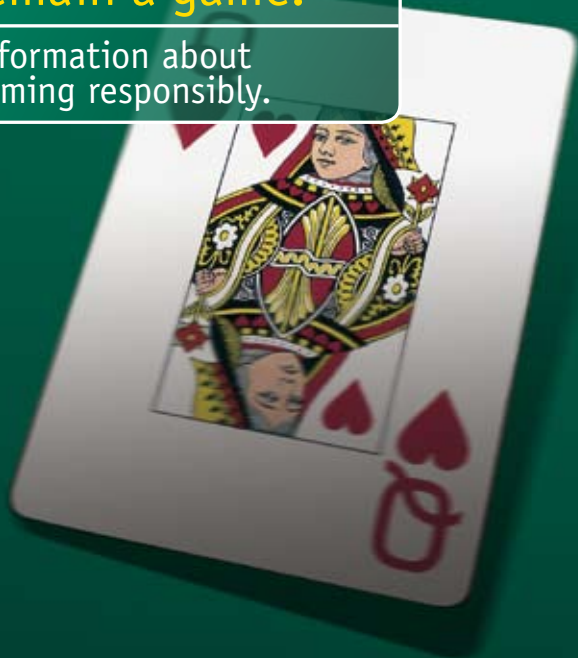


Gaming should
remain a game.

Information about
gaming responsibly.



Do you need help or information?
Call HANDS 0800 - 022 00 22

Responsible gaming

Holland Casino is an entertainment venue with an exceptional product - a place where you can play for money responsibly and safely. However, gaming does carry risks. Both the player, but also the community, will benefit from Holland Casino being aware of the signs of problematic gaming. Holland Casino understands the risks of the game, and wants to limit them and, whenever possible, avoid them. We train our employees to recognize players who appear to have a problem with the game. They will suggest visit limitation, or request a voluntary admission ban, and can also assist in finding professional help. We also protect our guests from out-of-control gaming.

Tension

For many people, a visit to the casino is an excellent way to have fun. You play with money in order to make more money. The odds of winning are accompanied by a certain amount of tension. The atmosphere in a casino is also extremely attractive. However, some people might stay at a table for a very long time. Or else they play the slot machine, or even multiple machines, for hours on end. Sometimes they lose more money than they can afford. As a result, gaming becomes somewhat compulsive; the fun, recreational character of the game is lost. This could lead to a difficult situation for the player and his social environment. And this is not a good thing. "Placing a little bet" should be synonymous with "fun and excitement".

Problems

Gaming becomes problematic when it has a negative effect on relationships with family or friends. When studies or work suffer. Or when physical, social or mental health is at risk. And when financial issues arise.

Holland Casino will always try to prevent your gaming behavior becoming a problem for you. Even though the final responsibility lies with you, we will actively try to avoid you ending up in unpleasant situations. We can offer advice and lend support when you need to make decisions. An admission ban or visit limitation might help.

If you think that you are spending too much time and money, please do not hesitate to ask one of our employees for advice. From our end, we will speak to you discretely if we suspect that your gaming behavior or the frequency of your visits could be an indication of problematic gaming. We prefer to do this at an early stage, because any potential problems can then be resolved more quickly. We have had such conversations with many guests. The vast majority of people very much appreciate our attention. As a result, some of our guests alter their gaming behavior or the frequency of their visits immediately. Others do this at a later stage, or choose not to adapt their gaming methods (at this time) because they are not aware of any problems.

We will always respect your decision. However, there is one exception: if we suspect that your spending pattern or visiting frequency is in conflict with your personal interests or the interests of your immediate environment, Holland Casino reserves the right to ban you from the casino for a certain amount of time. There are various signs that might indicate that you are a problem player:

- you play increasingly often and with ever larger amounts;
- gaming is becoming an obsession; you constantly think about playing and you are always trying to make sure you can play;
- you play with high stakes in order to win back money you have lost;
- you are unable to find excuses for your absences from home and work;
- you play in order to avoid other responsibilities;
- your debts as a result of gaming are growing;
- you are taking increasing amounts of money from the ATM;
- you are lying and cheating in order to be able to play;
- you no longer pay attention to your personal needs, such as eating, sleeping, studying and work, and you are neglecting your health.

Ask yourself

If in time you notice that one or more of these risks apply to you, we recommend that you change your gaming behavior.

If it is difficult or impossible to change your gaming behavior, please consider taking a restrictive measure, such as visit limitation or an admission ban.

If you are a regular player, you can find out if you are at risk by answering the following questions:

1. Do you ever feel that you should limit your gaming activities?
2. Have you ever been irritated by remarks from others about your gaming behavior?
3. Do you ever feel guilty about something you did while playing?
4. Have you ever, after waking up, had the feeling that you need to play immediately in order to calm down?

If you answered one of these four questions with "yes", this indicates a problem. If you answered two with "yes", this is a confirmation of the suspicion that you have a problem. We recommend you talk to us about this. There are people present at every location who are aware of the problems that can develop from gaming. Nobody will think it strange if you ask to speak to one of them.

Admission ban/Visit limitation

You can request an admission ban using the form that you will find on the back of this brochure. You can indicate the period during which you do not want to be allowed into the casino. Your request will be registered and recorded in the computer.

You will be discretely refused entry if you do try to visit. The computer will respond immediately if you try to enter a casino despite an admittance ban. Another option is visit limitation. You can determine how often - up to eight times per month - you think you will be able to visit the casino responsibly. Your privacy is ensured and our employees will always personally inform you why you will not be allowed access to the gaming hall.

An admission ban or visit limitation is valid for all Holland Casino locations. They are valid for a period of six to twelve months, or for unlimited time (with a minimum of one year) and cannot be cancelled while active. At the end of this period, you will be invited for a conversation with one of our employees before you can regain admittance to the casino. After an admission ban has ended, you will be informed of the option of visit limitation. However, final responsibility for that decision is your own.

Help

If you feel that Holland Casino has not been able to provide enough help, you can get in touch with an Instelling voor Verslavingszorg (Care Organization for Addicts) in your area, or with the AGOG (Anonieme Gokkers Omgeving Gokkers) (Gamblers Anonymous), a self-help organization for and by those addicted to gambling. Help is provided free of charge, and these organizations can be reached at:

Instelling voor Verslavingszorg in your area,
see the telephone directory or visit www.ggznederland.nl
AGOG: 0900 - 217 77 21 or www.stoppenmetgokken.nl

Send this form, fully completed and signed, to the Holland Casino closest to your home (the addresses of all Holland Casino locations are listed on the back of this brochure).

Name* _____ Initial(s): _____ M F
 (*maiden name for women)

Address: _____

Post Code: _____ City: _____

Date of Birth: _____ Place of Birth: _____

Nationality: _____

Games played most often:

- | | | |
|--|--|---|
| <input type="checkbox"/> American Roulette | <input type="checkbox"/> French Roulette | <input type="checkbox"/> Multi Roulette |
| <input type="checkbox"/> Black Jack | <input type="checkbox"/> Poker | <input type="checkbox"/> Punto Banco |
| <input type="checkbox"/> Slot Machines | | |

Request admission ban for a period of:

- | | | |
|-----------------------------------|------------------------------------|--|
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 12 months | <input type="checkbox"/> unlimited period* |
|-----------------------------------|------------------------------------|--|

Requests visit limitation tovisits (maximum of 8) per:

- | | | | |
|---|------------------------------------|--|--|
| <input type="checkbox"/> month for the duration of: | <input type="checkbox"/> 6 months | <input type="checkbox"/> 12 months | <input type="checkbox"/> unlimited period* |
| <input type="checkbox"/> 6 months for the duration of: | <input type="checkbox"/> 6 months | <input type="checkbox"/> 12 months | <input type="checkbox"/> unlimited period* |
| <input type="checkbox"/> 12 months for the duration of: | <input type="checkbox"/> 12 months | <input type="checkbox"/> unlimited period* | |

- Yes, I want to continue receiving mail or e-mail from Holland Casino during my visit limitation.
 No, I do not want to continue receiving mail or e-mail from Holland Casino during my visit limitation.

*Unlimited period means at least one year.

An admission ban or visit limitation is valid at all Holland Casino locations. Guests with an admission ban will not receive mail or e-mail from Holland Casino for the duration of the admission ban. Mail and e-mail dispatches are prepared long in advance. Therefore it is possible that some items sent by Holland Casino will be received.

Reason for request:

I do not want to receive a written confirmation of this request.

Undersigned states that he/she understands that Holland Casino is not responsible for any financial consequences if he/she disregards the visit limitation, or gains entrance to a Holland Casino location on his/her own request, or by whatever other means, despite an admittance ban.

Signature:

Date:

