

GAMBLING RESPONSIBLY

Tips for responsible behaviour when playing slot machines



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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.

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, in some regions, 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 new and 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

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 \in 10.00 in our slot machine facilities in Lower Austria, Carinthia, Styria and Burgenland and \in 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-entertainment.at** 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-entertainment.at** in many different languages. As well as this, our highly trained employees are available to answer questions you may have.

Prevention Officer

Having **personal 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.

In-person advice

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



WE TAKE RESPONSIBILITY.

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 slot machine house. 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.



HOW TO GAMBLE RESPONSIBLY

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

TIPS FOR STAYING IN

- 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.

ADMIRAL

DO YOU WANT TO KEEP YOU GAMBLING **BEHAVIOUR IN CHECK?**

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

Self-test

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 thatyou 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 com binations, prizes or loss compensation?
11	Do you try to conceal your passion for gambling?
If you answered "Yes" to several of these questions, please turn to the last pages of this brochure.	

Yes No

WHEN THE GAME **TURNS SERIOUS**...

It's 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 to 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 gaming 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 gaming 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 +43 (1) 40 400 35 47

Online advice

In emergency cases:

www.online-spielsuchtberatung.at bas-suchtfragen.beranet.info www.spielsuchthilfe.at/onlineberatung

CONTACT DETAILS OF **SUPPORT AND ADVICE FACILITIES**

Burgenland

Psychosozialer Dienst Burgenland (Psychosocial service Burgenland)

A al alua a a	Frank Linet Course 1/Teac III, 7000 Finance at alt
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

Spielsuchtberatung Landeshauptstadt Klagenfurt

(Counselling for Gambling Addiction in the State Capital of Klagenfurt)

Address:	St. Veiter Straße 195, 9020 Klagenfurt
Telephone:	+43 (664) 961 51 86 or +43 (664) 243 22 71
Email:	spielsuchtberatung@klagenfurt.at
Website:	www.klagenfurt.at/stadtservice/gesundheit/suchtberatung

Krankenhaus de La Tour (Hospital de La Tour)

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

Spielsuchtambulanz de La Tour

(Addiction Treatment Centre at de La Tour Villach)

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

Spielsuchtberatung de La Tour Spittal

(Addiction Treatment Centre)

Ad

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



Lower Austria

Anton Proksch Institut – Suchtberatung Baden

(Anton Proksch Institute – Addiction Counselling in 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

(Caritas Addiction Counselling in St. Pölten)

Address:	Brunngasse 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

(Grüner Kreis – Addiction Rehabilitation Centre in 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

(Anonymous Gambling Self-help Group)

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

Upper Austria

Ambulanz für Spielsucht der pro mente OÖ

Neuromed Campus des Kepler Universitätsklinikums (pro mente Clinic for Gambling Addiction in Upper Austria) Kepler University Hospital, Neuromed Campus

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

(Magistrate of the State of Wels – Social Psychology Competence Centre -Counselling for Gambling Addiction)

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 OÖ

(Schuldnerhilfe OÖ Counselling for Gambling Addiction)

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

Steiermark

b.a.s. Beratungsstelle Graz

(b.a.s. Graz Counselling Centre)

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

(Addiction treatment centre at 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

Schuldnerberatung Steiermark

(Credit Counselling Service)

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

Suchtberatung Obersteiermark (Addiction Treatment Centre)

ark.at

Zentrum für Suchtmedizin Spielsuchtinformationsstelle

(Centre for Addiction Medicine Gambling Addiction Information Centre)

Address:	
Telephone:	
Website:	

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

Vienna

Ambulante Behandlungseinrichtung Spielsuchthilfe

(Gambling Addiction Treatment Facility)

Address:	
Telephone:	
Email:	
Website:	

Stolberggasse 26/III floor, 1050 Wien +43 (1) 544 13 57 therapie@spielsuchthilfe.at www.spielsuchthilfe.at

Anton Proksch Institut - Ambulatorium Wiedner Hauptstraße

(Anton Proksch Institute – Ambulanz Wieden Addiction Treatment Centre)

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





Legal notice

ADMIRAL Casinos & Entertainment AG Griesfeldstraße 15 · 2351 Wiener Neudorf Email: responsible-gambling@admiral.at www.admiral-entertainment.at

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

As of 12/2023