

# Gambling addiction prevention

## Information

LV Casino aims to create a pleasant atmosphere in which guests can enjoy a fun gambling experience. Gambling should be an enjoyable way to spend some of your spare time and to wind down and relax. LV Casino in no way wishes to encourage compulsive gambling habits as gambling is then no longer a positive experience, but a cause of serious problems. These not only affect compulsive gamblers and their families but also impact other casino guests. We have put together this information to underline the fact that not everyone's visit to a casino is associated with fun and excitement.

## What is »gambling addiction«?

The term gambling addiction is used when gambling becomes an obsession and an all-consuming urge. Gamblers with an addiction not only spend a lot of time and money on their habit, but also lose their self-confidence and self-esteem. Other aspects of life, such as work or family, gradually take a back seat or are increasingly neglected. This is often a long, drawn-out process, which is what makes it so difficult to identify.

## What can you do?

What options do you have when gambling at the casino turns into a problem?

- ◆ Set a spending limit for your visit to the casino.
- ◆ Never take more than this amount of money with you.
- ◆ Take friends and family with you when you visit the casino.

- ◆ Before you start playing, decide when to quit the game in terms of winnings.
- ◆ Decide in advance how much money you are prepared to lose.
- ◆ You also have the option of requesting self-exclusion.

## Personal responsibility & discipline in gambling

Information on preventing gambling addiction and controlling gambling behaviour.

## Help & support

The team at LV Casino is here to help you! Talk to our casino supervisors. They will listen to your concerns and provide you with competent advice on the different options and assistance available. Thanks to our partnership with the Maria Ebene Foundation, casino customers are able to receive professional help and support.

Counselling centre for gambling addiction / Maria Ebene Foundation / CLEAN Schiessstätte 12 – Top 8 / 6800 Feldkirch Tel. +43 5522 38072 / [clean.feldkirch@mariaebene.at](mailto:clean.feldkirch@mariaebene.at)

Counselling and support organisation in Liechtenstein  
Amt für Soziale Dienste (Department of Social Services)  
(Principality of Liechtenstein) Postplatz 2, 9494 Schaan / Department of Psychiatric and Psychological Services / Tel. +423 236 72 72

Counselling and support organisations in Switzerland  
Die Dargebotene Hand (The proffered hand) Tel. 143 / [www.143.ch](http://www.143.ch)

Spielen ohne Sucht (Gambling without addiction)  
[www.sos-spielsucht.ch](http://www.sos-spielsucht.ch) Sarganserland Social Services  
Social and Addiction Counselling Ragazerstrasse 11 / 7320 Sargans Tel. +41 81 720 40 80 / [www.sd-sargans.ch](http://www.sd-sargans.ch)



In certain cases, LV Casino reserves the right to exclude a player, in consultation between our trained staff and the visitor in question. We do this if we are of the opinion that the customer no longer has their gambling behaviour under control. For example, if we have reason to believe that a customer is gambling more money than they can afford.

## Information for third parties

Are you worried about someone's gambling habits? As a spouse, partner, relative or friend, you can – indeed should – intervene. You can contact LV Casino in person, by phone or in writing, at any time to notify us of changes in the behaviour of one of our customers or of a change in their financial situation caused by gambling. Please do not hesitate to contact us. We will discuss the situation with you and work together to find a solution.

**GAMBLING ADDICTION**

**LV CASINO**