

Games of chance

Advice for safe and entertaining gaming



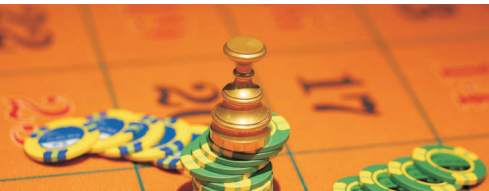
Games of chance as part of modern entertainment

Many people find the games of chance offered by modern gaming and entertainment centres a pleasant, attractive and exciting form of entertainment. In such centres, they not only play games of chance, but also visit various comic, musical and dance shows, as well as enjoy various foods, relax in hotel rooms or spas, and exercise in various recreational facilities.

The charm of games of chance is that we play them for money and become excited about the possibility of winning, even if only a small amount. Plus, we usually play them in the company of friends and, on top of it, in an enjoyable and amusing environment. When we pay to play a game of chance, we actually pay for entertainment, the same as we might pay for other forms of entertainment and relaxation, such as foods and drinks, theatre performances and concerts, and the like.

Important

When we play games of chance, it is important, just as with other forms of entertainment, that our expenses are within our financial capabilities. Each individual is responsible for his or her actions whilst playing games of chance.



Practical advice for playing games of chance

The basic principle to stick to whilst playing games of chance is to see your expenses (be it small or large, depending on your income) as payment for entertainment rather than an opportunity to solve any financial or personal problems you might have. Although players regularly win amounts that might be quite substantial, you must not hope against hope that you too might win a dream amount and thus solve all your problems in an instant.

- Determine the amount you are willing to pay to play games of chance in advance, taking into consideration other forms of entertainment and their prices. Do not go beyond this amount, even if you have a gut feeling that you will win.
- If possible, do not carry with you more money than you intend to spend. Avoid using payment and credit cards to withdraw additional money.
- Try not to visit alone too frequently – rather, enjoy the casino together with your family, friends and other customers – their company will significantly enhance your self-control.
- After having played for a while, leave the gaming table or slot machine for a refreshment in a restaurant or a bar.
- If you are on a winning streak, do not get carried away. Instead, be aware of the real probabilities of such a streak continuing. Stop before you lose what you won: it helps if you determine in advance the winnings at which you will stop playing. If you lose, accept it. Do not try to win back what you lost: it helps if you determine in advance the loss that is acceptable.
- If you notice that gaming is becoming more than just fun for you, make a promise to yourself. Such a pledge will help you establish and maintain control over your behaviour. If necessary, talk to others about it.
- If you notice that you play games of chance more often than you would like to, analyse when, how often and how long you do this. If you notice that gaming is becoming increasingly more important for you and that you have difficulty keeping the promises that you made, seek the help of an expert. Some of them are also listed in this brochure.

When do you need help?

Green light: Non-problematic gaming for fun

The majority of players experience gaming as a supplement to their usual relaxation activities. If you are like them, then gaming does not diminish the importance of your other activities.

Yellow light: Adventurous or winning stage

In this stage, which is the next stage after easy and relaxed gaming, a player still experiences gaming as a pleasant form of entertainment. He/she is usually winning a lot of money, which makes him/her believe that this is because of what he/she did, and not because of pure luck that can evaporate at any time. But even when this eventually happens, the player attributes their bad luck to external factors: "I was out of luck", "The system did not function", "Someone cheated" or "The slot machine settings were wrong". The situation gets worse if the player continues spending a lot of money or even borrows small sums to continue gaming. When they win, they repay the debts, but then lose again and have to borrow even more money. Each debt has only one purpose: to allow the player to continue gaming.

Red light: Losing stage

Players only use borrowed money to play games of chance. They borrow from different sources and hide their debts from partners, parents, family and friends. They also start behaving mysteriously. In gaming, they mainly find mental relaxation. To win back what has been lost, players will then spend more and more time gaming. With time, daily activities become a nuisance, and work is done in haste and without care. They borrow more and more, still convinced of their ability to repay debts. They might also resort to illegal activities to obtain money for gaming.



How can I help myself or how can I help others?

This brochure contains a description of some key behavioural indicators of problematic gaming to help players or their families and friends recognise them.

Employees of all Hit casinos are trained in providing assistance to customers who run into problems gaming, so you can turn to them for advice at any time. Be sure that whatever you tell them will remain confidential.

In Hit, we also have several measures in place for preventing problematic gaming, all of which are very simple yet effective:

Self-exclusion

If you are in trouble, please contact one of the expert advisers at your disposal in all Hit's casinos and ask about the procedures. After the meeting, fill in the form and choose the period, during which you want to be banned from our casinos. Your name will be stored in our computer system and our receptionists will receive a warning each time you try to enter one of our casinos. The ban is valid in all Hit's casinos, since they are all linked to a common control system.

Limited access

You can also limit the number of your visits to the casino and thus avoid playing more than you would wish to. You can do it by yourself or after talking to one of our expert advisers at your disposal in all Hit's casinos. Fill in the form and choose the period, during which you want to have a limited number of entries. Our computer system will warn receptionists at Hit's casinos each time you try to exceed the number of visits agreed.

Important

Be sure that whatever you tell us will remain confidential. After the receptionist in charge sees the signal sent from the main computer on his screen, he will discreetly tell you why you cannot be allowed to enter the casino.

Casino-imposed ban

Hit too can decide to ban certain individuals from entering its casinos. It would do so if, in its view, an individual should not be allowed to enter a casino because of their repeated problematic behaviour or because they are not visiting for entertainment. Hit may also do so after having talked to the individual concerned or their family and friends to help solve their problems.

Test your attitude to gaming

Answer sincerely the questions below:

- Do you often play games of chance longer than you had initially planned?
- Has it ever happened that you could not stop gaming?
- After losing, do you try to win back what you lost as soon as possible?
- Have your family or friends ever turned their backs on you because you neglected them due to gaming?
- Have you ever felt remorse after gaming?
- Have you ever gambled to get money with which to pay debts or otherwise solve financial difficulties?
- Does gambling negatively affect your joy for life or work productivity?
- After a win, do you have a strong urge to return and win more?
- Have you often gambled until your last dollar was gone?
- Do you gamble because you are alone or feel lonely or want to forget worries?
- Have you ever borrowed to finance your gambling?
- Have you ever sold anything to finance your gambling?
- Have you ever gambled to escape worry or anger?
- Have you ever committed, or considered committing, an illegal act to finance gambling?
- Have you had difficulty sleeping since you started gambling?
- Have arguments, disappointments, or frustrations ever created in you an urge to gamble?
- Have you been consuming more alcohol or other drugs since you started gambling?
- Have you ever lost your job due to gambling?

- Have you ever had difficulties getting up in the morning after having gambled all night long and do what you had to do?
- Have you ever considered suicide as a result of your losses at gambling?

Important

If you have answered yes to even one of these questions, we recommend talking to your family, friends or an expert to try avoiding excessive gambling. If you have answered yes to several of these questions, we recommend quitting the games at least temporarily or talking immediately to an expert. In the latter case, you can use the number, e-mail address and mail address indicated in this brochure. If and how you proceed is of course up to you.



Employees of all Hit casinos are trained in providing assistance to customers who run into problems gaming, so you can turn to them for advice at any time. Be sure that whatever you tell them will remain confidential.

If you want to talk to an expert about your problems or your family member's or friend's problems, call the following number:

- **t 080 2789** (free number for calls from Slovenia)
- **t +386 5 333 00 90** (for calls from outside Slovenia)

You can also decide to describe either your or another person's problems in an e-mail and send it to the following address:

helpline@fuds.si

or to

**Nacionalni inštitut za psihoterapijo
(National Institute for Psihoterapy)
Kidrièeva 9
5000 Nova Gorica
Slovenia**

You can call also:

- **t +39 348 449 03 55**
- **t +39 339 358 88 54**
- **Ambulanta za zdravljenje
bolezni odvisnosti
(Clinic for Addiction Treatment)
Nova Gorica, t +386 5 338 32 65 or
338 33 15**

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