

LUCK REQUIRES RESPONSIBILITY



**Casino
JOKER'S**

Help and support

SAFE GAMING...

If you enjoy gaming and betting, you have found an exciting entertainment and leisure activity, which can, however, have its downsides. Because there is a risk of slipping into behavior that is difficult or impossible to control, which in turn may lead to problems for both the persons involved and their social environment.

If you, too, feel that gaming is becoming a burden to you, or if you have already been invited to a talk with one of our trained counselors, this booklet will give you valuable guidance. All the information contained herein is aimed at ensuring an appropriate approach to gaming.

Take the opportunity to examine your gaming behavior so that you remain in control at all times! If you still have questions after reading this, please contact our trained counselors, who will be happy to talk to you at any time.



Casino **JOKER'S**

PA ENTERTAINMENT & AUTOMATEN AG ASSUMES RESPONSIBILITY...

PA Entertainment & Automaten AG operates in the awareness that gaming must go hand in hand with utmost responsibility. Living up to this high standard involves regular external and internal training for our employees on all aspects of gaming and, in particular, on the protection of minors.

CONTROLLED GAMING...

PA Entertainment & Automaten AG's access system is an electronic control system that allows registered persons to access the gaming facilities. This system records the number of visits as well as the exact time played at the machines. If a certain value regarding the frequency of visits and the duration of play is exceeded, the system warns of a possible risk of gaming addiction.

PA Entertainment & Automaten AG reviews this notice, informs the individuals concerned about the dangers of excessive gaming and provides contact addresses of excellent counseling and therapy facilities.

The access system, in addition to social control by trained employees, is a valuable tool for drawing attention to potential gaming risks in a timely manner and increasing gaming safety.

THE JOKER'S CARD...

The **JOKER'S CARD** is an electronic identification card that offers you protected access to games. With the **JOKER'S CARD**, **PA Entertainment & Automaten AG** fulfills its legal obligations to collect customer data and to preventively monitor gaming behavior.



For you as a **JOKER'S CARD** holder, it is particularly important that you choose a safe place to store your card in order to prevent loss, theft, or damage. Should you nevertheless lose your card, you can have a new **JOKER'S CARD** issued upon presentation of your personal data. This will invalidate the old card in order to prevent any misuse by third parties. In the event of any unauthorized use of the **JOKER'S CARD**, however, your card will be blocked at all locations.

Controlled gaming means acting on your own responsibility. Therefore, please consider the tips for responsible gaming and invest only as much time and money as your financial and social obligations allow. The counselors at **PA Entertainment & Automaten AG** will be happy to help you prevent your gaming behavior from getting out of control in the first place.

COUNSELING...

PA Entertainment & Automaten AG counselors are trained prevention officers who are there to help you with any questions or problems you may have related to gaming. They can also recommend **psychosocial and clinical facilities** as well as debt counseling services.

COLLABORATION WITH INDEPENDENT EXPERTS...

PA Entertainment & Automaten AG cooperates closely with therapeutic and clinical facilities, institutes and universities. Because only through a regular and valuable exchange of knowledge with experts can **PA Entertainment & Automaten AG** live up to its claim of constantly improving its player protection measures.

SELF-TEST...

A self-test allows you to determine whether or not your gaming behavior might become problematic by answering simple questions.

**DO YOU NEED ADVICE AND ASSISTANCE? CONTACT OUR FREE HELPLINE!
0800 20 6000**

free of charge from any Austrian network

SELF-TEST...

If you answered one or two of the questions with “yes”, you should observe your own behavior carefully.

If you already answered “yes” to several questions, we recommend that you seek the assistance of the trained staff at **PA Entertainment & Automaten AG**. To do this, please contact our **helpline (0800 20 6000*)** or one of the counseling centers listed on the penultimate page.

*free of charge from any Austrian network

	YES	NO
Do you think about gaming frequently?	<input type="checkbox"/>	<input type="checkbox"/>
Do you raise your stakes to make the game exciting for you?	<input type="checkbox"/>	<input type="checkbox"/>
Have you made multiple unsuccessful attempts to limit your gaming?	<input type="checkbox"/>	<input type="checkbox"/>
Do you react irritably or anxiously when trying to restrict your gaming behavior?	<input type="checkbox"/>	<input type="checkbox"/>
Do you escape from negative feelings or problems by playing?	<input type="checkbox"/>	<input type="checkbox"/>
Do you try to make up for gaming losses by playing more?	<input type="checkbox"/>	<input type="checkbox"/>
Do you hide your gaming problems from close significant others?	<input type="checkbox"/>	<input type="checkbox"/>
Are you jeopardizing relationships with loved ones or your career opportunities because of gaming?	<input type="checkbox"/>	<input type="checkbox"/>
Do you borrow money from others to offset your financial problems?	<input type="checkbox"/>	<input type="checkbox"/>

(SELF) CONTROL IS BETTER!

RESTRICTING YOUR GAMING TIME

You are free to independently limit your gaming time. **PA Entertainment & Automaten AG** gives you the possibility to reduce your maximum daily playing time and to take a break of one day. The advantage is clearly that you can plan your visits in a self-regulating manner. In order to voluntarily limit your gaming time, please visit a **PA Entertainment & Automaten AG** location.

There, you can make the desired restriction with the assistance of a staff member, or you can use our online forms via our homepage at www.glueckundverantwortung.at.

VOLUNTARY LOSS CAP

With the voluntary loss cap, you can set yourself weekly or monthly financial limits. Once the agreed amount is reached, you will be excluded from gaming for the remaining period. The advantage of this measure is that you keep track of your gaming behavior and your spending. In order to arrange a loss cap, please visit a **PA Entertainment & Automaten AG** location. There, you can make the desired restriction with the assistance of a staff member, or you can use our online forms via our homepage at www.glueckundverantwortung.at.



VOLUNTARY BAN

You are free to institute a voluntary ban. You will not be able to play for the period you have selected. You cannot revoke your voluntary ban until the time period has expired. In order to arrange a voluntary ban, please visit a **PA Entertainment & Automaten AG** location. There, you can block your **JOKER'S CARD** with the assistance of a staff member, or you can use our online forms via our homepage at www.glueckundverantwortung.at.



INFORMATION FOR FAMILY MEMBERS

An important aspect of voluntary self-restriction, voluntary loss caps or a voluntary ban is the fact that the initiative must always come from the player themselves. However, family members should take the opportunity to make the person affected aware of these possibilities.

WHEN THE SOCIAL ENVIRONMENT IS AT STAKE....

Relatives, friends or partners are always affected when gaming becomes a problem or, in the worst case, a gaming addiction develops. This is a serious condition that often progresses gradually – as does the awareness of the extent of the problem. The important thing is to pay attention and to not deny the situation or condemn the person affected, but rather to support them in seeking help!



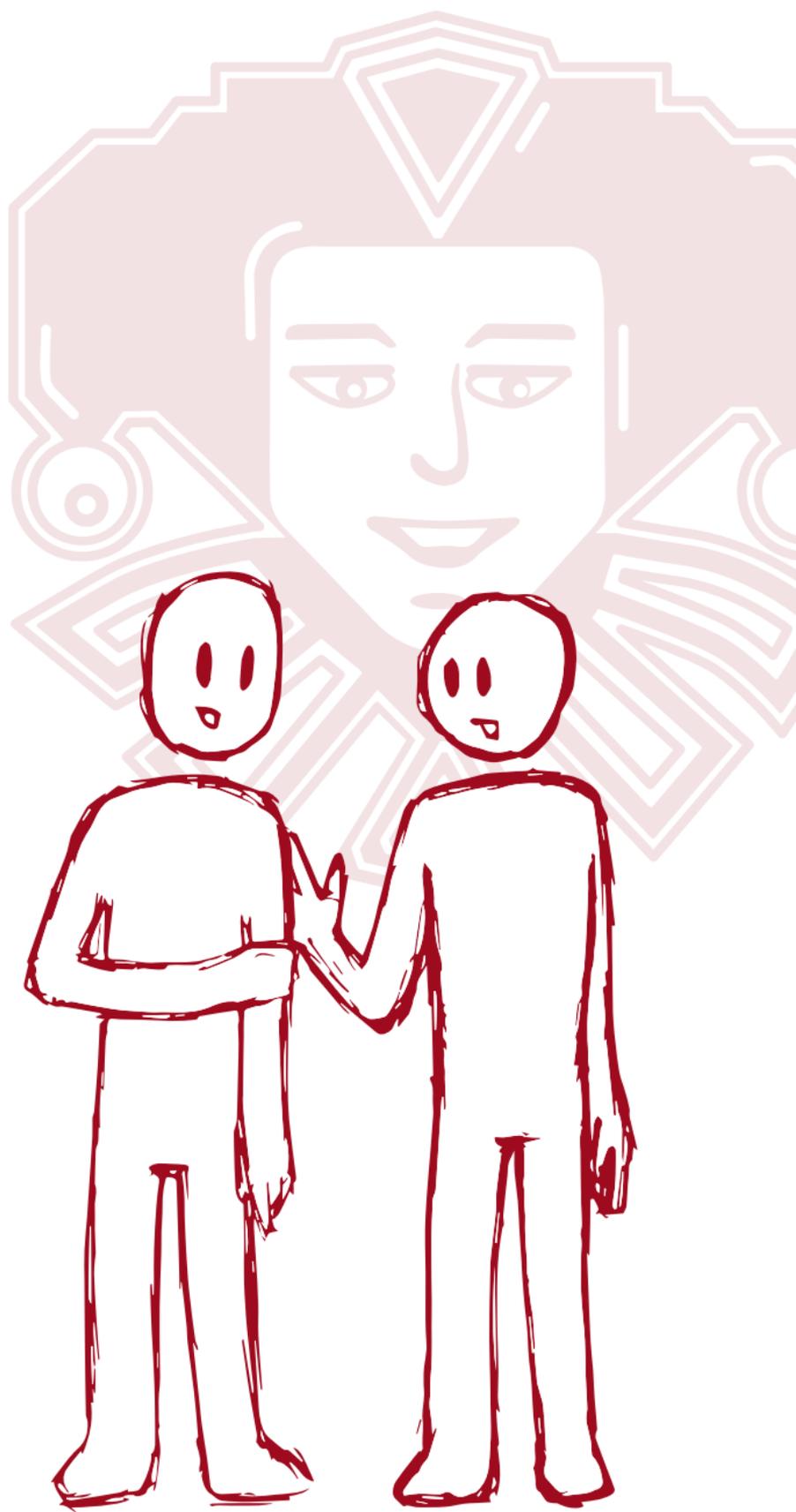
CAUTION IS ADVISED WHEN...

- gaming always comes first and family, friends and work are pushed aside
- the person concerned spends more and more time gaming
- money becomes tight or debts accumulate
- the person concerned plays to make themselves feel better
- the person concerned plays to earn money
- the person concerned plays with borrowed money or with amounts already earmarked for other things (such as rent, repairs, gifts for children)
- gaming is concealed
- the person concerned seems increasingly irritable, aggressive or sad when they are unable to play

Frequently, the fact that a loved one has developed or is developing a gaming addiction is also accompanied by feelings of fear, shame, or guilt in those around them. In the worst case, this means that help is denied altogether.

WHAT FAMILY MEMBERS SHOULD NOT DO:

- lend money to the person concerned or take over their loans
- lie for the player or trivialize the consequences
- reproachfully confront the person regarding their gaming addiction
- If someone in your family has a gaming addiction, you cannot make the decision for them to stop gaming or to be voluntarily banned. But you may trust your perception and contribute to solving the problem by breaking the silence!
- As a person affected, but also as a family member, please make use of the facilities listed in this brochure to have an **initial consultation without any obligations** and to get timely advice in this difficult situation!



COUNSELING CENTERS IN UPPER AUSTRIA

BETREUUNGSZENTRUM LINZ GRÜNER KREIS

Sandgasse 11, 4020 Linz
+43 664 8111024

CLINIC FOR PSYCHIATRY MAIN FOCUS: ADDICTION MEDICINE

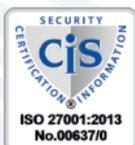
Kepler Universitätsklinikum GmbH
Neuromed Campus
Wagner-Jauregg-Weg 15, 4020 Linz
+43 5 76808729571

MAGISTRATE OF THE CITY OF WELS

Gaming addiction counseling
Dragonerstraße 22, 4600 Wels
+43 7242 29585

GAMING ADDICTION COUNSELING OF SCHULDNERHILFE OÖ

Stockhofstraße 9/4, 4020 Linz
+43 732 777734



Principle of equality:

In order to improve readability, the gendered forms of language – male, female and diverse (m/f/d) – are not used concurrently. All references to persons are used identically in the spirit of equal treatment of all genders and PA Entertainment & Automaten AG's express commitment to diversity.

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COUNSELING CENTERS IN STYRIA

SPECIALIST UNIT FOR GAMING ADDICTION

Dreihackengasse 1, 8020 Graz

+43 664 9643692

STATE OF STYRIA DRUG COUNSELING

Friedrichgasse 7, 8010 Graz

+43 316 326044

ADDICTION COUNSELING UPPER STYRIA

Krottendorfergasse 1, 8700 Leoben

+43 3842 444740

COUNSELING CENTER BURGENLAND

PSYCHOSOCIAL SERVICES

BURGENLAND GMBH

Addiction Coordination

Franz Liszt-Gasse 1, Top III, 7000 Eisenstadt

+43 5 797920000

INSTITUTE FOR GAMING & ADDICTION

Wilhelm-Kreß-Straße 3, 5020 Salzburg

+43 662 8740300

CHRISTIAN DOPPLER CLINIC

GAMBLING ADDICTION OUTPATIENT CLINIC

Ignaz-Harrer-Straße 79, 5020 Salzburg

+43 5 725534991

You can find **more counseling centers** near you at **www.glueckundverantwortung.at** or in our **JOKER's App**



Casino

JOKER'S

HELPLINE

0800 20 6000

free of charge from any Austrian network



**BEWUSST
NACHHALTIG**



**SCAN THE QR-CODE
NOW AND DOWNLOAD
THE FREE JOKER'S APP!**

www.glueckundverantwortung.at