

# RESPONSIBLE GAMBLING PROGRAM

Gamble within your budget. **Good luck!**

## INTRODUCTION AND PRINCIPLES

Casinos Grup Peralada is developing a Responsible Gambling Policy based on the deployment of European Responsible Gambling standards.

The Responsible Gambling Policy has three main objectives:

- Identifying, controlling and reducing the possible negative impacts that available casino games may cause.
- Contributing to creating a culture of games of chance where taking part in this activity happens within limits that gamblers can manage.
- Collaborating in research in the field of compulsive gambling and with organizations that work with people addicted to gambling.

Casinos Grup Peralada is committed to continuing to implement measures and actions aimed at implementing Responsible Gambling concepts and practices into its normal business activities.

Gambling is a recreational activity that creates spaces for entertainment and social interaction and are inextricably linked to the history of humanity. Several different types of games are played in Catalonia, including lotteries, casino games, bingo and slot machines with payouts.

Although most people approach games of chance responsibly, excessive gambling can lead to serious problems for gamblers both personally and professionally.

The aim is to promote a new gambling culture, where this activity is approached as a means of entertainment with affordable limits. The Catalan Government is also working within the scope of the healthcare field with people with gambling addictions.

### THE TEN COMMANDMENTS OF RESPONSIBLE GAMBLING

1



**ONLY GAMBLE AT AUTHORIZED VENUES.**

Regulated gambling increases control and prevents risks.

2



**LEARN THE RULES OF THE GAME.**

A better understanding improves your decision-making.

3



**PLAN YOUR FUN.**

Set how much time and money you want to spend.

4



**PLAY FOR FUN.**

Make sure gambling does not interfere with your personal, educational and/or professional life.

5



**DO NOT GAMBLE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS.**

Gambling can expose you to alcohol and drug risk and/or addiction.

6



**ONLY PLAY WITH YOUR OWN MONEY.**

Do not ask to borrow money to gamble and do not lend it to other players.

7



**DON'T GAMBLE AS A WAY TO AVOID YOUR PROBLEMS.**

Be extra cautious if you have had or have trouble controlling other behaviors.

8



**SHARE YOUR EXPERIENCES WITH THE PEOPLE IN YOUR LIFE.**

There's no reason to hide a responsible experience.

9



**MINORS ARE PROHIBITED FROM GAMBLING.**

For your own safety, do not gamble if you are a minor or if you are banned from gambling.

10



**TAKE CONTROL OF YOUR GAMBLING.**

Play responsibly.

**JōC**  
RESPONSIBLE

## GAMBLING PROBLEMS

### What is gambling addiction?

Gambling addiction is an addictive disorder characterized by uncontrolled behavior in relation to gambling.

The investment of time, energy and money in gambling activities increases with time and the person becomes more dependent on gambling to deal with life.

Progressive loss of control and excessive spending lead to severe economic and personal problems and immense psychological stress.

### Characteristics/Indications

- Frequently worried about gambling and getting money to continue gambling.
- Addicts cannot stop and need to increase the size or frequency of bets to achieve the desired level of excitement/satisfaction.
- Addicts gamble increasingly greater amounts of money and gamble with money they don't have. They keep gambling to try to earn back the money lost.
- They repeatedly make unsuccessful attempts to curb, reduce or stop gambling and display restless or irritable behavior when they try.
- They often use gambling as an alternative to escape from reality and real-life problems.
- They give up an important social, professional, or recreational activity to dedicate more time to gambling.
- They lie to family members or others to hide the extent of their problem to control their gambling.
- Addicts may commit crimes like forgery, fraud, theft and abuse of trust to get the money they need to gamble.

### What to do when faced with a pathological addiction?

Gambling addiction happens progressively. If someone shows the signs of early addiction, contact professionals who specialize in gambling addiction to seek treatment.

Family and friends should understand that this is a disease and take responsibility for supporting and helping the patient throughout the process.

It is important to keep in mind that no person manifests a gambling addiction or compulsive behavior when they start gambling. No one starts gambling with the intention of becoming addicted.

## GAMBLING PROBLEM QUESTIONNAIRE: DO YOU THINK YOU MIGHT HAVE A PROBLEM WITH GAMBLING?

- 1 Have you ever used money earmarked for monthly expenses for gambling?
- 2 Have you stopped having fun gambling?
- 3 Have you borrowed money to gamble?
- 4 Have you ever gambled while taking drugs of any kind?
- 5 Are you an excessive gambler? Can you control your gambling?
- 6 Do you lie to people around you to gamble?
- 7 Do you feel guilty when you gamble? Do you think about gambling when you're not gambling?
- 8 Have you ever tried to stop gambling and failed?

## TIPS AND HELP

### TIPS FOR RISK-FREE GAMBLING

- 1 Establish a budget before gambling and never spend more.
- 2 Never ask to borrow money for gambling.
- 3 Set a limit on the time spent on gambling.
- 4 Take frequent breaks when gambling.
- 5 Never gamble if you feel depressed or if you are trying to avoid your problems.
- 6 Preferably, gamble in a group and do it as a recreational and social activity.
- 7 Gambling is not synonymous with winning.

## TIPS AND HELP

### TIPS FOR FAMILY AND FRIENDS

- 1** Talk to the gambler and have a family member or friend go with you.
- 2** Understanding and tolerance are important when talking with the gambler, who likely won't recognize that they have a problem.
- 3** Keep the focus of attention on the excessive gambling behavior and not on the gambler.
- 4** Get them to see the impact of their actions on family and friends.
- 5** Speak with a mental health specialist who will be able to guide you.
- 6** Remember that changes take time. Give your support at every step of the recovery process.

## SELF-EXCLUSION

Self-exclusion is the alternative for players with serious addiction problems, which makes it possible for their names to be included on a list of people banned from entering gambling establishments, whether they decide to do so themselves or on the advice of third parties. Self-exclusion is an additional measure to help treat addiction, not the cure. Nor should it be something taken lightly and should be a thought-out and well-considered decision.

Casinos Grup Peralada currently acts as a mediator, facilitating contact with the Government of Catalonia to help people list themselves on the self-exclusion registry.

### The Catalan Government's Self-Exclusion Program.

When you gamble in a moderate and healthy way, you do it as a recreational activity. You are following the guidelines of Responsible Gambling. But if you gamble excessively and without limits, gambling can turn into an addiction and can cause serious problems in your personal, family and social life.

People who suffer from gambling addiction or who consider themselves to be at risk of suffering from it may voluntarily request to be banned from gambling rooms, casinos and bingo halls. They can do this by including themselves on the list of people who are prohibited from accessing gambling venues.

The registry is open from 8:30 a.m. to 2 p.m. from Monday to Friday at the headquarters of the Directorate General for Taxes and Gambling and/or at the Local Services of Barcelona, Central Catalonia, Girona, Lleida, Tarragona and Terres de l'Ebre.

Find out more information about self-exclusion at:

**<http://economia.gencat.cat/ca/ambits-actuacio/joc-apostes/autoprohibicio-acces-establiments-joc/>**

### DIRECCIÓ GENERAL DE TRIBUTS I JOC

Gran Via de les Corts Catalanes, 639  
(08010 Barcelona)  
Tel. 933 162 000 - Fax 935 541 585  
dgtributs.eco@gencat.cat

### REGIONAL SERVICES

#### BARCELONA

Via Laieta, 14  
(08003 Barcelona)  
Tel. 935 676 300

#### CENTRAL CATALONIA

Castelladral, 5-7  
Polígon industrial els Dolors (Palau Firal)  
(08243 Manresa)  
Tel. 936 930 299

#### GIRONA

Pl. de Pompeu Fabra, 1  
(17002 Girona)  
Tel. 972 975 000

#### LLEIDA

Vallcalent, 1  
(25006 Lleida)  
Tel. 973 032 900

#### TARRAGONA

Sant Francesc, 3  
(43003 Tarragona)  
Tel. 977 236 559

#### TERRES DE L'EBRE

Pl. de Gerard Vergés, 1  
(43500 Tortosa)  
Tel. 977 441 234

### WHERE CAN I FIND HEALTHCARE SERVICES FOR GAMBLING ADDICTION?



You can call the 24-hour hotline at 061 or go to your primary healthcare center (CAP, for its abbreviation in Catalan).

Website: <http://sem.gencat.cat/ca/061CatSalutRespon/>

E-mail: [061catsalutrespon@gencat.cat](mailto:061catsalutrespon@gencat.cat)