

Keep
the game
fun



hit
universe of fun

We would like to warn that excessive gambling may lead to addiction and may have financial and personal consequences.

safe-fun.com

Play Safe – Have Fun

Gambling is one of the modern forms of entertainment and leisure activities. However, since we are aware of the potential risks of problem gambling, at Hit Universe of Fun we are committed to the responsible organization of gambling activities. We believe that many problems can be largely avoided if basic rules and preventive measures are in place and if support is available when difficulties are identified. Within the corporation, **the Play Safe – Have Fun program operates to actively protect players, inform and raise awareness, and offer various additional support programs.**

If you believe that you or someone close to you may have problems with gambling, take the time to read the brochure, which will, through questionnaires and advice, provide many answers and guide you toward further steps.

Together, we can ensure that gambling remains a form of entertainment.

Gambling – part of modern entertainment

In modern gaming and entertainment centres, games of chance are a very popular, enjoyable, and adrenaline-filled form of entertainment for many people. In addition to this type of fun, entertainment centres also offer musical, dance, and other performances, a wide variety of culinary options, relaxation in hotel rooms and spa facilities, as well as various other activities and recreational opportunities. The idea is to spend time with friends or acquaintances in a pleasant and entertaining environment, surrounded by other enthusiasts of this type of leisure activity.

The charm of gambling, of course, lies in playing with money. The excitement comes from the possibility of winning, regardless of whether the win is large. The money spent on gambling is therefore an investment in entertainment, which is essentially no different from what we spend on other forms of leisure and relaxation, such as food, drinks, movie tickets, concerts, and similar activities.

Important

As with other forms of entertainment, it is also important in gambling that the money we spend does not exceed our financial means. Always keep in mind that gambling is subject to chance and is therefore beyond your and our control. For this reason, responsibility for gambling lies with each individual player.



Tips for Safe Play

The basic principle to follow when gambling is to understand the money spent as payment for an entertainment service (depending on the player's means and income, these amounts may be lower or very high), and not as an opportunity to solve financial or any other personal problems. Although players may occasionally win larger amounts, one should not give in to irrational hopes of a dream win that will instantly solve all problems. Therefore, approach gambling with a plan:

- **Set a budget:** Decide in advance, how much you are willing to spend on gambling as entertainment, and compare it with other comparable forms of entertainment. If possible, do not carry more money with you than you have allocated for that evening. Avoid using debit or credit cards to withdraw additional funds for gambling.
- **Set maximum bets and loss limits:** Even if you are on a winning streak, or if you feel confident that you will win, do not place higher bets than you have predetermined. Stop before you lose what you have won. Set a plan for at what point in your winnings you will stop playing. If you lose, accept this fact. Do not try to win back what you have lost. Also, decide

in advance how much you are prepared to lose.

- **Use your Privilege account to monitor spending:** By logging into the Privilege Club and tracking your points balance in the My Privilege app, you can access an assessment of your gambling activity and, as a result, set self-limits and plan your future spending.
- **Have fun in the company of friends, acquaintances, and relatives:** Avoid constantly visiting entertainment centres alone, as company represents an important form of subconscious self-control. Also, remember to maintain social contacts outside the casino.
- **Take regular breaks:** After playing for some time, step away from the gaming table or slot machine. Treat yourself to refreshments in the restaurant or bar, watch other activities in the centre, or chat with an acquaintance or a staff member. A break can help you make smarter decisions so that gambling remains what it should be — an enjoyable activity.
- **Pay attention to your mood:** It is better not to gamble when you feel emotionally overwhelmed, for example during a period of mourning or when experiencing a high level of stress.
- **Alcohol and psychotropic medication:** If you are taking psychotropic medication, it is advisable to avoid gambling. Similarly, gambling is not recommended if you have consumed alcoholic beverages.
- **Check your situation:** From time to time, answer the questions found later in this brochure to check whether your gambling pattern is healthy or whether potential problems may be emerging.

If you notice that gambling is taking an increasingly important place in your life and that you have difficulty sticking to the limits you have set for yourself, seek professional help — telephone numbers and email addresses can be found at the end of this brochure. You can also contact Hit's Psychosocial Consultant.





Recognizing warning signs

Most people remain within non-problematic gambling — so-called “recreational gambling” — while a smaller percentage of players progress into more problematic phases. When, then, can entertainment turn into addiction?



Green Light: Non-problematic recreational gambling

Most guests experience gambling as a supplement to their usual relaxation activities. With this type of gambling, other daily activities do not lose their importance for the player.



Yellow Light: Adventure or winning phase

At this stage, which a player may enter directly from relaxed and casual gambling, the game is still experienced as pleasant entertainment. In this initial period, the player often wins a significant amount of money. The fact that they are winning creates the illusion that winnings are the result of personal skill rather than pure chance. Losses are then seen as the result of hidden external factors: “I’m unlucky,” “the system



didn't work," "someone cheated," or "the slot machine was not set correctly."

The situation worsens if the player continues to spend large amounts of money or resorts to small loans in order to keep playing. Such a guest may also begin to lose interest in previous hobbies and other leisure activities.



Red Light: Losing phase

The player mainly gambles with borrowed money. They borrow from various sources and hide loans from their partner, parents, other family members, or friends. They begin to behave secretly. Gambling is sought primarily for mental escape. In order to win back losses and repay debts, the player spends increasing amounts of time gambling. Over time, everyday activities become a burden, and work is done hastily and superficially. The player borrows increasingly large sums of money while still believing they will be able to repay everything. It is also possible that they may resort to illegal methods of obtaining funds for gambling.

Do I need help?

Sometimes it is hardest to assess yourself honestly. Answer the following questions truthfully and check whether you have your gaming under control:

- Do you often play longer than you planned?
- Has it ever happened that you were unable to stop playing?
- If you lose, do you try to win back your losses as quickly as possible?
- Have friends, acquaintances, or relatives ever turned away from you because you neglected them due to gaming?
- Do you feel guilty after playing?
- Have you ever played in order to pay bills or solve other financial problems with your winnings? Do you have financial problems because of gaming?
- Does gaming negatively affect your enjoyment of life or your work performance?
- When you win, do you feel a strong urge to continue playing in order to win even more?

- Have you often played until you ran out of money?
- Do you play because you feel alone or lonely, or because you want to escape your worries?
- Have you ever borrowed money in order to continue playing?
- Have you ever sold something in order to continue playing with the proceeds?
- Have you ever financed your gaming in an illegal way or thought about doing so?
- Do you sleep poorly since you started playing?
- Have arguments, disappointments, or problems ever led you to decide to play?
- Do you consume more alcohol or other drugs since you started playing?
- Have you ever lost a job because of gaming?
- Have you ever had difficulty getting up in the morning due to playing all night in order to fulfil your obligations?
- Have you ever thought about suicide because of losing money in a casino?

Important

If you answered “yes” to one or more of these questions, we advise you to read the next chapter of this brochure:

“How can we help (ourselves)?”



How can we help (ourselves)?

If you encounter problems with gaming, talk to friends or professionals. You can also always consult casino staff or Hit's Psychosocial Consultant. The confidentiality of all data is guaranteed.

In addition, the Hit Group offers several measures to prevent problematic gaming. These are simple and effective:

BREAK FROM GAMBLING

Self-exclusion

By submitting a written self-exclusion request, you may request that you be prohibited from participating in games of chance for a minimum of six months and a maximum of three years. During the self-exclusion period, this written request cannot be revoked.

Self-exclusion applies throughout the entire territory of the Republic of Slovenia – meaning in all casinos and slot halls in Slovenia. It is also applied accordingly to online games of chance.

Exclusion

Our company may decide to prohibit a guest from entering gaming areas. This may be based on an assessment that, due to repeated problematic behaviour,

the guest does not belong in our premises or that their purpose is not entertainment.

Measures after the expiration of self-exclusion

A guest who has chosen self-exclusion or has been excluded by us will also not receive our offers and promotions after the exclusion period expires, in order to support long-term limitation or complete cessation of gaming.

If you feel confident and believe that you no longer have problems with gambling, you may reapply for confirmation of your loyalty club membership when visiting the centre. Based on this, we will again send you current content and benefits to which you are entitled.

HIT'S CONSULTANT – FIRST POINT OF CONTACT

Quick and easy first support is available through a consultation with Hit's Consultant. This internal yet neutral contact can encourage you to take action or direct you to appropriate external professionals who can help you address any difficulties. The consultation can be conducted in Slovenian, Italian, German or English. Discretion and confidentiality of all data are guaranteed.

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responsible.gaming@hit.si



WHERE TO GET ADVICE OR HELP?

Slovenia-based

NOVA GORICA

Ambulanta za zdravljenje boleznih odvisnosti

Rejčeva ulica 4

5000 Nova Gorica

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Northern Italy-based

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