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GAMBLING RESPONSIBLY

Tips for responsible behaviour
when playing slot machines



ADMIRAL

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ADMIRAL

WELCOME TO
**ADMIRAL
CASINOS &
ENTERTAINMENT AG**

We're delighted to be able to welcome you as our guest!

With this brochure, we would like to inform you about our range of games and give you tips on how to gamble in a responsible way.



AS ONE OF OUR GUESTS, WHEN YOU REGISTER YOU'LL RECEIVE

YOUR OWN PERSONAL ADMIRAL CARD.



HERE'S HOW THE

ADMIRAL CARD WORKS

After it's been authenticated, the ADMIRAL Card gives you **access to all of our slot machine facilities** across Austria. A branch employee can authenticate your card or you can authenticate your card yourself directly at the machine using self check-in.

You can also **activate slot machines** with the ADMIRAL Card. Simply insert your ADMIRAL Card into the card slot provided and enter your secret four-digit PIN code. You choose this **PIN code** yourself when you register.

The card does not store personal data or your credit balance. If you lose the card, no conclusions can be drawn about your gambling behaviour. If you do lose your ADMIRAL Card, please contact an employee.

FINGERPRINT



Apart from the ADMIRAL Card, we're already using our innovative **fingerprint system**.

This secure technology allows our guests to enter the slot machine facility and activate a slot machine using their fingerprint. This guarantees even more security when gambling.

ADMIRAL

SAFELY AND **RESPONSIBLY**

We offer responsible gambling and guarantee fair gambling conditions.



FAIR AND SAFE

GAMBLING

Privacy policy

As a gambling provider, **having the trust of our guests** is of utmost importance. This is why **protecting data** of any kind is particularly important to us. For this reason, it's a matter of course for us that under no circumstances will information be passed on to third parties.

Maximum bet

The maximum bet per game is € 10.00 in our slot machine facilities in Lower Austria, Carinthia, Styria and Burgenland and € 5.00 per game in our slot machine facilities in Upper Austria.

Protection of minors

Children and young people are not permitted to gamble. Registration is only possible with valid official photo identification for guests over the age of 18.

Payout rates

We guarantee compliance with statutory payout rates. Our playing conditions are publicly available.

These can be found directly at the entrance to the slot machine area, online at **www.admiral.ag** or we would be happy to print these out for you.

PREVENTION THROUGH INFORMATION

INFORMED GUESTS - TRAINED EMPLOYEES

Information is important for responsible gambling. Our professionally trained staff will be happy to provide you with information.

Information for our guests

We believe it's important that we provide comprehensive information on our range of games and also provide objective information about the first signs of problematic gambling behaviour.

For this reason, we've made this information available for you to download from **www.admiral.ag** in many different languages. As well as this, our highly trained employees are available to answer questions you may have.

Prevention Officer

Having **contact** with our guests is very important to us. Our **professionally trained employees** will be happy to assist you at any time and inform you about potential signs of problematic gambling behaviour.

Advice & Information

You'll be able to talk to our Prevention Officer upon request to receive information on your **visiting and gambling behaviour** in a non-binding and discreet way.

WE TAKE RESPONSIBILITY. **DO YOU?**

For us, responsible gambling means that you can correctly assess your own gambling behaviour and keep track of it yourself.



WAYS TO

SELF-REGULATE

ADMIRAL offers its guests the following options for keeping an overview of their own gambling behaviour and setting limits for themselves:



I gamble too often and spend too much time at the slot machine facilities.

With our voluntary visitation agreement, you have the option of reducing the number of visits you make to the arcade. You can determine the frequency of the visits as well as how long the agreement lasts for.



I find it difficult to keep to the betting limits that have been set.

Our voluntary loss limitation gives you the option of limiting the amount of money you spend on gambling, therefore ensuring that possible losses don't exceed your self-imposed limit.



I'm thinking about taking a break from gambling.

With the help of the voluntary self-exclusion feature, you can take a break from gambling for a period of time that you set yourself.

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HOW TO **GAMBLE RESPONSIBLY**

We want you to enjoy playing our games as much as possible.

TIPS FOR STAYING IN **CONTROL**

- Before starting any game, make sure to set yourself a betting limit that won't stretch you financially.
- Only gamble with the same amount of money that you would set aside for other leisure activities.
- Make sure that you don't spend more time gambling than you do on other leisure activities.
- Gambling is for entertainment and should not be used as a way to distract you from personal stress or crisis situations.
- Take regular breaks from gambling.
- Find out about how the games work as well as your chances of winning before starting.
- Family and work come first. Make sure you don't neglect your social or professional obligations as a result of gambling.
- Winning and losing are always part of the game. Accept when you've lost and don't try to win your money back by keeping on playing. Take your winnings home with you.

DO YOU WANT TO CHECK YOUR GAMBLING BEHAVIOUR?

Get to know your own gambling behaviour.
Taking this test will help you to assess yourself.



Self-test

Yes No

- 01 Do you sometimes feel an overwhelming urge to gamble even though you originally had no intention of doing so?
- 02 Have you ever tried to stop gambling and found that you couldn't?
- 03 Have you frequently missed appointments because of gambling?
- 04 Do you participate in gambling mainly when you're bored, under stress, feeling sad?
- 05 Do you have money problems because of the amount you spend on gambling?
- 06 Do you have family problems because of your frequent gambling?
- 07 When you think about gambling, do you experience physical symptoms such as heart palpitations, sweaty palms or a tingling sensation?
- 08 Do you suffer as a result of your gambling behaviour?
- 09 Do you believe you can 'crack' the gaming system?
- 10 Do your thoughts often revolve around number combinations, winnings or loss compensation?
- 11 Do you try to conceal your passion for gambling?

In case you answered „Yes“ to one or more of these questions, please turn to the last pages of this brochure.

WHEN THE GAME TURNS SERIOUS ...

It can happen that you lose control of your gambling behaviour. We can help you or your family members if there's potentially problematic gambling behaviour and offer support.



What can you do for yourself?

If you feel that you're losing control of your gambling behaviour, trust your gut instinct and have a chat with our experts. Our specially trained prevention officers are always available to have a confidential discussion!

How can relatives identify problematic gambling behaviour?

Possible signs of problematic gambling behaviour are:

- If the person concerned can no longer pay their fixed costs,
- if the person concerned repeatedly borrows money and can no longer pay their debts,
- if the person concerned no longer pursues other leisure activities and hobbies,
- if the person concerned neglects their family and circle of friends and acquaintances and/or
- if the person concerned appears restless or has mood swings.

What can you do as a relative?

- Talk openly about it with the person concerned.
- Do not lend the person concerned any more money.
- Encourage the person concerned to seek professional help and support them in doing so.
- If you suspect that someone close to you is displaying signs of problematic gambling behaviour, do not hesitate to seek professional advice.

HELP AND ADVICE

Below you will find contact details for help and advice centres for those concerned and their families.

You can get anonymous information, advice and help here.

Telephone advice

Helpline:

0800/20 52 42

(8:00 a.m. to 6:00 p.m.) for free throughout Austria

In emergency cases:

+43 (1) 40 400 35 47

(available 24/7)

Online advice

www.online-spielsuchtberatung.at

bas-suchtfraegen.beranet.info

www.spielsuchthilfe.at/onlineberatung

CONTACT DETAILS OF SUPPORT AND ADVICE FACILITIES

Burgenland

Psychosozialer Dienst Burgenland

Address: Franz Liszt Gasse 1/Top III, 7000 Eisenstadt
 Telephone: +43 (5) 09 44 - 23 00
 Email: psd-suchtpraeventioneisenstadt@soziale-dienste-burgenland.at
 Website: www.soziale-dienste-burgenland.at
 Additional advice centres: Güssing, Jennersdorf, Mattersburg, Neusiedl/See, Oberwart, Oberpullendorf

Carinthia

Beratungsstelle S.U.S. – Substanzungebundene Süchte

Address: St. Veiter Straße 195, 9020 Klagenfurt
 Telephone: +43 (664) 961 51 86 oder +43 (664) 243 22 71
 Email: spielsuchtberatung@klagenfurt.at
 Website: www.klagenfurt.at/stadt-service/gesundheits-suchtberatung

Krankenhaus de La Tour

Address: De La Tour Straße 28, 9521 Treffen
 Telephone: +43 (4248) 25 57
 Email: krankenhaushaus.de-latour@diakonie-de-latour.at
 Website: www.diakonie.at/unsere-angebote-und-einrichtungen/krankenhaushaus-de-la-tour

Spielsuchtambulanz de La Tour Villach

Address: Nikolaigasse 43 – Gebäude D5, 9500 Villach
 Telephone: +43 (4242) 243 68
 Email: spielsuchtambulanz.villach@diakonie-de-latour.at
 Website: www.diakonie.at/unsere-angebote-und-einrichtungen/spielsuchtambulanz-de-la-tour-villach

Spielsuchtberatung de La Tour Spittal

Address: Egarterplatz 1, 9800 Spittal/Drau
 Telephone: +43 (4242) 243 68
 Email: spielsuchtberatung.spittal@diakonie-de-latour.at
 Website: www.diakonie.at/unsere-angebote-und-einrichtungen/spielsuchtberatung-de-la-tour-spittal-drau

Bevorrechtete Schuldnerberatung Kärnten

Address: 8.-Mai-Straße 47/2, 9020 Klagenfurt
 Telephone: +43 (463) 51 56 39
 Email: office@sb-ktn.at
 Website: www.schuldnerberatung-karnten.at
 Additional advice centres: Villach

Lower Austria

Anton Proksch Institut – Suchtberatung Baden

Address: Helenenstraße 40/4/41, 2500 Baden
 Telephone: +43 (1) 880 10 - 13 70
 Email: baden@api.or.at
 Website: www.api.or.at
 Additional advice centres: Mödling, Neunkirchen, Wiener Neustadt

Caritas Suchtberatung St. Pölten

Address: Brunnengasse 23, 3100 St. Pölten
 Telephone: +43 (676) 838 44 75 75
 Email: suchtberatung@caritas-stpoelten.at
 Website: www.caritas-stpoelten.at
 Additional advice centres: Amstetten, Gmünd, Horn, Krems, Lilienfeld, Melk, Neulengbach, Scheibbs, Waidhofen/Thaya, Zwettl

Grüner Kreis - Ambulantes Beratungs- und Betreuungszentrum Wr. Neustadt

Address: Grazer Straße 53, 2700 Wr. Neustadt
 Telephone: +43 (664) 811 16 76
 Email: ambulanz.wienerneustadt@gruenerkreis.at
 Website: www.gruenerkreis.at

Selbsthilfegruppe Anonyme Spieler

Address: Himmelreichstraße 8, 3390 Melk
 Telephone: +43 (660) 123 66 74
 Email: shg@anonyme-spieler.at
 Website: www.anonyme-spieler.at

Psychosoziale Zentren gGmbH Suchtberatung Mistelbach

Address: Hauptplatz 7-8, 1. Stock, 2130 Mistelbach
 Telephone: +43 (2572) 203 27
 Email: office.sucht.2130@psz.co.at
 Website: www.psz.co.at
 Additional advice centres: Bruck/Leitha, Gänserndorf, Hollabrunn, Klosterneuburg, Schwechat, Stockerau, Tulln

Schuldnerberatung Niederösterreich

Address: Schulring 21, Top 201, 3100 St. Pölten
 Telephone: +43 (2742) 35 54 20
 Email: st.poelten@sbnoe.at
 Website: www.sbnoe.at
 Additional advice centres: Amstetten, Hollabrunn, Wiener Neustadt, Zwettl

Upper Austria

Ambulanz für Spielsucht der pro mente ÖÖ

Neuromed Campus des Kepler Universitätsklinikums
 Address: Wagner-Jauregg-Weg 15, 4020 Linz
 Telephone: +43 (5) 76 80 87 - 395 71
 Email: pss.spielsucht@kepleruniklinikum.at
 Website: www.spielsuchtambulanz.at

Magistrat der Stadt Wels – Sozialpsychisches Kompetenzzentrum - Spielsuchtberatung

Address: Dragonerstraße 22, 4600 Wels
 Telephone: +43 (7242) 295 85
 Email: spielsuchtberatung.spb@wels.gv.at
 Website: www.wels.gv.at/lebensbereiche/leben-in-wels/soziales/sozialan-gebote/sozialpsychisches-kompetenzzentrum/suchtberatung-suchtpraevention/spielsuchtberatung/

Spielsuchtberatung der Schuldnerhilfe ÖÖ

Address: Stockhofstraße 9, 4020 Linz
 Telephone: +43 (732) 77 77 34
 Email: linz@schuldner-hilfe.at
 Website: www.schuldner-hilfe.at

Styria

b.a.s. Beratungsstelle Graz

Address: Dreihackengasse 1, 8020 Graz
 Telephone: +43 (316) 82 11 99
 Email: office@bas.at
 Website: www.bas.at
 Additional advice centres: Bad Aussee, Bruck/Mur, Deutschlandsberg, Gröbming, Hartberg, Kapfenberg, Leibnitz, Liezen, Mürzzuschlag, Voitsberg, Weiz

Drogenberatung des Landes Steiermark

Address: Friedrichgasse 7, 8010 Graz
 Telephone: +43 (316) 32 60 44
 Email: drogenberatung@stmk.gv.at
 Website: www.drogenberatung.steiermark.at

Schuldenberatung Steiermark

Address: Neutorgasse 57, 8010 Graz
 Telephone: +43 (316) 37 25 07
 Email: office@sbstmk.at
 Website: www.sbstmk.at

Suchtberatung Obersteiermark

Address: Krottendorfergasse 1, 8700 Leoben
 Telephone: +43 (3842) 444 74
 Email: office@suchtberatung-obersteiermark.at
 Website: www.suchtberatung.co.at

Zentrum für Suchtmedizin Spielsuchtinformationsstelle

Address: Wagner-Jauregg-Platz 1, 8053 Graz
 Telephone: +43 (316) 21 91 - 22 22
 Website: www.lkh-graz2.at

Vienna

Ambulante Behandlungseinrichtung Spielsuchthilfe

Address: Stolberggasse 26/III Stock, 1050 Wien
 Telephone: +43 (1) 544 13 57
 Email: therapie@spielsuchthilfe.at
 Website: www.spielsuchthilfe.at

Anton Proksch Institut – Ambulatorium Wiedner Hauptstraße

Address: Wiedner Hauptstraße 105, 1050 Wien
 Telephone: +43 (1) 880 10 - 14 80
 Email: wieden@api.or.at
 Website: www.api.or.at



Legal notice

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www.admiral.ag

Any gender specific terms used in this brochure in the male or female form only refer to both men and women equally.

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