or solve financial difficulties.
- After losing they feel they must return as soon as possible to win back losses.
- They gamble until their last pound has gone.
- They borrow to finance their gambling.
- They are reluctant to use 'gambling money' for normal expenditure.
- They have ever committed or considered committing an illegal act in order to finance their gambling.
- They have ever considered self-destructive behaviour as a result of their gambling.



GAMCARE.ORG.UK

If you are in difficulty because of your gambling or know someone who is and would like to help, call the GamCare helpline on:

0808 8020 133

GamCare is the national centre for information, advice and practical help regarding the social impact of gambling. The national helpline is answered by trained staff. They can offer counselling, information and advice to problem gamblers; family members and friends of a gambler. Information regarding counselling for problem gamblers is available on request.

无论何时玩赌博机，
您都应该牢记：



- 赌博是一种能带给您愉快体验的、令人兴奋的娱乐方式。
- 只要您始终都掌控自我，您就可以通过玩老虎机尽情体验冒险带来的兴奋感。
- 绝大部分通过老虎机或其它方式参加赌博者能较好地控制自己，避免让赌博变成问题，但是其中一小撮人会在玩耍的过程中丧失自我控制。
- 对于这些而言，赌博不再是乐事。因为赌博开始主宰他们的生活。不愿把“赌资”用于正常开销。
- 问题赌徒无论输赢都会继续赌博。
- 他们连续不断地将自己或他人的钱财投注下赌。因为赌博主宰着他们的生活。其它很多事务都会因此而受到影响：家庭生活、他们的工作和其它利益。

当满足如下条件时，就存在赌博问题

- 一直赌到身无分文。即使借钱、偷钱也要继续赌博。
- 通过赌博来弥补损失。
- 因参与赌博而忽视其它利益，如家庭或朋友。

无论何时玩赌博机 您都应该牢记：

- 您是在花钱买娱乐，而不是在做投资。
- 您只应该花您输得起的金额。
- 您应该在开玩之前设定严格的消费上限。
- 如果玩赌博机变成生活中最重要的事情，您的生活就会出现
- 玩赌博机应该仅仅占据您的生活与兴趣的一小部分。
- 如果您的消费并未超出您的经济负担能力，它就有可能带给您兴奋和欢乐。
- 如果您的消费超出了您的经济负担能力，它就有可能为您和他人造成问题。
- 您不应该通过玩赌博机来逃避焦虑或压力。

如果您觉得您可能存在赌博问题，您应该审视一下
您是否满足如下条件：

- 因赌博而在上学、上班时迟到早退，或者没有足够的时间履行其它承诺。
- 通过赌博来筹钱还债或解决经济困难。
- 输钱之后觉得自己必须尽快重返赌场，把钱赢回来。
- 不输到身无分文就不会离开赌场。
- 借钱赌博。
- 不愿把“赌资”用于正常开销。
- 曾经从事过或考虑过从事非法活动，以便筹措赌资。
- 因赌博而考虑过自我毁灭式行为。

GAMCARE.ORG.UK



如果您在赌博这件事情上泥足深陷，或者您知道某人处于这种状况，而您想帮助此人，请拨打下面的GAMCARE帮助热线：

0808 8020 133

GamCare是一家就赌博的社会影响提供相关信息、建议和实际帮助的全国性机构。
我们的帮助热线由受过培训的工作人员接听，他们能为问题赌徒本人以及其家庭成员和朋友提供心理咨询、信息和建议。
我们根据要求提供有关面向问题赌徒的心理咨询服务的信息。

GDY GRAZ NA AUTOMATACH, ZAWSZE PAMIĘTAJ, ŻE:

- Hazard to zabawa i ekscytująca forma rozrywki, która dostarcza przyjemnych wrażeń.
- Gry typu jednoręki bandyta stwarzają atrakcyjną, możliwość podejmowania ryzyka, pod warunkiem, że ryzyko to znajduje się pod kontrolą.
- Większość ludzi grających na jednoręcznym bandycie czy uprawiających inne formy hazardu bawi się tymi doświadczeniami bez żadnych problemów, jednak pewien niewielki odsetek graczy traci kontrolę nad swoim zachowaniem.
- Dla nich hazard przestaje być zabawą.
- Ich życie może zostać całkowicie zdominowane przez nałóg hazardu.
- przegrywają. Będą używały swoich własnych oraz cudzych pieniędzy, aby bezustannie grać. Hazard zawiadnie całym ich życiem. Będzie to ze szkoda dla wielu innych rzeczy; uciერი życie rodzinne, praca oraz inne zainteresowania.

HAZARD STAJE SIĘ PROBLEMEM, KIEDY:

- Grasz dopóki nie skończą Ci się pieniądze.
- Pożyczasz lub kradniesz pieniądze, aby dalej grać.
- Grasz, aby się odegrać.
- Czy kosztem hazardu zaniedbujesz szkołę, pracę lub inne zobowiązania?

GDY GRAZ NA AUTOMATACH, ZAWSZE PAMIĘTAJ, ŻE:

- Kupujesz chwilę przyjemności, a nie robisz inwestycję finansową.
- Powinieneś/powinnas wydać tylko te pieniądze, na utratę których możesz sobie pozwolić.
- Zanim rozpocznieš grę, powinieneš/powinnas określić ścisły limit środków finansowych, które zamierzasz wydać.
- Jeżeli gra na automatach stanie się najważniejszym aspektem Twojego życia, pojawiają się problemy.
- Gry hazardowe powinny stanowić stosunkowo niewielki ułamek Twojego życia i zainteresowań.
- Gra z wykorzystaniem środków finansowych, na wydanie których możesz sobie pozwolić będzie dobrą, zapewne ekscytującą zabawą.
- Wydawanie środków finansowych, na utratę których nie możesz sobie pozwolić najprawdopodobniej stanie się źródłem problemów dla Ciebie i innych. Nie powinieneš/powinnas grać, aby uciec od codziennych problemów czy w celu rozładowania stresu.

OSOBA, KTÓRA POBEJRZEWA, ŻE MOŻE MIEĆ PROBLEM Z HAZARDEM, POWINNA ZADAĆ SOBIE KILKA PYTAŃ

- Czy uprawiam hazard, aby zdobyć pieniądze na oddanie długów lub rozwiązać problemy finansowe?
- Czy w momencie, gdy przegrałem/przegralam, czuję, że muszę jak najszybciej się odegrać?
- Czy gram dopóki nie stracę wszystkich pieniędzy?
- Czy pożyczam pieniądze, by finansować gry hazardowe?
- Czy niechętnie korzystam z „pieniędzy na hazard”, by pokrywać zwykłe wydatki?
- Czy kiedykolwiek popełniłem/popełnilam lub rozważałem/rozważałam popełnienie nielegalnego czynu, aby finansować gry hazardowe?
- Aby grać, zaniedbujesz inne zainteresowania czy sprawy, takie jak życie rodzinne czy spotkania z przyjaciółmi.
- Czy kiedykolwiek przyszło mi do głowy, że moje autoagresywne zachowania mogą być spowodowane hazardem?

GAMCARE.ORG.UK



JEŻELI MASZ PROBLEM ZWIĄZANY Z HAZARDEM, LUB
ZNASZ TAKĄ OSOBĘ I CHCIAŁ(A)BYŚ JEJ POMÓC, ZADZWOŃ
NA INFORMACYJNĄ LINIĘ POMOCY GAMCARE POD NUMER:

0808 8020 133

GamCare to krajowe centrum informacji, doradztwa i praktycznej pomocy w zakresie społecznych skutków uprawiania hazardu. Krajowa informacyjna linia pomocy obsługiwana jest przez odpowiednio przeszkolony personel. Oferuje informacje oraz poradnictwo dla osób z problematycznymi zachowaniami hazardowymi, a także członków ich rodzin oraz przyjaciół, którzy chcieliby pomóc hazardziście. Informacje dotyczące możliwości uzyskania konkretnej pomocy dla osób dotkniętych problemem hazardu są dostępne na życzenie.

SilverTime

SilverTime

QUAND VOUS JOUEZ SUR DES MACHINES À SOUS IL EST TOUJOURS BON DE GARDER EN TÊTE QUE :

- Les jeux d'argent sont une forme de divertissement amusante et excitante qui apporte une expérience agréable.
- Jouer sur des machines à sous est un moyen séduisant de prendre des risques, tant que le risque est maîtrisé.
- La grande majorité des gens qui jouent sur des machines à sous ou misent d'une autre façon apprécient l'expérience sans aucun problème, mais un nombre infime d'entre eux perdent le contrôle de leurs actions.
- Pour ces joueurs, le jeu cesse d'être un plaisir.
- Leur vie peut être dominée par le jeu.
- Les joueurs compulsifs continuent à jouer, qu'ils gagnent ou perdent. Ils utilisent leur propre argent et celui des autres pour continuer à jouer. Quand le jeu d'argent prend le contrôle de leur vie, beaucoup d'autres choses peuvent en souffrir : la vie de famille, le travail et les autres centres d'intérêt.

LE JEU DEVIENT UN PROBLÈME LORSQUE VOUS :

- Jouez jusqu'à ce que vous n'ayez plus d'argent.
- Empruntez ou volez de l'argent pour continuer à jouer. Jouez pour compenser vos pertes.
- Négligez les autres centres d'intérêt comme la famille et les amis pour jouer.
- Il leur est arrivé d'envisager un acte autodestructeur en raison de leur habitude de jeu.

QUAND VOUS JOUEZ SUR DES MACHINES À SOUS ILEST TOUJOURS BON DE GARDER EN TÊTE QUE :

- Vous achetez du divertissement, vous n'investissez pas votre argent.
- Vous ne devez dépenser que l'argent que vous pouvez vous permettre de perdre.
- Avant de jouer, vous devez fixer des limites strictes pour la somme que vous allez dépenser.
- Des problèmes surgiront si jouer sur des machines devient ce qui compte le plus dans votre vie.
- Le jeu ne devrait prendre qu'une partie relativement infime de votre vie et de vos passe-temps.
- Jouer selon vos moyens est sûrement amusant et excitant.
- Dépenser au-dessus de vos moyens causera sûrement des problèmes pour vous et les autres.
- Vous ne devez pas jouer pour échapper aux soucis et à la pression.

CEUX QUI PENSENT QU'ILS POURRAIENT AVOIR UN PROBLÈME AVEC LE JEU DOIVENT SE DEMANDER SI :

- Ils perdent du temps d'étude, de travail, ou manquent à d'autres obligations en raison de leur passion du jeu.
- Ils jouent pour avoir de l'argent afin de payer leurs dettes ou résoudre des difficultés financières
- Quand ils ont perdu, ils pensent qu'ils doivent retourner dès que possible pour récupérer leurs pertes.
- Ils jouent jusqu'à ce qu'il ne leur reste plus une seule livre. Ils empruntent pour financer leur jeu.
- Ils répugnent à utiliser « l'argent destiné au jeu » pour les dépenses ordinaires.
- Ils ont commis ou envisagé de commettre un acte illégal pour financer leur jeu.



GAMCARE.ORG.UK

SI VOTRE PASSION DU JEU VOUS CAUSE DES DIFFICULTÉS OU SI VOUS CONNAISSEZ QUELQU'UN QUI EN SOUFFRE ET VOUS SOUHAITEZ L'AIDER, APPELEZ LA GAMCARE HELPLINE AU :

0808 8020 133

GameCare est le centre national d'information, conseil et aide pratique concernant l'impact social du jeu. Cette assistance téléphonique nationale est assurée par des personnels qualifiés. Ils peuvent apporter une aide psychologique, des informations et conseils aux joueurs compulsifs ou aux membres de la famille et amis d'un joueur.



**BITTE DENKEN SIE IMMER AN FOLGENDES,
BEVOR SIE AN SPIELAUTOMATEN SPIELEN:**

- Glücksspiel macht Spaß und ist eine spannende Form der Unterhaltung, die ein gussvolles Erlebnis bietet.
- Spielautomaten sind eine attraktive Möglichkeit, Nervenzitgel zu spüren und kleine Risiken einzugehen, so lange dieses Risikoverhalten unter Kontrolle bleibt.
- Die meisten Menschen, die an Spielautomaten spielen oder auf andere Weise an Glücksspielen teilnehmen, genießen dieses Erlebnis ohne Probleme. Eine kleine Minderheit verliert jedoch die Kontrolle über ihr Spielverhalten.
- Für diese Spieler ist Glücksspiel kein Spaß mehr.
- Es kann dazu kommen, das ihr gesamtes Leben vom Glücksspiel dominiert wird.
- Menschen mit Spielsucht spielen weiter, egal ob sie gewinnen oder verlieren. Sie verwenden ihr eigenes Geld und das Geld anderer Leute, um weiter spielen zu können. Wenn das Glücksspiel ihr Leben beherrscht, leiden oft viele andere Dinge darunter: Familie, Arbeit und andere Hobbys und Interessen.

GLÜCKSSPIEL WIRD ZUM PROBLEM, WENN SIE:

- Spielen, bis Sie kein Geld mehr haben. Geld leihen oder stehlen, um weiter spielen zu können.
- Spielen, um Verluste wieder wettzumachen.
- Andere Interessen wie Familie und Freunde vernachlässigen, um zu spielen.

**BITTE DENKEN SIE IMMER AN FOLGENDES,
BEVOR SIE AN SPIELAUTOMATEN SPIELEN:**

- Sie bezahlen für Unterhaltung. Glücksspiel ist keine Geldinvestition.
- Geben Sie nur Geld aus, das Sie sich leisten können zu verlieren.
- Bevor Sie spielen, setzen Sie sich ein striktes Limit und geben Sie auf keinen Fall mehr als diesen Betrag aus.
- Wenn Spielautomaten zum Wichtigsten in Ihrem Leben werden, führt das zu Problemen.
- Glücksspiel sollte nie mehr als einen relativ kleinen Teil Ihres Lebens und Ihrer Interessen ausmachen.
- Glücksspiel macht in der Regel Spaß und ist spannend, sofern es im Rahmen Ihrer finanziellen Möglichkeiten geschieht.
- Ihre finanziellen Mittel zu überschreiten führt dagegen zu Problemen für Sie und andere.
- Spielen Sie nicht, um Sorgen oder Druck zu entkommen.

**WENN SIE SICH FRAGEN, OB SIE AN SPIELSUCHT LEIDEN,
STELLEN SIE SICH DIE FOLGENDEN FRAGEN:**

- Haben Sie aufgrund von Glücksspiel Fehlzeiten in der Schule, Uni oder bei der Arbeit oder vernachlässigen Sie andere Verpflichtungen?
- Spielen Sie, um Geld für Schulden oder als Ausweg aus finanziellen Schwierigkeiten zu bekommen?
- Haben Sie das Gefühl, so schnell wie möglich weiterspielen zu müssen, um Verluste wieder zurückzugewinnen?
- Spielen Sie, bis der letzte Cent weg ist? Lehnen Sie sich Geld für das Glücksspiel?
- Geben Sie nicht gerne ihr „Spielgeld“ für normale Ausgaben aus?
- Haben Sie jemals eine illegale Tat begangen bzw. in Betracht gezogen, um ihr Glücksspiel zu finanzieren?
- Haben Sie jemals aufgrund ihres Glücksspiels selbstzerförerisches Verhalten in Betracht gezogen?



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**WENN GLÜCKSSPIEL FÜR SIE ZUM PROBLEM
GEWORDEN IST ODER SIE JEMANDEN KENNEN, DER EIN
SPIELPROBLEM HAT UND GERNE HELFEN MÖCHTEN,
RUFEN SIE DIE GAMCARE-HELPLINE UNTER DER
FOLGENDEN RUFNUMMER AN:**

0808 8020 133

GamCare ist die nationale Initiative für Information, Rat und praktische Hilfe im Zusammenhang mit den sozialen Auswirkungen der Spielsucht.
Die telefonische Hotline ist mit geschulten Mitarbeitern besetzt. Diese bieten Beratung, Informationen und Rat für von der Spielsucht Betroffene und deren Familie und Freunde.
Auf Anfrage sind Informationen zu psychologischer Beratung für von der Spielsucht Betroffene verfügbar.