

WHO CAN HELP?

There is a wide range of support organisations that can offer advice and assistance including:

GAMCARE

National Gambling Helpline
Freephone **0808 8020 133** (8am-midnight, 7 days a week)
Netline **www.gamcare.org.uk**

Operated by GamCare, the National Gambling Helpline offers free and confidential support, information and advice on problem gambling either by telephone or online.

GamCare also provide advice, support and counselling to individuals, their families and friends who might have concerns about gambling issues.

GAMBLERS ANONYMOUS (GA)

www.gamblersanonymous.org.uk

A self-help fellowship of compulsive gamblers wanting to address gambling problems. Their sister organisation, GamAnon, run support groups for partners and families of compulsive gamblers.

GORDON MOODY ASSOCIATION

Telephone **01384 241 292**
www.gordonmoody.org.uk

Provides residential therapy and rehabilitation for compulsive gamblers.

THE NATIONAL PROBLEM GAMBLING CLINIC

Telephone **020 7534 6699**
Email: **gambling.cnwl@nhs.net**

Operated in London by The Central and Northwest London NHS Foundation Trust (CNWL), the clinic provides free and confidential treatment services to gamblers and others affected adversely by gambling.

NATIONAL DEBTLINE

Telephone **0808 808 4000**
www.nationaldebtline.co.uk

Help and support to enable callers to deal with their debts in a pro-active and informed way. Self help information packs are sent free to individuals with debt problems.



Help and advice on gambling responsibly



gentingcasinos.co.uk/playitsafe



GENTING CASINOS
UNITED KINGDOM



Over 18 only



PLAY IT SAFE

MAKE SURE YOU GAMBLE RESPONSIBLY

For most people, a night out at a casino is a leisure activity to be enjoyed in the same way as a trip to the football or an evening at the cinema. Like other entertainment experiences, gambling is an expenditure and gambling responsibly means not spending more money or time than you can reasonably afford and keeping your chances of winning in perspective. The risks are part of the entertainment experience and most of us can control them and usually know when to stop.

However, for a very small number of people the temptation to push their luck or re-experience the elation of an early win can be extremely compelling and sometimes irresistible. Once you begin to gamble in this intense way you may lose sight of the consequences and gambling may start to be a problem, affecting other areas of your life such as relationships, friendships and perhaps your job, as well as putting your possessions at risk.

As industry professionals, we understand more than most the issues that can arise around gambling. That's why we take a proactive position on gambling, advising all our customers to Play it Safe. Above all, we want our customers to enjoy their experience in a safe environment where help and advice is readily available if required. That's why we've created Play it Safe to offer:

- Help and advice on responsible gambling and what you can do if you think you have a gambling problem
- Approachable, highly trained staff who understand the issues involved and can direct customers to helpful information and managers who are able to discuss gambling concerns in confidence
- Customers the option to set their own limits on what they may draw at the Cash Desk
- Information available in every casino, with advice for recognising a potential gambling problem and strategies to help together with our dedicated Responsible Gambling website gentingcasinos.co.uk/playitsafe
- Options to help control gambling including Voluntary Self-Exclusion from all Genting Casinos for a chosen period
- Information and contact details for charities and support groups that can offer further help and advice

RECOGNISING THE WARNING SIGNS

Have you put at risk important or significant relationships, educational studies, your job or your career because of gambling?

Do you chase losses by continuing or quickly returning to gamble?

Do you re-live previous gambling experiences or think of ways to get money to gamble?

Do you ever gamble until you have completely run out of money?

Have you lied to family, friends or others about the extent of your gambling?

Have you committed an act of dishonesty or a crime in order to finance gambling?

Do you suffer mood swings, irritability and agitation when you are not gambling?

Do you ever gamble to escape problems or when you are feeling depressed or anxious?

Have you felt your gambling has caused financial problems for you or your household?

Have you needed to gamble with larger amounts of money to get the excitement you are looking for?

Have you ever sold your own or your family's possessions to get money to gamble or to pay gambling debts?

If you have answered yes to one or more of these questions, you may have issues that need addressing. The good news is that help is at hand.



STRATEGIES FOR HELP

TAKING CONTROL

If you feel your gambling is getting out of control there are positive actions you can take:

- Take responsibility - accepting that you need to take control is a crucial first step
- Be honest with yourself and others
- Talk to one of our Casino Managers, as experienced industry professionals they do understand and there are several ways they can help, this includes:
 - Agreeing limits on the amount of money that can be withdrawn using cheque or debit card
 - Accepting resignation from a casino for customers who do not have a gambling problem but want to take a break
 - Organising and discussing Self-Exclusion under the Genting VSE (Voluntary Self-Exclusion Scheme) which allows customers to take personal responsibility for their actions by preventing entry into any Genting Casino for a minimum of at least 6 months
 - Providing information, including where to get help

STAYING IN CONTROL

Some practical steps to help you stay in control:

- Look for patterns in your behavior: do you gamble when bored, stressed or under a lot of pressure?
- Only gamble for the time or amount of money that suits your lifestyle
- Play it Safe by taking regular breaks while gambling
- If you are going to gamble, take a set amount of cash out with you
- Use a calendar and mark each day you do not gamble, so you can see the progress you make
- Ask someone you trust to handle your money for an agreed amount of time (e.g. 3 months)
- Reward yourself after a period free from gambling by spending some of the money you have saved on yourself
- Talk about it with someone you trust: your family, a friend, a counsellor or call the GamCare National Gambling Helpline
- Remember - Play it Safe and take one day at a time