



keepitfun.rank.com

How to play responsibly





Play responsibly - and always Keep it Fun

Many people wrongly believe that Responsible Gambling is Problem Gambling, so imagine that this leaflet only applies to those few people with serious gambling issues. However, that is not the case.

Playing responsibly allows everyone to "Keep it Fun" by seeing gambling for what it is, and should be, an entertaining way for grown-ups to spend some well-earned leisure time.

We know that the vast majority of our customers do see gambling in this way, but for a small minority of people, it can become a problem.

This leaflet is therefore aimed at **ALL** customers, offering useful information and tips to help everyone play responsibly, avoid problems and Keep it Fun.

However, at the same time, it also offers practical help and advice for those who may have difficulty keeping control of their gambling. Information is provided on how to voluntarily self-exclude nationally from land-based casinos in the UK (SENSE). The leaflet also includes information on where to find more specialist help, if required, from the leading support agencies, such as GamCare.

At Grosvenor Casinos our teams are highly trained to offer information and assistance, so you should never feel embarrassed to ask, as they will always be pleased to help you.

For further information on playing responsibly, you can also visit our dedicated website: **www.keepitfun.rank.com**



How to Keep it Fun

Grosvenor Casinos is the home of great entertainment. Therefore, any visit should always be primarily for fun and enjoyment. "Testing your skill" and "trying your luck" are all part of the experience, but gambling should never be all about winning, or a reliance on winning.

Only gamble what you are prepared to lose

Gambling is paid-for entertainment, the same as any other form of leisure activity. Therefore, you should only ever spend what you can afford - and are prepared to lose - in exchange for the experience and enjoyment of playing. If you win - all the better, it's part of the fun. But you should never gamble with the sole purpose of winning money or recovering previous losses.

The chances of winning or losing do not change from one game to the next

The chances of winning the next game are not influenced by your result in the last one, nor by any losing or winning streak that you may currently be having. The chances will be exactly the same on the next game and the one after that. Therefore chasing losses, or playing on because you believe you are due a big win, is never a good strategy. Play only because you are enjoying it.

Set yourself limits on the time and money you spend gambling

You should only gamble for a period of time or visit frequency that fits in comfortably with your own lifestyle.

Therefore set a limit on the amount of time and money that you are happy to spend gambling. These should be limits that are right for you.

This will ensure that you always Keep it Fun.



How we can help you Keep it Fun

If you think you need our help in keeping gambling fun, we offer several ways to assist, such as:

- Enabling you to set a limit on how much you may draw at the Cash Desk.
- Ensuring that our approachable teams are given extensive training on the information available.
- Giving detailed training to our managers in how to discuss specific gambling problems or issues, in confidence, should you wish to do so.
- Offering the option to self-exclude nationally from all casinos in the UK. The scheme prevents any further visits for a minimum period of six months. You can easily enrol in the national scheme (SENSE) by speaking with one of our managers or downloading a form from the **www.keepitfun.rank.com** website.
- Providing information, such as this leaflet and our own responsible gambling website, **www.keepitfun.rank.com**, highlighting behaviours that might indicate a potential problem at an early stage.

Please speak to a member of our team to discuss specific ways that we might tailor help to Keep it Fun for you.





How can I tell if I might have a problem?

If you are concerned that your gambling is no longer fun, and possibly becoming a problem, ask yourself the following questions:

- Do you think you gamble to escape other issues or problems in your life?
- Do you relive previous gambling experiences and think of ways to get more money to gamble?
- Have you needed to continually increase your bet or stake in order to get the excitement you are looking for?
- Do you suffer mood swings, irritability and agitation when you are not gambling?
- Have you ever told others you are winning when, in fact, you are losing?
- Have you tried, in the past, to reduce either the time or money that you spend gambling and been unsuccessful?
- Have you ever been tempted to commit an act of dishonesty to finance your gambling?
- Have you ever gone back to gamble, on another day, hoping to win back your previous losses?
- Have you hidden your gambling from people who are important to you in your life?
- Have you borrowed money, from any source, that you have been unable to pay back because of your gambling?
- Have you ever sold possessions to get money to gamble or pay gambling debts?
- Do you find yourself breaking promises to family and friends, so that you can go and gamble?

If you answered yes to one or more of these questions, you should read the next section.

What if I do have a problem?

The first step in regaining control of your gambling is to be entirely honest with yourself, accepting that there is a problem, but that you have the will to confront it. Having done so, you have taken the biggest steps - accepting responsibility and choosing to take action.

Talk to a member of management in confidence at your local Grosvenor Casino. They have been specially trained and can help you decide on the best way forward for you. Alternatively, talk to someone else who you feel you can trust.

Practical steps to help

- Don't use an ATM, debit or credit cards to draw funds. Only bring an amount of money with you that you are prepared to spend.
- Set yourself strict limits on the frequency of your visits or the time you spend gambling.
- Ask someone you trust to handle your money for an agreed amount of time (e.g. three months).
- If all else fails – stop gambling. Self-exclude nationally from casinos in the UK by enrolling in the SENSE scheme. Just speak with one of our managers who will help with the quick and simple enrolment process.
- You should also take steps to self-exclude from all other forms of gambling, including online, that you participate in. Our managers can assist you in excluding from online gambling operated by The Rank Group Plc.
- Use a calendar to mark each day that you don't gamble so that you can see the progress you make.
- Reward yourself after a "gamble free" period by using the money you saved on something for yourself or your family.

Be optimistic – take one day at a time and you can regain control

If you need further assistance, please speak to a manager or visit www.keepitfun.rank.com. For details of the SENSE scheme please visit www.playingsafe.org.uk. Turn to the back page of this leaflet, entitled "How do I get help?" if you feel you need expert advice.



SELF-ENROLMENT NATIONAL SELF-EXCLUSION

SELF-EXCLUDING
FROM CASINOS



SENSE

SELF ENROLMENT NATIONAL SELF EXCLUSION

What are my options for self-exclusion?

If you wish to self-exclude we strongly recommend that you enrol in the national scheme, SENSE.

What is SENSE and where can I get more information?

SENSE stands for Self-Enrolment National Self-Exclusion, a scheme which is administered by the National Casino Forum (NCF). This allows you to voluntarily self-exclude nationally from any participating land-based casino in the UK. More information and a full list of participating casinos can be found at www.playingsafe.org.uk.

Please pick up a SENSE leaflet from reception which provides full details of the scheme together with the terms and conditions.

How do I join SENSE?

Ask a manager or receptionist and a manager will speak with you and take some basic details along with a photo and signature. By joining SENSE you are providing permission to share your self-exclusion with other casino operators using the secure SENSE database.

How long will I be excluded for?

SENSE exclusion is for a minimum period of six months, but remains in place unless or until you request to be removed from the SENSE scheme. Self-exclusion cannot be withdrawn or cancelled before the minimum six month period has expired.

Who is responsible for keeping me out of Casinos?

You are primarily responsible, however casinos participating in SENSE will do all they reasonably can to help you.

What if I only want to exclude from Grosvenor Casinos?

You can do this by speaking to a manager. However, we would still recommend that you exclude yourself from all other forms of gambling.

If you would also like to be excluded from online gaming, operated by The Rank Group Plc., please advise the manager.

How do I get help?

If you, or someone you know, is unable to control their gambling, speak to a manager or call one of the following support agencies for help:

GamCare

Telephone helpline: **0808 8020 133**

(8am – midnight)

www.gamcare.org.uk

For information, advice and counselling about problem gambling for individuals, their families and friends.

Gamblers Anonymous (GA)

www.gamblersanonymous.org.uk

A self-help fellowship of compulsive gamblers. Their sister organisation, GamAnon runs support groups for partners and families of compulsive gamblers.

The Gordon Moody Association Ltd

Telephone: **01384 241292**

Email: help@gordonmoody.org.uk

A residential hostel providing accommodation, counselling and rehabilitation for compulsive gamblers.

The National Problem Gambling Clinic

Telephone: **020 7381 7722**

Email: gambling.cnwl@nhs.net

A clinical treatment provider based in London, providing individual or group therapy and a Cognitive Behavioural Therapy (CBT) treatment programme.

National Debt line

Telephone: **0808 808 4000**

www.nationaldebtline.org

Advice and support to help deal with debts in a proactive and informed way. Self-help packs are sent, free of charge, to those who have debt problems.